

Fresno-Kings-Madera
Regional Health Authority

**CalViva Health
Commission
Meeting Minutes**
November 17, 2022

Meeting Location:
CalViva Health
7625 N. Palm Ave., #109
Fresno, CA 93711

Commission Members			
✓	Sara Bosse, Director, Madera Co. Dept. of Public Health	✓	David Luchini, Director, Fresno County Dept. of Public Health
✓	David Cardona, M.D., Fresno County At-large Appointee	✓	Aftab Naz, Madera County At-large Appointee
✓	Aldo De La Torre, Community Medical Center Representative	✓	Joe Neves, Vice Chair, Kings County Board of Supervisors
✓	Joyce Fields-Keene, Fresno County At-large Appointee	✓	Harold Nikoghosian, Kings County At-large Appointee
	John Frye, Commission At-large Appointee, Fresno		Sal Quintero, Fresno County Board of Supervisor
✓●	Soyla Griffin, Fresno County At-large Appointee	✓	Rose Mary Rahn, Director, Kings County Dept. of Public Health
	David Hodge, M.D., Chair, Fresno County At-large Appointee		David Rogers, Madera County Board of Supervisors
	Kerry Hydash, Commission At-large Appointee, Kings County	✓	Michael Goldring, Valley Children's Hospital Appointee
		✓	Paulo Soares, Commission At-large Appointee, Madera County
Commission Staff			
✓	Jeff Nkansah, Chief Executive Officer (CEO)	✓	Mary Lourdes Leone, Chief Compliance Officer
✓	Daniel Maychen, Chief Financial Officer (CFO)	✓	Amy Schneider, R.N., Director of Medical Management
✓	Patrick Marabella, M.D., Chief Medical Officer (CMO)	✓	Cheryl Hurley, Commission Clerk
General Counsel and Consultants			
✓●	Jason Epperson, General Counsel		
✓ = Commissioners, Staff, General Counsel Present			
* = Commissioners arrived late/or left early			
● = Attended via Teleconference			

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#1 Call to Order	The meeting was called to order at 1:31 pm. A quorum was present	
#2 Roll Call Cheryl Hurley, Clerk to the Commission	A roll call was taken for the current Commission Members.	<i>A roll call was taken</i>

ACTION TAKEN	MOTIONS / MAJOR DISCUSSIONS	AGENDA ITEM / PRESENTER
<p>Motion: The appointment of Valley Children's Hospital appointee, Mr. Michael Goldring, was ratified by the Commission 12-0-0-5 (Soares / Naz) A roll call was taken</p>	<p>Item #10 was moved up to ratify Mr. Goldring's appointment to the Commission in order to activate his voting privileges for this meeting.</p>	<p>#10 Valley Children's Hospital – Commission Appointee J. Nkansah, CEO Action</p>
<p>Motion: Consent Agenda was approved. 12-0-0-5 (Nikoghosian / Fields-Keene) A roll call was taken</p>	<p>All consent items were presented and accepted as read.</p>	<p>#3 Consent Agenda a) Commission Minutes dated 9/15/2022 b) Finance Committee Minutes dated 7/21/2022 c) QI/UM Committee Minutes dated 7/21/2022 d) QI/UM Committee Minutes dated 9/15/2022 e) 2023 Commission Calendar f) 2023 Finance Calendar g) 2023 QIUM Calendar h) 2023 Credentialing Sub-Committee Calendar</p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
i) 2023 Peer Review Sub-Committee Calendar j) 2023 Public Policy Committee Calendar Action J. Neves, MD, Co-Chair		
#4 Closed Session A. Conference with Legal Counsel-Existing Litigation Name of case: Case # 21CV381776 Per Government Code Section 54956.9(d)(1) B. Public Employee Appointment, Employment, Evaluation, or Discipline Title: Chief Equity Officer Per Government Code Section 54957(b)(1)	Jason Epperson, General Counsel, reported out of closed session. The Commission considered those items agendized for closed session discussion, items A. and B. The Commission considered those matters in closed session and gave direction to staff. No other reportable action. Closed Session concluded at 1:41 pm.	
#5 Equity Officer Action J. Nkansah, CEO	The job description for the Equity Officer position was presented to the Commission for review and approval. Recommendations for edit on page two under Education to swap the first two bullets listing Master’s or bachelor’s degree first, with Medical Degree preferred to follow.	Motion: <i>The Equity Officer job description was approved with edits.</i> 12 – 0 – 0 – 5 (Bosse / Soares)

ACTION TAKEN	MOTIONS / MAJOR DISCUSSIONS	AGENDA ITEM / PRESENTER
<p>A roll call was taken</p>		
<p>Motion: 12-0-0-5 (Naz / Cardona) A roll call was taken</p>	<p>Rianne Suico, representative with Moss Adams, presented the results of the audit. Moss Adams' audit will result in the issuance of an unmodified opinion on the financial statements, which is the highest audit opinion that could be provided by an external CPA firm. A discussion of general audit procedures performed including confirmation of various account balances were discussed.</p> <p>The required communications and the organization's accounting policies are in compliance with GAAP. After completing the work, it was found that the financial statements do not need to be adjusted and no issues were encountered when completing the work.</p>	<p>#6 Financial Audit Report for FY 2022 Action R. Suico, Moss Adams representative</p>
<p><i>See #8 below for Motion</i></p>	<p>Dr. Marabella presented the 2022 Health Equity Executive Summary and Work Plan Mid-Year Evaluation.</p> <p>The 4 categories for the 2022 Work Plan are:</p> <ol style="list-style-type: none"> 1. Language Assistance Services 2. Compliance Monitoring 3. Communication, Training, and Education 4. Health Literacy, Cultural Competency & Health Equity <p>By June 30, 2022 all activities were on target for year end.</p> <p>Some of the activities completed consist of:</p> <ol style="list-style-type: none"> 1. Population Needs Assessment was completed in collaboration with Health Ed and QI. 2. Provided multiple training sessions for new hires, A & G and Call Center. 	<p>#7 2022 Health Equity Executive Summary • Executive Summary • Work Plan Mid-Year Evaluation Action P. Marabella, MD, CMO</p>

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	<ol style="list-style-type: none"> 3. Reviewed 27 grievances with 2 interventions identified. 4. Supported Breast Cancer Screening Disparity PIP including Mobile Mammography events. 5. Co-led internal BCS PIP Workgroup and Community Advisory Group (CAG). 6. Supported other Quality efforts including Immunization event (CIS-10) and Diabetes Project with Motivational Interviewing. <p>All of the Work Plan activities continue on target for completion by end of calendar year 2022.</p> <p>The Plan will continue to assess circumstances to modify plans as needed in order to continue to implement, monitor and track Health Equity related services and activities.</p>	
<p>#8 2022 Health Education</p> <ul style="list-style-type: none"> • Executive Summary • Work Plan Mid-Year Evaluation <p>Action P. Marabella, MD, CMO</p>	<p>Dr. Marabella presented the 2022 Health Education Executive Summary and Work Plan Mid-Year Evaluation.</p> <p>Dr. Marabella presented the 2021 Health Education Work Plan Mid-Year Evaluation.</p> <p>Two areas of focus for 2022 consist of:</p> <ol style="list-style-type: none"> 1. Programs and Services 2. Department Operations, Reporting and Oversight <p>Of the 15 Program Initiatives, 12 are on track to meet year-end goals. These consist of:</p> <ol style="list-style-type: none"> 3. Chronic Disease Education: Asthma 4. Chronic Disease: Diabetes 5. Chronic Disease: Hypertension 6. Community Engagement 	<p>Motion:</p> <p>12 – 0 – 0 – 5 (Cardona / Luchini)</p> <p>A roll call was taken</p>

ACTION TAKEN	MOTIONS / MAJOR DISCUSSIONS	AGENDA ITEM / PRESENTER
	<p>The three (3) initiatives that are off track consist of:</p> <ol style="list-style-type: none"> 7. Fluvention & COVID-19 8. Member Newsletter 9. Mental/Behavioral Health 10. Pediatric Education 11. Perinatal Education 12. Population Needs Assessment (complete) 13. Women's Health 14. Health Education Materials update, Development, Utilization & Inventory <p>Barriers to full implementation of planned activities have been identified and are being addressed. 2022 initiatives will continue to be implemented in order to meet or exceed year-end goals.</p>	
<p><i>Motion: Standing Reports</i> Approved 12-0-0-5 (Naz/Bosse) A roll call was taken</p>	<p>Finance</p> <p><u>Financials as of September 30, 2022:</u></p> <p>Total current assets recorded were approximately \$285M; total current liabilities were approximately \$164.5M. Current ratio is approximately 1.73.</p> <p>Total equity as of the end of September 2022 was approximately \$130.5M which is approximately 792% above the minimum DMHC required TNE amount.</p> <p>Interest income actual recorded was approximately \$762K which is approximately \$677K more than budgeted primarily due to rates on the Plan's money market funds</p>	<p>#9 Standing Reports</p> <ul style="list-style-type: none"> • Finance Reports Daniel Maychen, CFO

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<ul style="list-style-type: none"> Compliance M. Sanchez, Compliance Manager 	<p>being higher than projected. Premium capitation income actual recorded was approximately \$326.2M which is approximately \$15.2M more than budgeted primarily due to enrollment being higher than projected.</p> <p>Total cost of medical care expense actual recorded is approximately \$261.4M which is approximately \$13.4M more than budgeted due to enrollment being higher than projected. Admin service agreement fees expense actual recorded was approximately \$13.6M, which is approximately \$368K more than budgeted due to higher than projected enrollment.</p> <p>Net income for the first three months of FY 2023 was approximately \$2.5M which is approximately \$2.4M more than budgeted due to enrollment being higher than budgeted. In addition, net income was higher than projected due to the Plan recording an approximate \$1.3M MCO tax gain, and interest income being higher than projected.</p> <p>Compliance</p> <p>There were 160 Administrative & Operational regulatory filings for total YTD 2022; 26 Member Materials filed for approval; 177 Provider Materials reviewed and distributed; and 40 DMHC filings.</p> <p>There were 29 Privacy & Security Breach Cases that were No-Risk/Low-Risk cases filed total YTD 2022.</p> <p>There have been four (4) Fraud, Waste & Abuse MC609 cases filed with DHCS for YTD 2022.</p>	

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	<p>The Plan's management team continues to monitor monthly and quarterly reports covering overall performance. The Plan continues to meet with Health Net weekly and monthly to review and discuss activities related to projects and upcoming transitions.</p> <p>The Annual Oversight Audits of HN in-progress are Credentialing, Access and Availability; Emergency Services, and Utilization Management. Audits completed since the last report are Annual Claims, and PDR, which there was a CAP issued.</p> <p>The Plan is still awaiting responses for both the 2021 DMHC 18-Month Follow-Up Audit CAP response, and the DHCS 2020 Medical Audit CAP.</p> <p>The Exit Conference for the Plan's DHCS 2022 Medical Audit was held on 10/4/22. There were three audit findings; two concerned lack of documentation related to the provision of blood lead screening of young children, and one related to the lack of documentation of a Physician Certification Statement form for member's request for non-emergency medical transportation (NEMT). The Plan responded to these findings on October 19m 2022; currently pending a response.</p> <p>The DMHC 2022 Medical Audit was conducted 9/19/22 and 9/20/22. The Plan is currently responding to several audit requests from the DMHC.</p> <p>The Plan continues to submit necessary documents for the Cal-AIM programs.</p> <p>With regard to ECM/Community Supports, the Plan submitted updated Model of Care documents on 10/25/22; currently pending a response.</p>	

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<ul style="list-style-type: none"> Medical Management P. Marabella, MD, CMO 	<p>With regard to Long Term Care, the plan submitted all network readiness requirements; confirmation from DHCS was received on 10/14/22 stating the Plan was in compliance with all requirements.</p> <p>The Plan filed its Population Health Management program deliverables on 10/28/22; currently pending approval.</p> <p>The Plan received DHCS and DMHC approval for its 2023 Member Handbook which will be posted to the Plan’s website on 1/1/2023.</p> <p>DHCS issued its 2024 Procurement Contract Operational Readiness Work Plan on 6/30/22; of which 238 deliverables must be submitted during phases, beginning August 12, 2022 for phase 1; December 15, 22 for phase 2; and April 20, 2023 for phase 3. The Plan has begun filing; which some have come back with errors which are mainly policy related. The Plan has been updating policies and submitted responses to those errors. The Plan has completed the 9/12/22 filing and is in the process to complete the 12/19/22 required filing.</p> <p>The next Public Policy Committee meeting will be held on December 7, 2022 at 11:30am in the Plan’s Administrative Office.</p> <p>Medical Management</p> <p><u>Appeals and Grievances Dashboard</u></p> <p>Dr. Marabella presented the Appeals & Grievances Dashboard through Q3 2022.</p> <ul style="list-style-type: none"> The total number of grievances had a slight increase in Q3 2022. Quality of Service Grievances have increased from prior 2022 quarters. 	

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	<p>• Quality of Care Grievances have remained consistent for 2022 when compared to previous year.</p> <p>• Exempt Grievances have had a slight decrease when compared to prior year.</p> <p>• Appeals through Q3 2022 have significantly decreased when compared to prior year, this is a result of the Pharmacy carve-out, Medi-Cal Rx.</p> <p><u>Key Indicator Report</u></p> <p>Dr. Marabella presented the Key Indicator Report (KIR) through Q3 2022.</p> <p>A summary was shared that provided the most recent data for Admissions, Bed Days, Average Length of Stay, and Readmissions through Q3 2022. Membership continues to increase; Utilization for TANFs and SPDs has leveled off.</p> <p>Case Management results through Q3 2022 have shown increased referrals and engagement and demonstrate positive outcomes in the areas of Integrated CM, Transitional CM, and Palliative CM.</p> <p><u>Q1 & UMCM Quarterly Report – Q3 2022</u></p> <p>Dr. Marabella provided the Q1 & UMCM Q3 2022 update. Two Q1/UMCM meetings were held in Quarter 3; one in July and one in September 2022.</p> <p>The following guiding documents were approved at this meeting:</p> <ol style="list-style-type: none"> 1. 2022 Q1 Work Plan Mid-Year Evaluation 2. 2022 UMCM Work Plan Mid-Year Evaluation 3. Clinical Practice Guidelines 4. Prior Authorization Requirements 	

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	<p>In addition, the following general documents were approved at the meeting:</p> <ol style="list-style-type: none"> 1. Pharmacy Provider Updates 2. Medical Policies <p>The following Quality Improvement Reports were reviewed: Appeals and Grievances Dashboard and Quarterly A & G reports, the MHN Performance Indicator Report for Behavioral Health Services, Initial Health Assessment (IHA), and Potential Quality Issues (PQI) report. Additional Quality Improvement reports as scheduled during Q3.</p> <p>The Utilization Management & Case Management reports reviewed were the Key Indicator Report, the PA Member Letter Monitoring Report, and UM Top 10 Diagnosis Report. Additional UMCM Reports include the Concurrent Review IRR Report, TurningPoint, Specialty Referrals Report, Case Management and CCM Report, MedZed Report, NIA/Magellan, and other reports scheduled during Q3.</p> <p>Pharmacy quarterly report include Executive Summary, Operation Metrics, Top Medication Prior Authorization (PA) Requests, and Pharmacy Interrater Reliability Results (IRR).</p> <p>HEDIS® Activity:</p> <p>In Q32, HEDIS® related activities focused on analyzing the results for MY 2021 under the Manage Care Accountability Set (MCAS) measures and the minimum performance level (MPL) of 50th percentile.</p> <p>Upcoming measures with no MPL established as of yet, include:</p> <ul style="list-style-type: none"> • Lead Screening in Children • Follow-Up after ED Visit for Mental Health Illness – 30 Days 	

ACTION TAKEN	MOTIONS / MAJOR DISCUSSIONS	AGENDA ITEM / PRESENTER
	<p>• Follow-Up after ED Visit for Substance Abuse – 30 Days</p> <p>Managed Care Accountability Set 2022-23 Requirements at this time:</p> <ul style="list-style-type: none"> • Current Performance Improvement Projects (PIPs) will continue through 12/31/2022 • Final documentation on PIPs due 04/21/2023 • CalViva will initiate a project with a Well-Child Visit and CIS 10 Immunization focus using SWOT format. • Awaiting Annual DHCS Notification. <p>No significant compliance issues have been identified. Oversight and monitoring processes will continue.</p> <p><u>Credentiaing Sub-Committee Quarterly Report</u></p> <p>The Credentiaing Sub-Committee met on October 20, 2022. Routine credentiaing and re-credentiaing reports were reviewed for both delegated and non-delegated services. Reports covering Q2 2022 were reviewed for delegated entities, and Q3 2022 for MHN and Health Net.</p> <p>There was one (1) case for the Quarter 4 2022 CalViva Adverse Action Credentials Report from Health Net, covering July to September 2022.</p> <p>The 2023 Credentiaing Sub-Committee meeting schedule was reviewed and approved. No concerns with the proposed schedule were raised.</p> <p><u>Peer Review Sub-Committee Quarterly Report</u></p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> Executive Report J. Nkansah, CEO 	<p>The Peer Review Sub-Committee met on October 20, 2022. The county-specific Peer Review Sub-Committee Summary Reports for Q3 2022 were reviewed for approval. There were no significant cases to report.</p> <p>The Q3 2022 Peer Count Report was presented with a total of seven (7) cases reviewed. There were three (3) cases closed and cleared. There were no cases pending closure for Corrective Action Plan compliance. There was one (1) case with an outstanding CAP. There were three (3) cases pended for further information.</p> <p>Ongoing monitoring and reporting will continue.</p> <p>The 2023 Peer Review Sub-Committee meeting schedule was reviewed and approved. No concerns with the proposed schedule were raised.</p> <p>Executive Report</p> <p>Enrollment through August 31 2022 is 411,852 members. Enrollment continues to increase as a result of the Public Health Emergency (PHE). Choice percentages are appearing to show some promise of rebounding. Procurement remains to be monitored and will report updates in 2023.</p> <p>A brief presentation of the CalViva Health website was shown which includes a new YouTube health education link, as well as a Community Giving section.</p>	
<p>#10 Final Comments from Commission Members and Staff</p>	<p>None.</p>	
<p>#11 Announcements</p>	<p>None.</p>	
<p>#12 Public Comment</p>	<p>None.</p>	

ACTION TAKEN	MOTIONS / MAJOR DISCUSSIONS	AGENDA ITEM / PRESENTER
	The meeting was adjourned at 3:03 pm. The next Commission meeting is scheduled for February 16, 2023 in Fresno County.	#13 Adjourn

Submitted this Day: February 16, 2023
 Submitted by: *Cheryl Hurley*
 Cheryl Hurley
 Clerk to the Commission