



Public Policy Committee Meeting Minutes June 12, 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	✓	Courtney Shapiro, Community Relations Director
✓	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	✓	Greg Hund, CEO
		✓	
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:33 am. A quorum was present.	
#2 Meeting Minutes from March 6, 2019 Action Joe Neves, Chair	The March 6, 2019 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve March 6, 2019 Minutes 8-0-0-1 (Garner / R. Garcia)
#3 Public Policy Committee Charter Action Joe Neves, Chair	The PPC Committee reviewed the Charter and approved to move forward to Commission for approval with no revisions.	Motion: Approve PPC Charter to move to Commission for approval 8-0-0-1 (Garner / Phillips)
#4 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone presented the enrollment dashboard through April 2019. Membership as of the end of April was 356,430. Market share is consistent with previous months.	No motion

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<p>#5 Health Education</p> <ul style="list-style-type: none"> • Report Summary • 2018 Work Plan Evaluation • 2019 Program Description • 2019 Work Plan <p>Information Justina Felix</p>	<p>Justina Felix presented the Health Education report for 2018 and 2019.</p> <p>The 2018 Health Education Work Plan Year-End Evaluation report documents progress of 14 program initiatives. Of the 14 initiatives, 11 key programs met or exceeded the year-end goal. The remaining three (Obesity Prevention, Perinatal Education, and Tobacco Cessation) partially met the year-end goal.</p> <p>Major changes to the 2019 Health Education Program Description include:</p> <ul style="list-style-type: none"> • Added Diabetes Prevention Program as a new benefit. • Removed Fit Families for Life Coaching program and Breastfeeding and Nutrition Support Line as the services would be offered through the Diabetes Prevention Program and the Nurse Advice Line respectively. • Updated description of new pregnancy program. <p>The 2019 Health Education Work Plan activities include:</p> <ul style="list-style-type: none"> • Continue key programs and services from 2018 • Added new initiatives: asthma, behavioral health, Diabetes Prevention Program, geomapping capabilities 	
<p>#6 Appeals & Grievances</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q1 2019. Total appeals and grievances for Q1 2019 were 452. Total appeals for Q1 2019 were 154. Total grievances for Q1 2019 were 298.</p>	

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	<p>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.</p>	
<p>#7 Cultural & Linguistics</p> <ul style="list-style-type: none"> • 2018 Summary & Work Plan Evaluation • 2018 Summary & Language Assistance Program • 2019 Summary & Program Description • 2019 Summary & Work Plan <p>Information Justina Felix</p>	<p>Lali Witrigo presented the components of the Cultural and Linguistics program, which includes 2018 C&L Work Plan Annual Evaluation, the 2018 Language Assistance Program Report, the 2019 C&L Program Description, and the 2019 C&L Work Plan.</p> <p>For 2018, 100% of Work Plan Activities were completed in four areas:</p> <ul style="list-style-type: none"> • Language Assistance Services • Compliance Monitoring • Communication, Training and Education • Health Literacy, Cultural Competency & Health Equity <p>The Language Assistance Program reported during 2018, the total number of calls handled by Member Services Department representatives accounted for 133,919 across all languages. Of these, 21,172 (16%) were handled in Spanish and Hmong languages. Additionally, 4,539 interpreter requests were fulfilled for CalViva Health members. A total of 4,128 (91%) of these requests were fulfilled utilizing telephonic interpreter services with 282 (6%) for in-person and 129 (3%) for sign language interpretation. MHN Member Services Department representatives handled a total of 4,532 across all languages with 245 in Spanish and 16 in other languages. In</p>	

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	<p>addition, a total of 81 interpreter requests for a medical point of contact were fulfilled. Eighty (99%) were fulfilled for in-person and 1 (1%) for sign language interpretation.</p> <p>The 2019 Program Description is consistent with 2018 Areas highlighted include the following:</p> <ul style="list-style-type: none"> • Staff Resources and Accountability • Program Mission, Goals and Objectives • Work Plan • Scope of Programs and Services, and • Oversight and Monitoring <p>The 2019 Work Plan supports and maintains excellence in C&L Services through the following strategies:</p> <ul style="list-style-type: none"> • Provide oversight of Language Assistance Program, • Integration and expansion of targeted health disparity efforts, • Health Literacy and plain language standards, • Supporting CalViva Health in being a culturally competent Health Plan, • Expanding on consulting services, and • Maintain compliance with regulatory and contractual requirements 	
<p>#8 Audit Update</p> <p>Information</p>	<p>No update available as preliminary report of findings has not been received.</p>	<p>No motion</p>

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Mary Lourdes Leone, Director of Compliance		
<p>#9 HHP (Home Health Program) Update</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>CalViva Health has withdrawn from the Health Homes Program (HHP) after careful review and analysis of the program. Certain elements of the HHP is already being done through Case Management. CalViva was the fourth Plan to withdrawal, with a total of five to date. Participation in the program would be considered in the future if restructuring of the program is done.</p>	<p>No motion</p>
<p>#10 Website Update</p> <p>Information Courtney Shapiro, Community Relations Director</p>	<p>As an update to the March PPC meeting regarding the website, based on the feedback received from the PPC members, representatives from the LHPC COO's, and local promotores group, a facelift to the website will be done rather than an entire website overhaul.</p>	<p>No motion</p>
<p>#11 Final Comments from Committee Members and Staff</p>	<p>Norma Mendoza reported on completion of asthma training in Madera.</p> <p>Robert Garcia reported Annandale Senior Living should be completed this year.</p> <p>David Phillips announced UHC has moved into their new corporate headquarters in Fresno. A second site has been added in Selma. Huron site will be opening in August. A new facility will be built in Corcoran.</p> <p>Jeff Garner reported KCAO is involved in the US Census count in Kings County.</p>	

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	<p>Roberto Garcia also reported the Self-Help computer labs are available to the public in order to complete US Census questionnaire.</p> <p>Tony Gonzalez reported CVH has been approached to provide outreach for the US Census; however, still in discussion stage.</p> <p>Tony Gonzales announced the staff member Ms. Corona was acknowledged as volunteer of the month by a statewide nonprofit.</p> <p>Greg Hund, CEO, spoke on the issue of physician shortage in the Central Valley and the availability of a state program granting approximately 1200 physicians coming out of medical school covering medical expense, and education expense reimbursement, averaging approximately \$250k for primary care physicians to get through their medical training. There will be more grants this coming year and is based on what percentage of practice is in Medi-Cal and that will determine how it will be disbursed.</p> <p>Lali Witrao announced the post-partum disparity project has received recognition for participating in a project out of Massachusetts General Hospital in Boston, MA. In addition, in July, recognition will be given in Washington, DC at a clinicians conference for the project and the cultural aspects of such and improvement of rates.</p>	
<p>#12 Announcements</p>	<p>There is an opening on the PPC Committee for a Fresno County member.</p>	

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#13 Public Comment		
#14 Adjourn	Meeting adjourned at 12:59 pm.	

NEXT MEETING **September 4, 2019 in Kings County**
11:30 am - 1:30 pm

Submitted This Day: September 4, 2019

Approval Date: September 4, 2019

Submitted By: 
Courtney Shapiro, Director Community Relations

Approved By: 
Joe Neves, Chairman