



Public Policy Committee
Meeting Minutes
March 6, 2019

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
✓	Leann Floyd, Kings County Representative		Staff Members
✓	Sylvia Garcia, Fresno County Representative	✓	Mary Beth Corrado, Chief Compliance Officer
✓	Kristi Hernandez, At-Large Representative	✓	Mary Lourdes Leone, Director of Compliance
	Seng Moua, Fresno County Representative	✓	Cheryl Hurley, Commission Clerk
✓	Norma Mendoza, At-Large Representative	✓	Courtney Shapiro, Community Relations Director
		✓	Jeff Nkansah, Chief Operations Officer
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:36 am. A quorum was present.	
#2 Meeting Minutes from December 5, 2018 Action Joe Neves, Chair	The December 5, 2018 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve December 5, 2018 Minutes 8-0-0-1 (R. Garcia / D. Phillips)
#3 Committee Membership Update Information Joe Neves, Chair	Norma Mendoza was introduced as the newest member to join the Public Policy Committee. She has filled the Madera County At-Large position.	No motion
#4 Enrollment Dashboard Information	Mary Lourdes Leone presented the enrollment dashboard through January 2019. Membership as of the end of January was 357,409.	No motion

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Mary Lourdes Leone, Director of Compliance		
#5 Annual Report Information Courtney Shapiro, Director of Community Relations	Courtney Shapiro announced the Annual Report for 2018 was published and sent to all stakeholders.	No motion
#6 Appeals & Grievances Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone presented the appeals, grievances and complaints report for Q4 2018 and calendar year totals for 2018. Total appeals and grievances for calendar year 2018 were 1,563. Total appeals for Q4 2018 were 115; with a total of 549 for the 2018 calendar year. Total grievances for Q4 2018 were 293; with a total of 1,022 for the 2018 calendar year. Turnaround time compliance standard for both Appeals, and Grievances, were met at 100%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.	
#7 Department of Managed Health Care (DMHC) and Department of Health Care Services (DHCS) Audits Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone provided a detailed report on the tri-annual audit by the Department of Managed Health Care (DMHC), and the annual audit by the Department of Health Care Services (DHCS) that took place onsite in February 2019.	
#8 Health Education Information <i>CalViva Health Member Incentive Q3 & Q4 2018 Report</i>	Justina Felix presented the Q3 and Q4 2018 CalViva Health Member Incentive report. A total of 9,323 CalViva Health (CVH) members participated in 9 health education and quality improvement incentive	No motion

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Justina Felix	<p>programs during Q3 and Q4 in 2018. Of the 9,323 participants, 9,066 members received an incentive. In total, \$256,010 worth of gift cards were given. Of the 9,066 award recipients, (67%) were from Fresno County, (18%) from Kings County and (15%) from Madera County. Eight of the nine incentive programs had higher award recipients in Q3 and Q4, 2018 compared to Q1 and Q2, 2018. During Q3 and Q4, four new incentive programs were implemented (Diabetes, Breast Cancer Screenings, Childhood Immunization, and Well-Child Visits).</p>	
<p>#9 Annual Operational Compliance Report</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the Annual Operational Compliance Report. The Member Service Call Center received 135,511 calls, of which 133,919 were handled. Overall performance standards were exceeded.</p> <p>The Provider Network remains stable. In 2018, contracted providers were sent approximately 122 Provider Updates with information on contractual and regulatory matters as well as health plan news and announcements.</p> <p>In 2018, 69 communications were reviewed by the Plan. This included member-informing materials, health education, and information about incentive programs. It also included 12 Printed Provider Directories and 4 Member Newsletters. After a delay in receiving a Model Handbook from DMHC and DHCS, the Plan printed and distributed a final version to members by July 2018.</p>	No motion

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	<p>Regulatory audits and performance evaluations included 2018 DHCS Annual Audit and Final Report; 2019 DHCS Annual Audit; and 2019 DMHC Tri-Annual Audit. Overall, the Plan performed well in meeting the 2018 DHCS Audit. The DHCS Final Report was received in December 2018 and indicated only one deficiency related to documented evidence of provider training having occurred within 10 days of provider enrollment with the Plan. CalViva submitted a Corrective Action Plan to the DHCs and is awaiting the DHCS' response. All other audit elements were compliant.</p>	
<p>#10 New Benefits Information Mary Lourdes Leone, Director of Compliance</p>	<p>New benefits include Behavioral Health Treatment (BHT); Health Homes Program (HHP); and Palliative Care.</p>	<p>No motion</p>
<p>#11 Website – Member Portal Information Jeffrey Nkansah, Chief Operations Officer</p>	<p>Jeff Nkansah, COO, provided information on the CalViva Health website and solicited feedback from the Public Policy Committee as to what they would potentially like to see included on the website in the future.</p>	<p>No motion</p>
<p>#12 Announcements</p>	<p>David Phillips announced the grand opening of United Health Center's Selma location on 3/13/19. Construction is underway for six new health centers.</p> <p>Roberto Garcia announced Self-Help just opened up a multi-family community in Lindsay; and continue to build single family homes throughout the valley.</p>	

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	<p>Jeff Garner announced KCAO is offering their tax program at no cost. Preparing to roll out their Community Needs Assessment that is performed every two years in Kings County.</p>	
<p>#13 Public Comment</p>	<p>Greg Hund announced there will be challenges over the course of the next year addressing issues to meet the unmet needs in California.</p> <p>Tony Gonzalez announced collaboration with Community Based Organizations for the Know Your Numbers initiative. The next event is 3/23/19.</p>	
<p>#14 Adjourn</p>	<p>Meeting adjourned at 12:50 pm.</p>	

NEXT MEETING **June 12, 2019 in Kings County**
11:30 am - 1:30 pm

Submitted This Day: June 12, 2019

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approval Date: June 12, 2019

Approved By: 
 Joe Neves, Chairman