



Public Policy Committee
 Meeting Minutes
 March 7, 2018

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
✓	Gabriela Chavez, Madera County Representative		Staff Members
✓	Seng Moua, Fresno County Representative	✓	Mary Lourdes Leone, Compliance Project Manager
✓	Tanya Klapps-Doan, At-Large	✓	Cheryl Hurley, Commission Clerk
✓	Leann Floyd, Kings County Representative	✓	Courtney Shapiro, Community Relations Coordinator
✓	Sylvia Garcia, Fresno County Representative		

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:32 am. A quorum was present.	
#2 Meeting Minutes from December 6, 2017 Action Joe Neves, Chair	The December 6, 2017 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve December 6, 2017 Minutes 8-0-0-0 (T. Klapps-Doan / S. Garcia)
#3 Committee Membership Update Joe Neves, Chair	Sylvia Garcia was introduced as the newest Fresno County representative for the PPC Committee.	
#4 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone presented the enrollment dashboard through the end of 2017 and also January 2018. Membership at the end of 2017 was 360,546. Membership at the end of January 2018 showed a slight decrease at 357,534.	

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<p>#5 Annual Report Courtney Shapiro, Director Community Relations</p>	<p>The 2017 Annual Report was provided to each Committee member.</p>	
<p>#6 Appeals, Grievances, and Complaints Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q4 2017. Total appeals and grievances for 2017 were 1,277, compared to 2016 at 1,097. Total appeals for 2017 were 237, compared to 2016 at 218. Total grievances for 2017 were 978, compared to 2016 with a total 893. The majority of appeals and grievances were from Fresno County. Turnaround time compliance was at 100%.</p>	
<p>#7 Department of Managed Health Care (DMHC) and Department of Health Care Services (DHCS) Audits Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone provided an update from the DMHC and DHCS audits. CVH has corrected deficiencies from the DMHC 2016 audit CAP and is awaiting review results from DMHC. The DHCS final report from the 2017 audit was received and CVH is in the process of responding to identified deficiencies. The DHCS will be onsite again this year, April 2018, for their annual audit.</p>	
<p>#8 Health Education – CalViva Health Member Incentive Q3 & Q4 Report Information Hoa Su</p>	<p>Hoa Su reported on the second half of 2017 Health Education and Quality Improvement Incentive Programs. A total of 1,074 CalViva Health (CVH) members participated in 8 health education and quality improvement incentive programs during quarters 3 and 4 in 2017, which is a 31% increase compared to Q1 and Q2. Of total participants, 876 members received an incentive. Of the 876 award recipients, 408 (47%) were from Fresno County, 219 (25%) from Madera County and 249 (28%) from Kings County. The</p>	

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	<p>three most active incentive programs were postpartum visit and baby shower, cervical cancer screening, and diabetes screenings.</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 133,891 calls, of which 130,766 were handled. Overall performance standards were exceeded. The Provider Network remains stable. During 2017 there were changes to benefits which included the addition of non-medical transportation services for all CalViva Health members, and compliancy with the Federal Mental Health Parity regulations which stipulates that treatment limitations for mental health benefits may not be more restrictive than the predominate treatment limitations applied to medical and surgical.</p> <p>Member and Provider Communications included printed Provider Directories and Member Newsletters, and informational letter templates and forms for provider use.</p> <p>Regulatory audits included HEDIS, DMHC, DHCS, and HSAG activity. Overall the Plan performed well in meeting regulatory requirements. Increased regulatory and performance monitoring activity will continue on into 2018.</p>	
<p>#10 Member Handbook and Provider Directory</p> <p>Information</p>	<p>Mary Lourdes Leone reported on the Annual Member Handbook and Provider Directory. There were changes required by the State that are currently in review. CVH is anticipating that new material will go to print and mailing in</p>	


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Mary Lourdes Leone, Director of Compliance	May 2018. The Provider Directory is available electronically on the CVH website also.	
#11 Announcements	David Phillips, with United Health Centers, announced they have expanded Dental services in Lemoore and Optometry services in Mendota.	
#12 Public Comment	None.	
#13 Adjourn	Meeting adjourned at 12:23 pm.	

NEXT MEETING **June 13, 2018 in Kings County**
11:30 am - 1:30 pm

Submitted This Day: June 13, 2018

Approval Date: June 13, 2018

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman