



Public Policy Committee
Meeting Minutes
June 10, 2020

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	✓	Cheryl Hurley, Commission Clerk
✓	Kevin Dat Vu, Fresno County Representative		Greg Hund, CEO
✓*	Norma Mendoza, At-Large Representative		Dr. Marabella, CMO
			Amy Schneider, RN, Director of Medical Management
		✓	Mary Lourdes Leone, Director of Compliance
		✓	Steven Si, Operations & Privacy Specialist
		✓	Lori Norman, Compliance Manager
		*	= 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 via conference call in lieu of gathering in public per executive order signed by the Governor of California on Monday, 3/16/2020, allowing Public Health Plans subject to the Brown Act to hold public meetings via teleconferencing due to COVID-19. A quorum remains a requirement to take actions, but can be achieved with any combination of Commissioners' physical attendance at the public location or by teleconferencing.	

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<p>#2 Meeting Minutes from March 4, 2020</p> <p>Action Joe Neves, Chair</p>	<p>The March 4, 2020 meeting minutes were reviewed. There were no discrepancies.</p>	<p>Motion: Approve March 4, 2020 Minutes 6-0-0-3 (D. Phillips / R. Garcia)</p> <p>A roll call was taken.</p>
<p>#3 Public Policy Committee Charter</p> <p>Action Joe Neves, Chair</p>	<p>The PPC Committee reviewed the Charter and approved to move forward to Commission for approval with no revisions.</p> <p><i>J. Garner arrived at 11:36 am</i></p>	<p>Motion: Approve Public Policy Committee Charter to move to Commission for final approval.</p> <p>7-0-0-2 (D. Phillips / R. Garcia)</p> <p>A roll call was taken.</p>
<p>#4 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through April 2020. Membership as of the end of April was 349,814. CalViva Health maintains a 71.5% market share.</p>	<p>No motion</p>
<p>#5 Health Education</p> <ul style="list-style-type: none"> • HE Report Summary • 2019 Work Plan End of Year Evaluation • 2020 Program Description • 2020 Work Plan <p>Information Steven Si, Operations & Privacy Specialist</p>	<p>The 2019 Health Education Work Plan Year End Evaluation report documents progress of 16 program initiatives. Within each initiative, there are multiple programs and services (36 key objectives). Of the 16 initiatives, 9 key initiatives (28/36 objectives) have met or exceeded year-end goal and the remaining 7 (7/36 objectives) did not meet the year-end goal.</p> <p>Highlights of notable changes for 2020 within the Health Education Program Description include:</p> <ul style="list-style-type: none"> • Update language and terms to reflect currently programs. 	<p>No motion</p>

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	<ul style="list-style-type: none"> • Updated terminology and descriptions. • Added provision for PPC members to give input into PNA and receive updates on progress. • Added PNA and revised team descriptions to be more general. Removed the term HEDIS and replaced with general quality performance descriptions. Updated role and other descriptions. <p>The initiatives in 2019 will continue in 2020 with enhancements to Fluvention, Pediatric Education, Women’s Health, and Phone Education.</p> <p style="color: red;"><i>L. Floyd arrived at 11:42 am</i></p>	
<p>#6 Appeals, Grievances and Complaints</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q1 2020. Total appeals and grievances for Q1 2020 were 619, which is an increase from Q1 2019. Total appeals for Q1 2020 were 297. Total grievances for Q1 2020 were 322. Turnaround time compliance standard was met at 100%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.</p>	<p>No motion</p>
<p>#7 Cultural and Linguistics</p> <ul style="list-style-type: none"> • 2019 Summary & Work Plan Evaluation • 2019 Summary and Language Assistance Program • 2020 Summary & Program Description • 2020 Summary & Work Plan 	<p>Work Plan activities completed during 2019 include:</p> <ul style="list-style-type: none"> • Language Assistance Services • Compliance Monitoring • Communication, Training & Education • Health Literacy, Cultural Competency & Health Equity <p>All work plan activities were completed with the exception of one activity. Newsletter schedule was modified in 2019</p>	<p>No motion</p>

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<p>Information Steven Si, Operations & Privacy Specialist</p>	<p>from quarterly to bi-annual. Due to other regulatory priorities, article promoting the PPC was not published. However, C&L continued to promote the PPC and helped secure a new PPC member in 2019.</p> <p>For the 2019 Language Assistance Program, the total number of calls handled by Member Services Department representatives accounted for 116,107 across all languages. Of these, 19,737 (17%) were handled in Spanish and Hmong languages. Additionally, 3,049 interpreter requests were fulfilled for CalViva Health members. A total of 2,551 (89%) of these requests were fulfilled utilizing telephonic interpreter services with 395 (13%) for in-person and 103 (3%) for sign language interpretation. MHN Services' Member Services Department representatives handled a total of 4,615 calls across all languages with 435 in Spanish, 9 in Hmong and 18 in other languages. In addition, a total of 167 interpreter requests for a medical point of contact were fulfilled with 152 (91%) fulfilled in-person, 11 (7%) fulfilled with sign language interpretation, and 4 (2%) with telephonic interpreter services.</p> <p>The 2020 Work Plan is consistent with the 2019 Work Plan while incorporating and enhancing the following activities:</p> <ol style="list-style-type: none"> 1. Incorporating the Population Needs Assessment (PNA) reporting requirements and action plan development. 2. Enhancing LAP reporting activities inclusive of C&L GeoAccess findings and follow up activities, assessment 	

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	<p>of language services for timely access reporting, and bilingual staff certification oversight.</p> <p>3. Implementation of Aunt Bertha platform and coordination of social service referrals for members.</p> <p>4. Continue to expand training and consulting services for contracted providers and staff case managers, health education, quality improvement, call center, and grievance coordinators to support cultural competency, language assistance, health literacy and health equity efforts inclusive of new disparity reduction efforts for breast cancer screening.</p>	
<p>#8 Population Needs Assessment Update</p> <p>Information Steven Si, Operations & Privacy Specialist</p>	<p>The first annual submission of the Population Needs Assessment (PNA) is due June 30, 2020. The draft has been completed and is under review.</p> <p><i>N. Mendoza arrived at 12:01 pm</i></p>	<p>No motion</p>
<p>#9 Website Update</p> <p>Information Steven Si, Operations & Privacy Specialist</p>	<p>The CalViva Health website has been updated to add links to the social care network Aunt Bertha and also CA.gov for COVID-19 information.</p>	<p>No motion</p>
<p>#10 2019 DHCS and DMHC Audits Update</p> <p>Information</p>	<p>Mary Lourdes Leone reported that the DHCS has accepted all of the corrective actions for the 2019 DHCS audit and have closed the Corrective Action Plan (CAP).</p>	<p>No motion</p>

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Mary Lourdes Leone, Director of Compliance	In reference to the DMHC audit, CVH submitted the last response needed to DMHC for the CAP; response is pending as to whether or not they will accept the approach for the corrective action.	
<p>#11 2020 DHCS Audit Update</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	A draft final report was received from DHCS on May 22, 2020. The findings were minimal. CVH is currently reviewing and will respond by the due date of June 12, 2020.	No motion
<p>#12 COVID-19 CalViva's Response</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>CalViva has been making calls to members based on risk stratified data to inform the member on what COVID-19 is and to assess what their personal needs may be so that CVH can facilitate in assisting the members in getting various services. CVH has also encouraged Providers to use the telehealth modality to reach their patients. CVH also provides DHCS with a daily report of members that have tested positive with COVID-19 that have been hospitalized and/or may have passed. Current COVID-19 positivity rate for CVH members only is 47.</p> <p>CVH Commissioners approved an additional \$1.1M in emergency funding towards local community-based organizations and health departments in an effort to help combat COVID-19 and keep operations open and running.</p>	No motion
<p>#13 Final Comments from Committee Members and Staff</p>	D. Phillips announced UHC has opened two health centers in the last couple months. Two additional sights are scheduled to open this summer.	

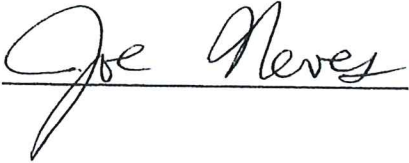
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	<p>J. Garner announced the KCAO launched the summer food program providing free meals from children from 0-18 years of age.</p> <p>R. Garcia announced Self-Help continues to put in applications for multi-family housing.</p>	
#14 Announcements	None.	
#15 Public Comment	None.	
#16 Adjourn	Meeting adjourned at 12:33 pm.	

NEXT MEETING **September 2, 2020 in Madera County**
11:30 am - 1:30 pm

Submitted This Day: September 2, 2020

Approval Date: September 2, 2020

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman