



Public Policy Committee
Meeting Minutes
September 2, 2020

Teleconference Meeting due
to COVID-19 Executive Order
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
		✓●	Jeff Nkansah, COO
		*	= late arrival
		●	= participation by teleconference

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 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	

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AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	Commissioners' physical attendance at the public location or by teleconferencing.	
<p>#2 Meeting Minutes from June 10, 2020</p> <p>Action Joe Neves, Chair</p>	The June 10, 2020 meeting minutes were reviewed. There were no discrepancies.	<p>Motion: Approve June 10, 2020 Minutes 6-0-0-3 (R. Garcia / D. Phillips)</p> <p>A roll call was taken.</p>
<p>#3 Committee Membership Update</p> <p>Information Joe Neves, Chair</p>	Kevin Dat Vu's membership has been extended for an additional 3-year term.	
<p>#4 Proposed 2021 PPC Meeting Calendar</p> <p>Action Joe Neves, Chair</p>	The 2020 proposed meeting calendar was presented to the PPC. No conflicts were noted.	<p>Motion: Approve Public Policy 2021 Meeting Calendar to move to Commission for final approval.</p> <p>6-0-0-3 (D. Phillips / S. Garcia)</p> <p>A roll call was taken.</p>
<p>#5 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p>	Mary Lourdes Leone presented the enrollment dashboard through July 2020. Membership as of the end of July was 361,207. CalViva Health maintains a 70.68% market share.	No motion

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#6 Health Education <i>Member Incentive Programs – Semi-annual Report Q1 and Q2 2020</i></p> <p>Information Steven Si, Operations & Privacy Specialist</p>	<p>A total of 765 CalViva Health (CVH) members participated in seven health education and quality improvement incentive programs during Q1 and Q2 in 2020. Of the 765 participants, 560 members received an incentive. In total, \$16,935 worth in gift cards were given to CVH members. Of the 560 award recipients, (77%) were from Fresno County, (17%) from Madera County and (6%) from Kings County.</p> <p>For Q1 & Q2, 2020, CVH continued to fulfill member requests based on the 2019 Member Incentive Statewide Program. In 2020, CVH put on hold launching the plan-wide incentive program. COVID-19 shelter-in-place orders limited deployment of direct care programs, including PIPs and PDSA programs with an incentive component included. This influenced the number incentives distributed in Q1 and Q2 of 2020. As COVID-19 evolves, CVH will continue to follow CDC, state and local data to make informed decisions concerning outreach events and special projects.</p>	<p>No motion</p>
<p>#7 Health Education <i>Population Needs Assessment Report</i></p>	<p>A comprehensive analysis of key findings for, along with action plans and stakeholder engagement, was reported to the Committee in the areas of Membership and Group Profile, Healthcare Effectiveness Data and Information Set (HEDIS), Chronic Health Conditions, Tobacco Cessation, Top Diagnoses, Behavioral Health, Access to Care, Health Disparities, and Health Education, Cultural and Linguistics, and Quality Improvement GAP Analysis.</p>	<p>No Motion</p>
<p>#8 Appeals, Grievances and Complaints</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q2 2020. Total appeals and grievances for Q2 2020 were 444. Total appeals for Q2</p>	<p>No motion</p>

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<p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>2020 were 208. Total grievances for Q2 2020 were 236. 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>#9 2019 DMHC Audit Update; and 2020 DHCS Audit Update Information Mary Lourdes Leone, Director of Compliance</p>	<p>CVH submitted Plan’s response to DMCH regarding the 2019 DMHC audit final report. No response is expected until DMHC begins their 18-month desk audit which will be March 1, 2021.</p> <p>Regarding the 2020 DHCS audit, CVH received the final report from DHCS on July 1, 2020. The Plan’s corrective action plan (CAP) was submitted July 31, 2020. DHCS has since closed one finding, and one remains open.</p>	<p>No motion</p>
<p>#10 Final Comments from Committee Members and Staff</p>	<p>R. Garcia provided an update on Habitat for Humanity activities.</p> <p>N. Mendoza provided an update on Promotores.</p> <p>D. Phillips provided an update on United Health Centers activities.</p> <p>G. Hund provided an update to the PPC committee regarding collaborative meetings with other Plans and local stakeholders regarding COVID issues. In addition, CVH continues to be closed to the public and the downtown satellite office location is still closed until further notice.</p>	

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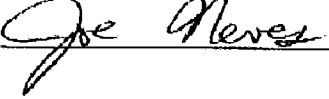
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#11 Announcements	Next scheduled PPC meeting is scheduled for December 2, 2020.	
#12 Public Comment	None.	
#13 Adjourn	Meeting adjourned at 12:22 pm.	

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

Submitted This Day: December 2, 2020

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approval Date: December 2, 2020

Approved By: 
 Joe Neves, Chairman