



Public Policy Committee
 Meeting Minutes
 March 2, 2022

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, Director Community Relations
✓	Kristi Hernandez, At-Large Representative	✓	Cheryl Hurley, Commission Clerk / Director, HR /Office
	Kevin Dat Vu, Fresno County Representative	✓	Mary Lourdes Leone, Chief Compliance Officer
✓	Norma Mendoza, At-Large Representative	✓	Steven Si, Senior Compliance & Privacy/Security Specialist
		✓	Maria Sanchez, Compliance Manager
		*	= 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 11:33 am.	A roll call was taken.
#2 Meeting Minutes from December 1, 2021 Action Joe Neves, Chair	The December 1, 2021 meeting minutes were reviewed.	Motion: Approve December 1, 2021 Minutes 5-0-0-4 (D. Phillips / S. Garcia) A roll call was taken.

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<p>#3 Enrollment Dashboard</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>Maria Sanchez presented the enrollment dashboard through December 2021. Membership as of the end of December 2021 was 393,125. CalViva Health maintains a 69.2% market share.</p>	<p>No Motion</p>
<p>#4 Annual Report</p> <p>Information Courtney Shapiro, Director, Community Relations & Marketing</p>	<p>The Annual Report is a mandated report and is for the benefit of stakeholders, community partners, and elected officials, and is posted on the CVH website for public viewing.</p>	<p>No Motion</p>
<p>#5 Appeals, Grievances and Complaints</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>For Q4 2021 there were 87 Coverage Disputes (Appeals), 87 Disputes Involving Medical Necessity (Appeals), 82 Quality of Care, 119 Access to Care, and 107 Quality of Service, for a total of 482 appeals and grievances. The majority of which are from Fresno County.</p> <p>The turn-around time compliance for appeal and grievance cases was as follows:</p> <ul style="list-style-type: none"> • Standard Grievances: 99.3% • Expedited Grievances: 100% • Standard Appeals: 100% • Expedited Appeals: 100% <p>There was a total of 795 Exempt Grievances received in Q4 2021.</p> <p>Of the total grievances and appeals received in Q4, the following were associated with Seniors and Persons with Disabilities (SPD):</p>	

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	<ul style="list-style-type: none"> • Grievances: 100 • Appeals: 51 • Exempt: 18 <p>The majority of appeals and grievances were from members in Fresno County (largest CalViva Health enrollment).</p> <p>The majority of quality of service (QOS) grievance cases resolved were categorized as Transportation Behavior, Access-Other, and Transpiration Access.</p> <p>The majority of quality of care (QOC) grievance cases were categorized as PCP Delay, Specialist Care and PCP Care.</p> <p>The top categories of appeal cases were related to Advanced Imaging, Pharmacy, and Other.</p> <p>The top categories for exempt grievances were Provider Attitude/Service, Health Plan Material-ID Cards not Received, and PCP Assignment/Transfer Health Plan Assignment Change Request.</p>	
<p>#6 2021 DMHC 18-month Follow-up Audit 2020 DHCS Audit Monthly CAP Updates</p> <p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>CVH received the final report for the 2021 DMHC 18-month follow-up audit in November which stated there were two findings; one of which was corrected and the second finding remains open. It appears that the State will wait until the next audit in September 2022 to determine whether or not the deficiency has been corrected.</p> <p>With regards to the 2020 DHCS Audit, the Plan had a CAP from that audit. The Plan provided CAP updates to the State between 2020 and this past summer, and the last update was submitted in August 2021. The State responded with questions to the last update. The plan provided several responses, the last one being in February 2022. The DHCS has not issued a final determination as to whether they are going to close the CAP before the next audit begins</p>	

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	<p>in April 2022. In preparation for the 2022 Annual DHCS Audit, the plan has submitted the pre-audit request which contains all the documents the State will use in the audit.</p>	
<p>#7 Health Education Member Incentive Programs Semi-Annual Report Q3 and Q4 2021</p> <p>Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>A total of 329 CalViva Health members participated in three health education programs during Q3 & Q4 2021. 74 of the 329 member participants received an incentive. In total, \$1,655 worth of gift cards were given to CalViva Health members. Of the award recipients, 60% were from Madera County, 28% from Fresno County, and 12% from Kings County.</p> <p>In Q3 & Q4 2021, CalViva Health did not launch any plan-wide QI incentive programs. The COVID-19 pandemic presented challenges and limited the deployment of direct care programs including Performing Improvement Projects (PIPs) and Plan-Do-Study-Act (PDSA) projects that included an incentive component. CalViva Health will continue to follow Centers for Disease Control and Prevention (CDC), state, and local guidance to make informed decisions concerning outreach events and special projects as the COVID-19 pandemic and related restrictions evolve.</p>	<p>No Motion</p>
<p>#8 Annual Compliance Report</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>The Member Service Call Center received 109,025 calls, of which 107,744 were answered. Overall service level was 89%.</p> <p>The Member Service Call Center for Mental Health received 4,686 calls, of which 4,683 were answered. Overall service level was 89%.</p> <p>There were 5,769 welcome calls made to new members in 2021.</p> <p>The Provider Network remains stable.</p> <p>In 2021, contracted providers were sent approximately 229 Provider Updates with information on contractual and regulatory matters as well as health plan news and announcements. CalViva Health staff also reviewed 27 informational letter templates for contracted providers and 9 forms intended for provider use.</p>	

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	<p>In 2021, 43 communications were reviewed by the Plan. This included member-informing materials, health education, and information about incentive programs. It also included 12 Printed Provider Directories and 1 Member Newsletter. The 2022 Member Handbook/Evidence of Coverage (EOC) was made available to members by posting to the CalViva Health website for downloading.</p> <p>The 2021 Regulatory audits and performance evaluations included:</p> <ul style="list-style-type: none"> • HEDIS® MY 2020 Compliance Audit™ (received 7/14/21) • DMHC the 18-Month Follow-up Audit Final Report (received 11/2/21) • DHCS 2019-2020 EQR Performance Evaluation Report (received 7/6/21) <p>Moving forward in 2022, the Plan expects to undergo additional audits and reviews from regulatory agencies. The Plan anticipates developing new policies and implementing/revising existing processes as a result of new regulatory guidance and laws effective in 2021 and 2022.</p>	
<p>#9 Medi-Cal RX Update</p> <p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>Medi-Cal RX became effective January 1, 2022; however, the transition has not been without issues. The State is working through issues and complaints. The Medi-Cal RX program is managed through the State whereby the State has taken control over paying pharmacies for prescriptions filled by MC members. Medi-Cal RX does not have an effect on member benefits.</p>	
<p>#10 2022 CalViva Health Member Handbook / Evidence of Coverage</p> <p>Information</p>	<p>The 2022 Member Handbook has been posted on the CalViva Health website. By April 1, 2022, an errata will also be posted providing additional information that did not make it into the actual printed Member Handbook.</p>	

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<p>Mary Lourdes Leone, Chief Compliance Officer</p>		
<p>#11 CalAim Update: Enhanced Care Management, Community Supports and Major Organ Transplant</p> <p>Information Tony Gonzalez, Community Engagement Program Manager</p>	<p>The Community Engagement Program team reaches out to potential Providers in relation to Enhanced Care Management (ECM), and Community Supports. For phase II for Madera County and Fresno County they are launching housing navigations services, transitions and deposits starting July 1, 2022 as well as ECM with target populations of homeless individuals, individuals with severe mental illness, and substance abuse disorders. The Community Engagement team is outreaching to existing CBO partners who may be doing ECM and/or housing navigation so that they become aware that CalAIM is a new program initiative where they can partner with CalViva Health. A list of Providers who are ECM and Community Supports Providers will be available at the June 2022 Public Policy Committee meeting. The Team is also working with FindHelp.org (previously Aunt Bertha). All Providers in this program will have a platform to connect with other EMC or Community Supports Providers.</p>	
<p>#12 Promotores Health Network and Collaboration with Alzheimer’s Association Update</p> <p>Information Tony Gonzalez, Community Engagement Program Manager</p>	<p>The engagement community representative for the CVH Promotores program reported they reached out to 300 persons in less than six months last year; this year their goal is to reach out to 500. Currently, they are at 305. They are currently holding classes to enlighten members on the signs of Alzheimer’s which helps them to know what to ask doctors, how to identify signs in family members, as well as themselves. In addition, the program is now being offered in Spanish. The Community Engagement Program helps members navigate the healthcare system, are able to link them to available resources, and in some instances advocate for them.</p>	

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#13 Final Comments from Committee Members and Staff	<p>Norma Mendoza gave an update on COVID vaccinations in Madera County.</p> <p>David Phillips reported UHC is opening four (4) new health centers in 2022; three of which will be opening soon in Kingsburg, Hanford, and South Fresno.</p> <p>Courtney Shapiro polled the Committee on future meetings with saving paper and forgoing printed packets. The Committee agreed to a trial basis during June’s meeting to project the meeting packet onto the screen and only providing hard copy agenda.</p>	
#14 Announcements	<p>Tony Gonzalez introduced Isabel Rivera as the Community Relations Representative. Isabel stated the Plan is continuing the partnership with WIC and are scheduled to hold baby showers through 2022. This partnership has been maintained for the past nine (9) years. The Plan also has a partnership with Black Infant Health and three (3) baby showers have been scheduled for 2022.</p>	
#15 Public Comment	<p>None.</p>	
#16 Adjourn	<p>Meeting adjourned at 12:50 pm.</p>	

NEXT MEETING **June 1, 2022 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: June 1, 2022

Approval Date: June 1, 2022

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman