



Public Policy Committee  
Meeting Minutes  
December 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		<b>Staff Members</b>
✓ ●	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
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:30 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	A roll call was taken.

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AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	Commissioners' physical attendance at the public location or by teleconferencing.	
<p><b>#2 Meeting Minutes from September 2, 2020</b></p> <p><b>Action</b> Joe Neves, Chair</p>	The September 2, 2020 meeting minutes were reviewed. There were no discrepancies.	<p><b>Motion:</b> Approve September 2, 2020 Minutes 7-0-0-2 (R. Garcia / K. Dat Vu)</p> <p>A roll call was taken.</p>
<p><b>#3 Enrollment Dashboard Information</b> Mary Lourdes Leone, Director of Compliance</p>	Mary Lourdes Leone presented the enrollment dashboard through October 2020. Membership as of the end of October was 370,845. CalViva Health maintains a 70.32% market share.	<b>No motion</b>
<p><b>#4 Public Policy Committee Charter 2020</b></p> <p><b>Action</b> Joe Neves, Chair</p>	Tabled until 2021.	<b>No Motion</b>
<p><b>#5 Health Education</b> <i>2020 Executive Summary &amp; Work Plan Mid-Year Evaluation</i></p> <p><b>Information</b> Steven Si, Operations &amp; Privacy Specialist</p>	<p>The 2020 Health Education Work Plan Mid-Year Evaluation was presented to the PPC Committee. In summary, the report documents progress of 19 program initiatives. Of the 19 initiatives, 12 key initiatives with 27 objectives are on track to meet the year-end goal. The remaining 7 initiatives with 17 objectives are off track to meet year end goal mainly due to the COVID-19 pandemic.</p> <p><i>David Phillips arrived at 11:40 am</i></p>	<b>No motion</b>

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p><b>#6 Cultural and Linguistics</b>  <i>2020 Executive Summary &amp; Work Plan Mid-Year Evaluation</i>  <i>2020 Summary &amp; Language Assistance Program Mid-Year Report</i></p> <p><b>Information</b>            Steven Si, Operations &amp; Privacy Specialist</p>	<p>The 2020 Cultural &amp; Linguistics (C&amp;L) Work Plan Mid-Year Evaluation was presented to the PPC Committee. In summary, the report provided information on the C&amp;L Services Department work plan activities, which are based on providing cultural and linguistic services support and maintaining compliance with regulatory and contractual requirements.</p> <p>As of June 30, all activities are on target to be completed by the end of the year with some already completed.</p> <ul style="list-style-type: none"> <li>• Thirty-five staff completed their bilingual assessment/ re-assessment</li> <li>• Sixty-five materials were reviewed for readability level, content and layout</li> <li>• Fifty-four translation reviews were coordinated to ensure accuracy and completeness of translation</li> <li>• Thirty-Five C&amp;L related grievances reviewed and seven cases identified for interventions</li> <li>• Conducted eight trainings for staff on Health Literacy, ACEs, Motivational Interviewing, Gender-Neutral Language, and Cultural Competency</li> <li>• Population Needs Assessment completed in collaboration with Health Education and Quality Improvement departments</li> <li>• Leading workgroup meetings with local CBO partner to plan all components of the Breast Cancer Screening Performance Improvement Project</li> </ul>	<p><b>No Motion</b></p>

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	<ul style="list-style-type: none"> <li>• Launched CalViva Community Connect (Aunt Bertha) websites for staff and community/members</li> </ul> <p>The C&amp;L Language Assistance reports provide information on the language services utilization by CalViva Health members for January 1 to June 30, 2020 as well as updates on Language Assistance Program (LAP) areas. This report also incorporates MHN Services' Mental Health/Behavioral Health language utilization by CalViva Health members for the same reporting period.</p> <p>A summary of Q1 and Q2 services provided the following information:</p> <ul style="list-style-type: none"> <li>• Member Services Department representatives handled a total of 49,971 calls across all languages.</li> <li>• A total of 1,888 interpreter requests were fulfilled for CalViva Health members.</li> <li>• MHN Services' Member Services Department representatives handled a total of 2,240 across all languages.</li> <li>• There were 85 requests for interpreter services that were fulfilled.</li> <li>• No requests for Written/Oral/Alternate Format Translations were received from CalViva Health members during this reporting period.</li> <li>• A total of 65 English material reviews completed for CalViva Health documents/materials, including the member newsletter.</li> </ul>	

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	<ul style="list-style-type: none"> <li>A total of 35 grievance cases were received and reviewed by C&amp;L.</li> </ul> <p>C&amp;L language assistance services utilization and language assistance program updates are mostly consistent with previous reporting periods. Interpreter requests particularly for face-to-face interpretation increased slightly compared to same reporting period in 2019. Additionally, while the total membership decreases slightly, the percent of LEP members increased by one percent.</p> <p>The Plan will continue to track C&amp;L and MHN Services language services utilization and program updates and report to QI/UM committee on a semi-annual basis.</p>	
<p><b>#7 Medical Management</b> <i>MY 2019 HEDIS Data Results</i></p> <p><b>Information</b> Patrick Marabella, MD</p>	<p>Dr. Marabella provided an update on HEDIS®: Managed Care Accountability Set (MCAS).</p> <p>Overall CalViva performed well on the new MCAS with the 50th percentile minimum performance level. Reporting Year 2020 (RY20) data reflects care and services provided during calendar year 2019. Some allowances were made for RY20 due to some of the limitations on data capture associated with the pandemic.</p> <p>All three counties were below the minimum performance levels (MPL) for Antidepressant Medication Management Acute Phase and Antidepressant Medication Continuation</p>	<p><b>No Motion</b></p>

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	<p>Phase. This is a new measure for this year. Our COVID-Quality Improvement Project (QIP) includes a Member Outreach effort by Behavioral Health Case Managers in Kings and Madera counties to encourage medication adherence.</p> <p>Fresno County fell below the MPL for Adolescent Well-Care Visits. This will be addressed through a MemberConnections Outreach intervention associated with our new COVID-Quality Improvement Project.</p> <p>Fresno and Kings counties fell below the MPL for Breast Cancer Screening, Childhood Immunizations- Under 2 Years, and Well Child Visits-First 15 Months. Two Performance Improvement Projects (PIPs) that were started approximately 1 year ago and placed on "pause" by the state due to the pandemic, will be restarted in the first quarter of 2021 to address these opportunities for improvement.</p> <p>Madera County fell below the MPL for Chlamydia Screening. A PDSA Improvement Project is being initiated with a high volume, low compliance provider in Madera County to improve compliance with this measure.</p>	
<p><b>#8 Quarterly Appeals and Grievance Report</b></p> <p><b>Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q3 2020. Total appeals and grievances for Q2 2020 were 514. Total appeals for Q3 2020 were 267. Total grievances for Q3 2020 were 247. Turnaround time compliance standard was met at 100%. The majority of appeals and grievances were from members</p>	<p><b>No motion</b></p>

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	in Fresno County which has the largest CalViva Health enrollment.	
<p><b>#9 2020 DHCS Audit Update; 2021 DMHC 18-Month Follow-up Audit</b></p> <p><b>Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>The 2020 DHCS audit required the Plan to submit monthly updates on the progress of implementing corrective actions. The last update was filed 11/30/2020.</p> <p>Regarding the upcoming 2021 DMHC 18-month follow-up audit, DMHC will not be onsite. The required information was filed with DMHC on 12/1/2020. The audit is looking for specific improvements the Plan has made in communicating clear and concise information on appeals that have been filed with DMHC.</p>	<p><b>No motion</b></p>
<p><b>#10 Medi-Cal RX</b></p> <p><b>Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>In reference to the Medi-Cal RX executive order in 2019 by the Governor of California to transition Medi-Cal pharmacy services from managed care delivery system to fee for service delivery system effective 1/1/21, the State has postponed the transition to 4/1/2021 due to the COVID-19 pandemic and other challenges with implementing the transition.</p>	
<p><b>#11 CalViva Health Website</b></p> <p><b>Information</b> Courtney, Director Community Relations</p>	<p>The new CalViva Health website has been redesigned with the goal to be more user friendly and ADA compliant for members. The Public Policy Committee was polled for their suggestions and feedback. The goal is for the new website to go live prior to January 1, 2021.</p>	
<p><b>#12 Final Comments from Committee Members and Staff</b></p>	<p>Self-Help is finishing a project in Patterson.</p>	

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	<p>KCAO is working with the County Health Dept to economically help families that have tested positive for COVID-19. In addition, helping essential workers with child care.</p> <p>United Health Centers (UHC) is partnering with the City of Fresno for drive through COVID testing at the Fresno Fair Grounds. In addition, they have opened a drive through testing site in Clovis as well. UHC has opened seven (7) new health centers during 2020.</p> <p>Greg Hund, CEO for CVH, announced the Board approved additional funding to various organizations in all three counties in response to the COVID-19 pandemic. In addition, March 1, 2021 is the 10<sup>th</sup> anniversary for CalViva Health as an operating Plan.</p> <p>Courtney Shapiro reported that CVH is continuing with sponsorships, and partnering with different organizations to bring flu shot clinics and vision clinics, assistance with foster youth in Fresno and Madera counties, adopt-a-family for the holiday, toy drive with Reading Heart, and Presents on Patrol with Lemoore Police Department to name a few.</p> <p>Tony Gonzalez reported the CVH Health Education department presented to the Fresno County Migrant Education program during their annual conference on 11/14/2020 in the areas of nutrition and physical activity during the pandemic. Tony Gonzalez also acknowledged</p>	

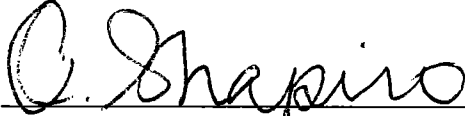


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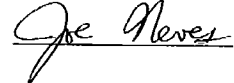
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	Norma Mendoza and Promotores for the work they are doing via Zoom to continue engaging the community during the pandemic on available resources and connecting families to testing sites.	
#13 Announcements	Next scheduled PPC meeting is March 3, 2021.	
#14 Public Comment	None.	
#15 Adjourn	Meeting adjourned at 12:39 pm.	

**NEXT MEETING**      **March 3, 2020 in Fresno County**  
**11:30 am - 1:30 pm**

Submitted This Day: March 3, 2021

Submitted By:   
 Courtney Shapiro, Director Community Relations

Approval Date: March 3, 2021

Approved By:   
 Joe Neves, Chairman