



Public Policy Committee
 Meeting Minutes
 December 7, 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
	Vacant, 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
	Vacant, 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
		✓	Patrick Marabella, MD, CMO
		✓	Amy Schneider, RN, Director, Medical Management
		*	= 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 11:31 am. A quorum was present.	A roll call was taken.
#2 Meeting Minutes from September 7, 2022 Action Joe Neves, Chair	The September 7, 2022, meeting minutes were reviewed.	Motion: Approve September 7, 2022, Minutes 6-0-0-1 (J. Garner / D. Phillips)

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#3 Enrollment Dashboard</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>Maria Sanchez presented the enrollment dashboard through September 2022. Membership as of September 30, 2022 was 413,576. CalViva Health maintains a 68.38% market share.</p>	<p>No Motion</p>
<p>#4 Health Education</p> <p>Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the Health Education 2022 Executive Summary and Work Plan Mid-Year Evaluation.</p> <p>The 2022 Health Education Work Plan Mid-Year Evaluation report documents the progress of 15 initiatives with 34 performance objectives. Within each initiative, there are multiple objectives:</p> <ul style="list-style-type: none"> • Of the 15 initiatives, 12 initiatives with 24 objectives have met or are on track to meet the year-end goal. • The remaining 3 initiatives with 3 out of 10 objectives are off-track. They consist of Fit Families for Life and HHHP, Tobacco Cessation, and Compliance Oversight & Reporting. • Of those 3 initiatives, one was impacted based on an assessment of resources; one was impacted by a protracted length of time in DHCS completing its review and providing contract approval; and one is postponed until further direction from DHCS (SHA). <p>Accomplishments consist of:</p> <ul style="list-style-type: none"> • 74 members enrolled in the Central California Asthma Collaborative in-home visitation program. • 91 members enrolled in the Diabetes Prevention Program. • 90 charlas with a 66%-member participation rate (950/1,380). <ul style="list-style-type: none"> ▪ Promotores Health Network conducted in-person and virtual classes on bailoterapia (physical activity), walking club, literacy club, and health education in collaboration with community partners. 	<p>No Motion</p>

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	<ul style="list-style-type: none"> • 309 members enrolled in my-Strength. • 10,591 screening claims for ACEs (Adverse Childhood Experiences) screening. • Rebranded/updated 18-member health education materials: <ul style="list-style-type: none"> ▪ Topics included exercise, heart health, diabetes, weight management, pain control, and health education programs & services. 	
<p>#5 Health Equity Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the Health Equity 2022 Executive Summary and Work Plan Mid-Year Evaluation, and the 2022 Summary and Language Assistance Program Mid-Year Report.</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> <p>Language Assistance Services:</p> <ul style="list-style-type: none"> • 5 contracts amended to include encryption languages to alternate format serving vendors. • 1 new OPI and VRI vendor added to language service: Language Line. • 27 staff completed their bilingual assessment/re-assessment. • 26 translation reviews completed. • Population Needs Assessment completed in collaboration with HE & QI. <p>Compliance Monitoring:</p> <ul style="list-style-type: none"> • 27 grievances received with 2 interventions identified. • Health Equity Policy & Procedures reviewed and updated. <p>Communication, Training, and Education:</p> <ul style="list-style-type: none"> • 2 trainings completed for new hires and current A&G staff. • 4-part implicit bias, Cultural Competency, and Health Literacy training are on track to be completed in Q3 & Q4. 	<p>No Motion</p>

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	<p>Health Literacy, Cultural Competency, and Health Equity:</p> <ul style="list-style-type: none"> • 19 English materials reviewed. • 2 Readability and EMR Database trainings completed. • Co-led internal workgroup and CAG meetings for BCS PIP project. • Attended meetings and supported CIS-10 PIP project. • Attended meetings and supported HbA1c and CCS PDSA projects. 	
<p>#6 Medical Management</p> <p>Information Dr. Marabella, CMO</p>	<p>Dr. Marabella presented the Quality Improvement & HEDIS® Update for Measurement Year (MY) 2021.</p> <p>Dr. Marabella reported that Madera County met the 50th percentile benchmark for all required measures; 100% met goal. Kings County achieved the 50th percentile goal for 73% of measures with Childhood Immunizations, Immunizations for Adolescents, and Well-Child & Adolescent Visits coming in under the benchmark. Fresno County also achieved the 50th percentile goal for 73% of measures with Breast Cancer Screening, Childhood Immunizations, and Well-Child & Adolescent Visits coming in under the benchmark.</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 • Follow-Up after ED Visit for Substance Abuse – 30 Days <p>The two PDSA Projects were:</p> <ul style="list-style-type: none"> • Cervical Cancer Screening • Comprehensive Diabetes Care <p>The two Performance Improvement Projects (PIPs) are:</p> <ul style="list-style-type: none"> • Childhood Immunizations – Under 2 years (CIS-10) • Breast Cancer Screening Disparity Project (BCS) 	<p>No Motion</p>

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	<p>Projects going forward:</p> <ul style="list-style-type: none"> • Continue the two PIPs through December 31, 2022: final analysis due April 2023. • New Guidance from DHCS: <ul style="list-style-type: none"> ○ SWOMT for Well Child & Immunizations ○ NEW PIPs in the fall: <ul style="list-style-type: none"> ▪ Follow up after ED Visit for Mental Illness or Substance Abuse ▪ Well Child Visits 	
<p>#7 Quarterly Appeals and Grievance Report Information Maria Sanchez, Compliance Manager</p>	<p>For Q3 2022 there were 7 Coverage Disputes (Appeals), 134 Disputes Involving Medical Necessity (Appeals), 95 Quality of Care, 94 Access to Care, and 141 Quality of Service, for a total of 471 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: 100% • Expedited Grievances: 100% • Standard Appeals: 100% • Expedited Appeals: 100% <p>There was a total of 558 Exempt Grievances received in Q3 2022.</p> <p>Of the total grievances and appeals received in Q3, the following were associated with Seniors and Persons with Disabilities (SPD):</p> <ul style="list-style-type: none"> • Grievances: 110 • Appeals: 28 • Exempt: 131 <p>The majority of appeals and grievances were from members in Fresno County (largest CalViva Health enrollment).</p>	<p>No Motion</p>

CalViva Health Public Policy Committee

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	<p>The majority of quality of service (QOS) grievance cases resolved were categorized as Administrative, Access-Other, and Interpersonal.</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, Surgery, and DME.</p> <p>The top categories for exempt grievances were Health Plan Material-ID Cards Not Received, PCP Assignment/Transfer Health Plan Assignment Change Request, and PCP-HCO Assignment - Change Request.</p>	
<p>#8 2021 DHCS Audit – CAP Update</p> <p>Information Information Maria Sanchez, Compliance Manager</p>	<p>The Plan submitted the CAP response in July 2020 and currently still pending a response. Inquiry into a response from DHCS will be made once the current audit ends.</p>	<p>No Motion</p>
<p>#9 2022 DHCS Audit – Final Report</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>A final report was received on November 21, 2022; the CAP was received on November 30, 2022. There were findings in two different categories; one related to Blood Lead Screening, and the second was related to Transportation. The initial CAP response is due to DHCS by December 30, 2022.</p>	<p>No Motion</p>
<p>#10 2020 DMHC 18-Month Audit - Update</p> <p>Information</p>	<p>No update available for this audit. Inquiry with DMHC will be made once the current audit ends.</p>	<p>No Motion</p>

CalViva Health Public Policy Committee

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<p>Maria Sanchez, Compliance Manager</p>		
<p>#11 2022 DMHC Audit Information Maria Sanchez, Compliance Manager</p>	<p>Post audit requests are still being received; the Plan is responding as needed. The last submission was made Monday, December 5, 2022.</p>	<p>No Motion</p>
<p>#12 Enhanced Care Management (ECM) & Community Supports - Update Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>Mary Lourdes Leone gave a brief update on the background and current status of the Enhanced Care Management (ECM) and Community Supports programs. The ECM benefits went live in Kings County for specific populations as of January 1, 2022. Fresno and Madera counties went live with ECM for specific populations in July 2022. An additional timeline was shared for 2023 and 2024 for when ECM will be rolled out to additional populations in the Plan’s service area.</p>	
<p>#13 Final Comments from Committee Members and Staff</p>	<p>Rusty Robinson, Supervisor Elect for Kings County, was introduced as the alternate for Supervisor Neves.</p> <p>Courtney Shapiro shared the CalViva Health Cares page on the Plan’s website.</p> <p>Jeffrey Nkansah, CVH CEO, reported on the Public Health Emergency coming to an end and potentially 18 million beneficiaries losing coverage. The Plan is working with Community partners and Provider partners in efforts to notify beneficiaries to be cognizant of any requests they may receive in the mail regarding their coverage and to ensure they respond as requested.</p> <p>Jeff Garner, KCAO, shared updates for Kings County. CVH made a donation to update their Domestic Violence shelter and they will be breaking ground in the upcoming weeks. A new project was launched with the help of CVH, called Groceries to Go located in Kettleman City.</p>	

CalViva Health Public Policy Committee


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	<p>KCAO is also kicking off services regarding rental assistance for seniors and veterans, tax assistance, and assistance with paying water bills.</p> <p>Norman Mendoza shared attendance numbers in the promotores for the month of November.</p> <p>David Phillips shared United Health Centers has a change in leadership. The new President is Justin Preas. UHC is opening a new site in January located in Visalia. In addition, a new site in Fresno will open on Ashlan Avenue.</p> <p>There are two vacancies on the Public Policy Committee: one for Kings County and one for Fresno County.</p> <p>Steven Si shared there is a new CalViva Health branded YouTube channel, which can be accessed through the website or Google, and is focused on health education.</p>	
#14 Announcements	None	
#15 Public Comment	None	
#16 Adjourn	Meeting adjourned at 1:30 pm.	

NEXT MEETING **March 1, 2023, in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: March 1, 2023,

Submitted By: 
 Courtney Shapiro, Director Community Relations & Marketing

Approval Date: March 1, 2023

Approved By: 
 Joe Neves, Chairman