



Public Policy Committee  
Meeting Minutes  
March 4, 2015

CalViva Health  
1315 Van Ness Avenue  
Fresno, CA 93721

Committee Members	Community Base Organizations (Alternates)
✓ Joe Neves, Chairman	✓ Jeff Garner, KCAO
✓ Kevin Hamilton, Provider Representative	✓ Robert Garcia, Self Help
✓ Beatrice Avila, Fresno County Representative	<b>Staff Members</b>
✓ Gabriela Chavez, Madera County Representative	Mary Beth Corrado, CCO
Crystal Juarez, Fresno County Representative	Jeffery Nkansah, Manager – Compliance/Privacy
✓ Tanya Klapps-Doan, At-Large	✓ Kim Lopez, Office Assistant
✓ Magdalena Nino, Kings County Representative	✓ Cheryl Hurley, Office Manager

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:33 am. A quorum was present.	
#2 Meeting Notes for December 3, 2015 Action Joe Neves, Chair	The December 3, 2014 Meeting minutes were reviewed. There were no discrepancies	<b>Motion:</b> Approve December 3, 2014 Minutes 8-0-0-1(Garcia/Chavez)
#3 Enrollment Dashboard Information Jeff Nkansah	J. Nkansah presented the Enrollment Dashboard report. CalViva continues to see membership growth. January 2015 membership is at 305,877. Also noted, we continue to see low voluntary disenrollment.	
#4 Appeals, Grievances and Complaints Information Mary Beth Corrado, CCO	M.B. Corrado presented the Appeals, Grievances and Complaints report. Quarter 4, CalViva had 312 total grievances and appeals received. This represented 29 appeal cases and 283 grievances cases. The majority of appeals and grievances are from Fresno County (largest CalViva Health enrollment). The most common category of	

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	<p>grievances received were for Quality of Service related to interpersonal issues with providers, provider staff or Plan staff.</p> <p>Ms. Corrado reviewed highlights of the 2014 grievance and appeal activity. In 2014, CalViva received a total of 1009 cases representing 808 formal grievances and 201 appeals. The overall 2014 turnaround compliance rate for appeals and grievances was 99%.</p> <p>The volume of grievance activity significantly increased in 2014 over 2013 when 543 appeal and grievances were received. A 2014 comparison to 2013 Appeals and Grievances rates per thousand members per month was requested at the December 3, 2014 meeting and presented to the committee. The appeal rate was the same for 2013 and 2014 at .06 appeals PTMPM and the grievance rate for 2013 was .16 grievances PTMPM and for 2014 was .24 PTMPM. The significant increase in the appeal/grievance volume is due to the increased CalViva enrollment resulting from the expansion of eligible Medi-Cal beneficiaries under the Affordable Care Act.</p> <p>Other 2014 grievance related activity findings were also discussed. 80 appeals and 268 grievances received were from Seniors and Persons with Disabilities (SPD). The top two categories of quality of service cases for the year were related to administrative issues and interpersonal issue with providers, staff or plan staff and the most common type of</p>	

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<p><b>#5 Annual Report</b> Information Jeff Nkansah</p>	<p>quality of care cases was related to PCP care. The top two categories of appeal cases for the year were related to durable medical equipment (DME) and pharmacy related issues. There were 834 exempt grievances received. The most common exempt grievance categories were related to attitude/service. The second most common exempt grievance category was related to access issues.</p> <p>J Nkansah presented the CalViva Fiscal Year 2014 Annual Report. Highlighted focus regarding a message from the RHA Commission Chair of the high member growth which took place in 2014. A message from the CEO noted CVH will continue to work closely with the Community Based Organizations for enrollment services, food banks, shelter's, children's services, legal services, clothing and school programs and supplies. In addition plan member participation on the Public Policy Committee is valued and understanding member needs and concerns. An overview of 2013-2014 strategic goals, County breakdown of membership, Medical Management QI programs, Financial and enrollment Summary were presented to the committee. The Annual Report is also available on the CalViva website.</p> <p>M. Nino, committee member, commented on CalViva's appointment availability with specialists, particularly neurologists. MB Corrado stated contacting member services would be the most efficient way to be connected with contracted specialists available within and or nearest to a CVH member's demographic location.</p>	

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	<p>K. Hamilton and M. Nino agreed/requested a breakdown of specialists in the network and if possible if the breakdown can be drilled down by county.</p> <p>G. Chavez, a committee member, stated she spoke with a nurse while receiving services at a local hospital; the nurse commented on never coming across any issues with the CalViva Health plan as far as treatment options with diabetes and other health related issues. The nurse also stated CVH's turnaround time response is rapid compared to any other health plan.</p>	
<p><b>#6 Old Business Information</b> Mary Beth Corrado, CCO</p>	<p>MB Corrado provided an update regarding CalViva Health's vision policy. The optical coverage of frames and lenses are not a covered benefit to members over the age of 21, they are only a benefit to members under 21 every two years. When it comes to replacing the frames or fixing and repairing under certain circumstances Medi-Cal will grant repair as opposed to replacement. The Medi-Cal services are limited and CalViva Health will continue to follow the state guidelines.</p> <p>In addition to the vision policy, CVH is currently collaborating with First 5 as a part of a community initiative with the focus on filling possible gaps related to the vision benefit.</p>	
<p><b>#7 Health Education</b></p>	<p>T Gonzalez presented the various health education classes</p>	

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<p>Information Tony Gonzalez</p>	<p>and services available to all CalViva health members. The next new member orientation will take place March 27<sup>th</sup> and are available in English and Spanish at a various locations throughout the Fresno, Kings and Madera Counties. The average length of a new member orientation is about 45 minutes with 10 to 15 minutes open for questions and answers.</p>	
<p><b>#8 Annual Operational Compliance Report</b> Information Mary Beth Corrado, CCO</p>	<p>MB Corrado presented the Annual Operational Compliance Report. The 2014 CalViva Health member service call center data results were discussed. The member services met and exceeded the call performance standards in 2014. Call volumes increased by approximately 16% over 2013. The significant increase in call volume was due to an increase in CVH membership. The top reasons for calls were:</p> <ul style="list-style-type: none"> <li>• Primary Care Provider (PCP) changes</li> <li>• Inquires about Plan benefits</li> <li>• Changing personal information</li> <li>• Checking eligibility</li> </ul> <p>The 2014 CalViva Health Provider Relations chart was reviewed. The number of providers, hospitals and specialists in Fresno, Kings and Madera Counties were also presented. Approximately 160,000 households received their 2014-2015 Member Handbooks and Provider Directory (Annual Mailing). 6 Provider Toolkits were approved for use with providers. 1,790 provider visits and events occurred throughout Fresno, Kings and Madera Counties during 2014.</p>	

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	<p>Delegation Oversight Audits of Health Net occurred and covered the period from January 2012- June 2013. Audits included a review of the policies and procedures and case files. The results reflected compliance with most audit elements.</p>	
<p><b>#9 2015 Medical Survey Audit Information</b> Mary Beth Corrado, CCO</p>	<p>MB Corrado stated CalViva Health received a full service medical survey audit from the Department of Health Care Services (DHCS). DHCS staff was onsite during February 2015 and follow up documents were mailed out as requested. The results of the audit will be presented to the committee when available.</p>	
<p><b>#10 Announcements</b></p>	<p>K Hamilton reminded staff of his request for a breakdown of the diagnosis conditions (by pediatric and adult) presented at the December 2014 meeting by Cultural and Linguistics in the GNA presentation.</p> <p>K Hamilton informed the committee Gaston Middle School will be hosting a health fair for the community to attend with many free services sponsored by Clinica Sierra Vista</p>	

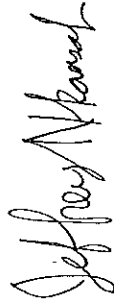
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#11 Public Comment:	and Tzu Chi Foundation April 18 <sup>th</sup> and 19 <sup>th</sup> . A free health fair will also take place Sunday April 19 <sup>th</sup> at Manchester Mall with a variety of services available.	
#12 Adjourn	The meeting was adjourned at 12:50 pm.	

NEXT MEETING      June 3, 2015 in Kings County  
11:30am - 1:30pm

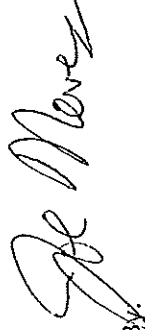
Submitted This Day: June 3, 2015

Approval Date: June 3, 2015



Submitted By:

Jeffrey Nkansah, CalViva Manager – Compliance/Privacy



Approved By: Joe Neves, Chairman