



Public Policy Committee
Meeting Minutes
June 6, 2017

Kings County Government Center
1400 W. Lacey Blvd.
Hanford, CA 93230

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

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 March 1, 2017 Action Joe Neves, Chair	The March 1, 2017 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve March 1, 2017 Minutes 7-0-0-1 (R.Garcia / T. Klapps-Doan)
#3 Public Policy Committee Charter Action Joe Neves, Chair	The Public Policy Committee Charter was reviewed and approved to present to the RHA Commission with no changes.	Motion: Approve Commission Review of PPC Charter with no changes 7-0-0-1 (T. Klapps-Doan / D. Phillips)
#4 Enrollment Dashboard Information Mary Lourdes Leone, Compliance Project Manager	Mary Lourdes Leone presented the enrollment dashboard. At end of April 2017, membership was 360,687, the largest contingent representing Fresno County at 297,669.	
#5 Health Education Information	Brianne Jackson presented the 2016 Health Education Work Plan Year-End Evaluation; the 2017 Health Education Work Plan; and the 2017 Health Education Program Description.	

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<p>Brianne Jackson</p>	<p>The 2016 CalViva Health’s Health Education Work Plan Year-End Evaluation report documents performance measures of 14 program initiatives. Of the 14 program initiatives, nine initiatives were met; and five initiatives were partially met.</p> <p>The 2017 CalViva Health’s Health Education Work Plan will continue the department’s major initiatives and assist with implementation of HEDIS improvement projects that will help improve member health outcomes.</p> <p>The CalViva Health’s Health Education Program Description presents the health education interventions offered and how the Health Education Department operates. Minor changes were made to update intervention offerings and GNA requirements in the 2017 Health Education Program Description.</p>	
<p>#6 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 Q1 2017. Total appeals and grievances for Q1 were 355. Total appeals for Q1 were 71. Total grievances for Q1 were 284. The majority of appeals and grievances were from Fresno County. Turnaround time for standard grievances was at 98.1% compliant, with expedited grievances, expedited appeals and standard appeals all reaching 100% compliancy. A recommendation to establish trends from previous year was made and will be included in future reports.</p>	
<p>#7 Cultural and Linguistics Information Lali Witrago</p>	<p>This agenda item has been tabled and will brought to the Committee at a later date.</p>	

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#8 Audit Update</p> <p>Information Mary Lourdes Leone</p>	<p>Mary Lourdes Leone provided an update from the Department of Health Care Services (DHCS) annual audit that took place in April 2017. Preliminary findings are currently pending receipt. The three topics of concern were found to be 1) processing of out-of-network California Children Services ER claims; 2) elements of the member health assessment within 120 days of enrollment missing; and 3) access to specialists.</p>	
<p>#9 Final Comments from Committee Members and Staff</p>	<p>New PPC Committee member for Kings County, Leann Floyd, was introduced to the Committee.</p> <p>Greg Hund, CEO, spoke on the issue of Calendar of Events and offered to look into adding this to the CVH website. Mr. Hund also confirmed that the Appeals and Grievances have stayed fairly consistent over the past year. CVH is also working to increase the participation in the Specialty network throughout our service area.</p> <p>A question from Committee member was asked as to the length of time it takes for referrals and the distance having to travel. Mr. Hund responded that there is a critical shortage of specialists in our service area as well as throughout California. CVH is looking at ways to combat this issue; such as assistance with funding a residency program for primary care and assist with medical groups in recruiting physicians to the valley.</p>	
<p>#10 Announcements</p>	<p>Roberto Garcia announced that Self Help Enterprises is recruiting for a part-time after school coordinator.</p>	

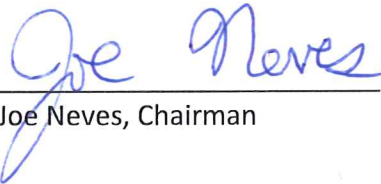
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#11 Public Comment	None.	
#12 Adjourn	Meeting adjourned at 12:22 pm.	

NEXT MEETING September 6, 2017 in Madera County
11:30 am - 1:30 pm

Submitted This Day: September 6, 2017

Approval Date: September 6, 2017

Submitted By: 
Courtney Shapiro, Director Community Relations

Approved By: 
Joe Neves, Chairman