



Public Policy Committee
 Meeting Minutes
 September 4, 2019

Camarena Health
 344 E. Sixth Street
 Madera, CA 93638

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓*	Jeff Garner, KCAO
✓	David Phillips, Provider Representative	✓	Roberto Garcia, Self Help
✓	Leann Floyd, Kings County Representative		Staff Members
✓*	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Community Relations Director
✓	Kristi Hernandez, At-Large Representative	✓	Cheryl Hurley, Commission Clerk
✓	Kevin Dat Vu, Fresno County Representative	✓	Greg Hund, CEO
✓	Norma Mendoza, At-Large Representative		
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:39 am. A quorum was present.	
#2 Meeting Minutes from June 12, 2019 Action Joe Neves, Chair	The June 12, 2019 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve June 12, 2019 Minutes 7-0-0-2 (R.Garcia / Phillips)
#3 Committee Membership Update Information Joe Neves, Chair	Kevin Dat Vu was introduced as the newest member to join the Public Policy Committee. He filled the vacant Fresno County position.	No motion
#4 Proposed 2020 PPC Meeting Calendar Joe Neves, Chair	The 2020 proposed meeting calendar was presented to the PPC. No conflicts were noted.	Motion: Approve 2020 PPC Meeting Calendar 8-0-0-1 (R.Garcia / Garner)

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#5 Enrollment Dashboard Information Courtney Shapiro, Community Relations Director</p>	<p>Courtney Shapiro presented the enrollment dashboard through July 2019. Membership as of the end of July was 357,064. Market share is consistent with previous months.</p>	<p>No motion</p>
<p>#6 Health Education 2019 Member Incentive Update Q1 and Q2 Information Justina Feliz</p>	<p>A total of 4,777 CalViva Health (CVH) members participated in eight health education and quality improvement incentive programs during Q1 and Q2 in 2019. Of the 4,777 participants, 4,581 members received an incentive. In total, \$117,775 worth of gift cards were given to CVH members. Of the 4,581 award recipients, (77%) were from Fresno County, (11%) from Kings County and (12%) from Madera County. Five of the eight incentive programs had lower award recipients in Q1 and Q2, 2019 compared to Q3 and Q4, 2018 due to care gap lists not having up-to-date phone and mailing addresses, leading to disconnected numbers and return mail. The three most active incentive programs during Q1 and Q2, 2019 were Postpartum Visits, Breast Cancer Screenings and Childhood Immunizations.</p>	<p>No motion</p>
<p>#7 Appeals, Grievances and Complaints Information Courtney Shapiro, Community Relations Director</p>	<p>Courtney Shapiro presented the appeals, grievances and complaints report for Q2 2019. Total appeals and grievances for Q2 2019 were 558. Total appeals for Q2 2019 were 203. Total grievances for Q2 2019 were 355. Turnaround time compliance standard for Appeals was met at 100%; Standard Grievances was met at 99.6%, and Expedited Grievances was met at 100%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.</p>	<p>No motion</p>

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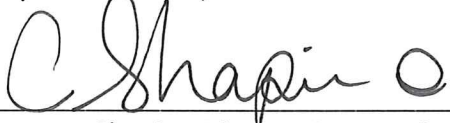
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#8 DMHC/DHCS Audit Update</p> <p>Information Greg Hund, CEO</p>	<p>Greg Hund provided an update on the DMHC and DHCS audits. Final results have not yet been received.</p>	<p>No motion</p>
<p>#9 EOC/Member Handbook Update</p> <p>Information Courtney Shapiro, Community Relations Director</p>	<p>Courtney Shapiro reported that members are to continue to use the 2018 Member Handbook. Once a new template is received from the State, a new handbook will be printed and provided to members.</p>	<p>No motion</p>
<p>#10 Member Feedback on Fotonovelas Vaccine Marketing Material</p> <p>Information Courtney Shapiro, Community Relations Director</p>	<p>A sample of the Fotonovelas Vaccine marketing material was provided to PPC members for review and feedback as to whether or not our members would benefit from this material.</p>	<p>No motion</p>
<p>#11 Final Comments from Committee Members and Staff</p>	<p>Grand opening for UHC's new administrative building is 9/25. The UHC Fourth annual golf tournament is 10/14.</p>	
<p>#12 Announcements</p>	<p>A press release went out 9/4 announcing CVH's \$1.2M grant for physician recruitment.</p> <p>CalViva Health Day at the Fresno Fair is Tuesday, 10/8.</p> <p>CVH annual bike ride is 10/11.</p> <p>New marketing campaign rolls out before the end of 2019.</p>	

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AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#13 Public Comment	None.	
#14 Adjourn	Meeting adjourned at 12:36 pm.	

NEXT MEETING **December 4, 2019 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: December 4, 2019

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approval Date: December 4, 2019

Approved By: 
 Joe Neves, Chairman