



Public Policy Committee
Meeting Minutes
March 2, 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	✓	Jeffery Nkansah, Director, Compliance, Privacy & Security
✓	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 11:31 am. A quorum was present.	
#2 Meeting Minutes from December 2, 2015 Action Joe Neves, Chair	The December 2, 2015 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve December 2, 2015 Minutes 7-0-0-2* (Klapps-Doan / Garcia) <i>*Seng Moua arrived after the vote</i>
#3 Committee Membership Update Information Joe Neves, Chair	David Phillips and Seng Moua were introduced as new members joining the Public Policy Committee.	
#4 Enrollment Dashboard Information Jeff Nkansah, Director, Compliance & Privacy/Security	Jeff Nkansah presented the enrollment dashboard. February 2016 membership enrollment was 342,670. Voluntary disenrollment numbers remain low.	
#5 Annual Report	An annual report was provided to each PPC member.	

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<p>Information Courtney Shapiro, Community Relations Coordinator</p>	<p>A comment was made regarding the printed language of the report being only in English and a Spanish version was requested. After further review and discussion with the PPC member, it was established that the request for a Spanish version was no longer needed.</p>	
<p>#6 Appeals, Grievances and Complaints Information Jeff Nkansah, Director, Compliance & Privacy/Security</p>	<p>Jeff Nkansah presented the appeals, grievances and complaints report for 2015. Total appeals and grievances for Q4 2015 were 306. Total appeals and grievances for the calendar year 2015 were 1,351. There were 393 exempt grievances received in Q4 2015, with an overall annual total of 1,192. The increase in exempt grievances is a result of membership growth. The majority of appeals and grievances are from Fresno County.</p>	
<p>#7 Health Education Information Tony Gonzalez</p>	<p>Tony Gonzalez presented the 2015 CVH Health Education Member Incentive Report. In 2015, a total of 344 CalViva Health members participated in 4 health education incentive programs: Kids and Teens Challenge, Fit Families for Life, Member Orientation, and Postpartum Direct Incentive. Of the 344 participants, 273 were from Fresno County, 55 from Madera County and 16 from Kings County. Sixty-three members were selected as raffle winners or direct incentive recipients for the various incentive programs. The Health Education department will continue to promote health education to members.</p> <p>Tony Gonzalez also reported the on the Group Needs Assessment (GNA). The GNA is completed every five years, and included is a member survey. The survey will be mailed to members based on a random selection. The survey will</p>	

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	<p>be initiated on April 30, 2016, and members will have approximately four weeks to complete and return. If members do not complete the survey, an outreach effort will be made to reach those members by phone. The data received will be analyzed and sent to the State. An incentive to complete the survey will be offered via a raffle of gift cards.</p> <p>Jeff Nkansah added that the survey is done to determine what, if any, new programs or initiatives are needed to service our Medi-Cal members.</p>	
<p>#8 Public Programs Information Selina Escobar</p>	<p>Selina Escobar reported on the Behavioral Health Treatment Transition. DHCS requires Managed Care Plans to provide Behavioral Health Treatment services to eligible Medi-Cal beneficiaries less than 21 years of age with an Autism Spectrum Disorder diagnosis not receiving services from Regional Centers. As of February 1, 2016, all beneficiaries up to 20.5 year of age receiving Behavioral Health Treatment services transition from Regional Centers to Managed Care Plans. Beneficiaries age 20.5 or older will continue receiving Behavioral Health Treatment services from Regional Centers.</p>	
<p>#9 Annual Operational Compliance Report Information Mary Beth Corrado, Chief Compliance Officer</p>	<p>Jeff Nkansah presented the Annual Operational Compliance Report. Total member service calls for 2015 was 151,192. Total mental health calls for 2015 was 1,878. Member Services met and exceeded call performance standards in 2015. Call volumes for 2015 increased approximately 21% over 2014 levels. Member Handbooks and Provider Directories were mailed to members. Provider updates</p>	

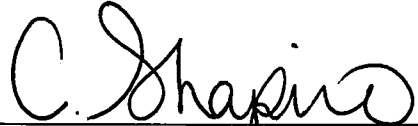
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<p>Jeff Nkansah, Director, Compliance and Privacy/Security</p>	<p>were sent to contracted providers. Six provider toolkits were approved for use with providers. 2,003 provider visits and events occurred throughout Fresno, Kings, and Madera Counties. In 2015 CalViva Health received several regulatory audit and performance reports. Overall, the Plan performed well in meeting regulatory requirements with little or no corrective action. Due to membership growth, an increase in regulatory audits for 2016 is expected.</p>	
<p>#10 Website Information Jeff Nkansah, Director, Compliance and Privacy/Security</p>	<p>A new visual enhancement was made to the CalViva Health website. Any feedback regarding these enhancements is welcome.</p>	
<p>#11 External Accountability Set Survey Information Lali Witrago</p>	<p>Lali Witrago presented the External Accountability Set Survey. Two questions were asked of the PPC Committee members:</p> <ul style="list-style-type: none"> • What is most important to you, about your health and your wellbeing? • What is most important to you about your healthcare? <p>The responses consist of concerns in the following areas: appropriate access, adequate access to information, timely access to providers, and concerns with seeing interns rather than doctors and having to repeat their history at each visit.</p>	
<p>#12 Announcements</p>	<p>Greg Hund shared initiatives CVH is currently working on and fundraisers CVH is involved in. Greg also announced that CVH will keep an office downtown to accommodate members needing assistance.</p>	

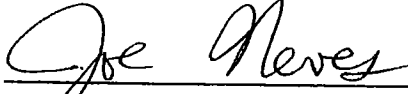
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	<p>Lali Witrago handed out the Spring CVH Member Newsletter.</p> <p>Tony Gonzalez announced the 2nd Central Valley Conference for promotores/community health workers taking place at Fresno State on March 26, 2016 from 8:30 am to 4:30 pm.</p>	
<p>#13 Public Comment</p>	<p>Magdalena Nino expressed her gratitude for everything CVH has done for the communities served.</p> <p>Gabriela Chavez expressed concern regarding the lack of engagement between CVH booth staff and participants at the Health Fair at CSUF. It was expressed she would like to see Madera Community Hospital provide literature/information on CVH.</p>	
<p>#14 Adjourn</p>	<p>The meeting was adjourned at 12:44 pm.</p>	

NEXT MEETING **June 1, 2016 in Kings County**
11:30 am - 1:30 pm

Submitted This Day: June 1, 2016

Approval Date: June 1, 2016

Submitted By: 
 Courtney Shapiro, Community Relations Coordinator

Approved By: 
 Joe Neves, Chairman