



Public Policy Committee
Meeting Minutes
December 7, 2016

CalViva Health
7625 N. Palm Ave., #109
Fresno, CA 93711

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman		Jeff Garner, KCAO
✓	David Phillips, Provider Representative	✓	Roberto Garcia, Self Help
	Beatrice Avila, Fresno County Representative		Staff Members
✓	Gabriela Chavez, Madera County Representative	✓	Mary Beth Corrado, CCO
✓	Seng Moua, Fresno County Representative	✓	Mary Lourdes Leone, Compliance Project Manager
✓	Tanya Klapps-Doan, At-Large	✓	Cheryl Hurley, Commission Clerk
	Magdalena Nino, Kings County Representative	✓	Courtney Shapiro, Community Relations Coordinator

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:34 am. A quorum was present.	
#2 Meeting Minutes from September 7, 2016 Action Joe Neves, Chair	The September 7, 2016 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve September 7, 2016 Minutes 6-0-0-3 (R.Garcia / D.Phillips)
#3 2017 PPC Meeting Calendar Information Joe Neves, Chair	The 2017 PPC meeting calendar was provided to the committee members.	
#4 Enrollment Dashboard Information Mary Lourdes Leone, Compliance Project Manager	Mary Lourdes Leone presented the enrollment dashboard. As of November 2016, membership enrollment is currently 358,722, which is an increase of 23,000 members compared to the same time last year.	

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<p>#5 Health Education</p> <p>Information Tony Gonzalez</p>	<p>Tony Gonzalez presented an update on Health Education’s Work Plan mid-year evaluation. Twelve initiatives are on track in meeting year-end goals. The remaining two initiatives, Obesity Prevention and Perinatal initiatives experienced challenges in having updated promotional materials to support member enrollment. Plans to meet all work plan goals by end of Q4 2016 are in place.</p> <p>In comparing mid-year utilization outcomes of key health education programs and services to 2016 year-end goals, 7 out of 12 programs and services have met or are close to meeting 50% of the year end goal.</p>	
<p>#6 Cultural and Linguistics</p> <p>Information Lali Witrago</p>	<p>Lali Witrago presented the Cultural and Linguistics 2016 Work Plan Mid-Year evaluation. Activities complete during the first six months of 2016 included:</p> <ul style="list-style-type: none"> • Language Assistance Services • Compliance Monitoring • Communication Training and Education • Health Literacy, Cultural Competency and Health Equity <p>All activities were completed or are on target to be completed by the end of 2016. Continuing efforts to implement, monitor and track C&L related services and activities are ongoing.</p> <p>Lali Witrago additionally reported on the Cultural and Linguistics Language Assistance Program Mid-Year Report. As of June 30, 2016, CalViva Health has 355,480 members with 58% being Latino/Hispanic followed by 14% White/Caucasian, 12% Asian/Pacific Islander, and 6%</p>	

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	<p>African American/Black. During the first six months of 2016 the total number of calls handled by Member Services Department representatives was 77,154 for all languages. 15,345 (20%) of the 77,154 calls handled by call center service representatives were handled in Spanish and Hmong languages. Additionally, 675 interpreter requests were fulfilled for CalViva Health members. Of these requests, 503 (74%) were fulfilled utilizing telephonic interpreter services followed by 141 (21%) for in-person (face-to-face) and 31 (5%) for sign language interpretation. The number of interpreter request for telephone interpretation was lower during this reporting period compared to previous.</p>	
<p>#7 Medical Management Information Patrick Marabella, M.D.</p>	<p>Dr. Marabella reported on the HEDIS® results for reporting year 2016. Each measure was explained in relation to the minimum performance level required. Each HEDIS® measure scoring below the minimum performance level is required to complete a performance improvement plan in order to get the score up to meet the minimum performance levels.</p> <p>CalViva Health projects for 2016-2017 include the following:</p> <ul style="list-style-type: none"> • Immunization Project • Monitoring Persistent Meds (MPM) • Cervical Cancer Screening (CCS) • Avoid antibiotics for Bronchitis • Control Blood Pressure • Postpartum Performance Improvement Project (PIP) • Comprehensive Diabetic Care – HbA1c (PIP) 	

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<p>#8 Group Needs Assessment</p> <p>Information Tony Gonzalez</p>	<p>Tony Gonzalez presented the results from the Group Needs Assessment. This is CalViva Health’s first full scope GNA and will be completed every five years. 421 members completed the GNA Survey. The majority of members indicated their doctor or office staff speaks the language they prefer. 83% of members responding indicated they were aware of the health plan having medical interpreters available at no cost. 52% of members responding indicated they need information on who to call when they or a family member are sick when the doctor’s office is closed.</p>	
<p>#9 Appeals, Grievances, and Complaints</p> <p>Information Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q3 of 2016. Total appeals and grievances for Q3 2016 were 259, for a total of 791 for the year to date. Total of appeals only for Q3 is 67, for a total of 154 for the year to date. Total grievances for Q3 is 192, with a total of 637 for the year to date. Total exempt grievances received were 466. The majority of appeals and grievances are from Fresno county.</p>	
<p>#10 New Federal Affordable Care Act Non-Discrimination Requirements</p> <p>Information Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes provided an overview of the new Federal requirements related to non-discrimination in healthcare. The law broadly prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health related coverage programs and activities. This law applies to any health program or activity that receives federal funding.</p>	
<p>#11 2016 DHCS/DMHC Audit</p> <p>Information</p>	<p>Mary Beth Corrado reported on the audits, and also the results, from the 2016 DHCS and DMHC audits. Taking into consideration the number of audits performed, CalViva Health did very well with only a few minor deficiencies</p>	

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Mary Beth Corrado, Chief Compliance Officer	noted. Responses to all audit findings have been sent to DHCS and DMHC, with the exception of the Finance audit. DHCS and DMHC's responses regarding the corrective action plans are pending. Once the corrective action plans have been accepted, a final report will be issued and made available to the public via their websites.	
#12 2016 DMHC Routine Examination of Fiscal and Administrative Affairs Information Mary Beth Corrado, Chief Compliance Officer	Mary Beth Corrado reported on the 2016 DMHC Routine Examination of Fiscal and Administrative Affairs. There were no findings related to financial matters. There were minor findings related to administrative processes. A response to the findings is in preparation.	
#13 Final Comments from Committee Members and Staff	Mary Beth Corrado thanked the PPC members for their participation in 2016.	
#14 Announcements	Lali Witrago handed out the most current CVH Newsletter.	
#15 Public Comment	None.	
#16 Adjourn	Meeting adjourned at 1:40 pm.	

NEXT MEETING **March 1, 2017 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: March 1, 2017

Approval Date: March 1, 2017

Submitted By: C. Shapiro
Courtney Shapiro, Community Relations Coordinator

Approved By: Joe Neves
Joe Neves, Chairman