



Public Policy Committee
Meeting Minutes
September 6, 2017

Camarena Health
344 E. Sixth Street
Madera, CA 93638

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 11:34 am. A quorum was present.	
#2 Meeting Minutes from June 7, 2017 Action Joe Neves, Chair	The June 7, 2017 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve June 7, 2017 Minutes 5-0-0-3 (J. Garner / R. Garcia)
#3 Committee Membership Update Information Joe Neves, Chair	PPC membership was updated to show reappointment of Jeff Garner and Roberto Garcia for an additional 1-year term. Active recruitment is in process to fill the vacant position for Fresno County.	
#4 Enrollment Dashboard Information Mary Lourdes Leone, Compliance Project Manager	Mary Lourdes Leone presented the enrollment dashboard. Membership at end of July 2017 was 361,678. Market share is maintained at 70%.	
#5 Cultural and Linguistics Information	Lali Witrago presented the following updates for Cultural and Linguistics:	

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Lali Witrago	<ul style="list-style-type: none"> • C&L Annual Evaluation of 2016 Work Plan: 100% of Work Plan activities were completed in four areas: <ul style="list-style-type: none"> ○ Language Assistance ○ Compliance Monitoring ○ Communication, Training and Education ○ Health Literacy and Cultural Competency <i>Leann Floyd arrived at 11:40 pm</i> • C&L 2016 Language Assistance Program: <ul style="list-style-type: none"> ○ Membership breakdown per ethnicity was presented. ○ A summary of interpreter services requested was presented. ○ Interpreter utilization showed a decline in all types of interpreter requested for 2016. ○ Ongoing tracking will continue for 2017. • 2017 C&L Program Description: <ul style="list-style-type: none"> ○ The program goals for 2017 was presented. ○ Highlights of changes for 2017 was presented. • 2017 C&L Work Plan: <ul style="list-style-type: none"> ○ Activities for 2017 will continue with an emphasis in creating cultural awareness through education and consultation; oversight for operational activities; and enhance and expand on training for staff and contracted providers. 	

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<p>#6 Health Education</p> <p>Information Tony Gonzalez</p>	<p>Tony Gonzalez presented the Health Education mid-year member incentive report. A total of 669 CalViva Health members participated in 7 health education and quality improvement incentive programs from January-June, 2017. The postpartum direct incentive (40%, n=264), cervical cancer screening (32%, n=211) and the diabetes incentive program (11%, n=73) had the highest participation from CalViva Health members.</p> <p>The next steps in the Health Education Incentive Program include effort in the following areas:</p> <ul style="list-style-type: none"> • Fit Families for Life • Asthma • Cervical Cancer Screening • Postpartum Incentive • Diabetes Incentive • Childhood Immunization Incentive 	
<p>#7 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 Q2 2017. Total appeals and grievances for Q1 were 355. Total appeals for Q2 were 38. Total grievances for Q2 were 240. As requested at the June PPC meeting, the 2017 numbers are currently at approximately 50% for Q2 in comparison to the overall total for 2016. The majority of appeals and grievances were from Fresno County. Turnaround time for standard grievances, expedited grievances, and expedited appeals was at 100% compliancy, with standard appeals at 94.4% compliant.</p>	
<p>#8 Final Comments from Committee Members and Staff</p>	<p>The CVH Annual Bike Ride is October 6, 2017.</p>	

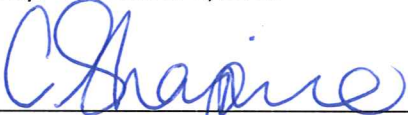
CalViva Health Public Policy Committee


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#9 Announcements	The interpreter card for provider offices has been improved and is available from the Cultural & Linguistics department.	
#10 Public Comment	None.	
#11 Adjourn	Meeting adjourned at 12:46 pm.	

NEXT MEETING **December 6, 2017 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: December 6, 2017

Approval Date: December 6, 2017

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman