



Public Policy Committee
Meeting Minutes
September 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
	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 11:36 am. A quorum was present.	A roll call was taken.
#2 Meeting Minutes from March 2, 2022 Action Joe Neves, Chair	The March 2, 2022 meeting minutes were reviewed.	Motion: Approve March 2, 2022 Minutes 5-0-0-3 (D. Phillips / K. Hernandez) A roll call was taken.

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<p>#3 Meeting Minutes from June 1, 2022</p> <p>Action Joe Neves, Chair</p>	<p>The June 1, 2022 meeting minutes were reviewed.</p>	<p>Motion: Approve June 1, 2022 Minutes 5-0-0-3 (D. Phillips / S. Garcia)</p> <p>A roll call was taken.</p>
<p>#4 Proposed 2023 PPC Meeting Calendar</p> <p>Action Joe Neves, Chair</p>	<p>The 2023 proposed meeting calendar was presented to the PPC. No conflicts were noted.</p>	<p>Motion: Approve Proposed 2023 Calendar to move to Commission for final approval</p> <p>5-0-0-3 (J. Garner / D. Phillips)</p> <p>A roll call was taken.</p>
<p>#5 Annual Public Policy Committee Charter Review</p> <p>Action Joe Neves, Chair</p>	<p>The PPC Committee reviewed the Charter and approved to move forward to Commission for approval with no revisions.</p>	<p>Motion: Approved PPC Charter to move to Commission for full approval 5-0-0-3 (J. Garner / D. Phillips)</p> <p>A roll call was taken.</p>

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<p>#6 Enrollment Dashboard</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>Maria Sanchez presented the enrollment dashboard through June 2022. Membership as of June 30, 2022 was 407,069. CalViva Health maintains a 68.58% market share.</p>	<p>No Motion</p>
<p>#7 Health Education</p> <p>Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the Health Education Member Incentive Programs Semi Annual Report for Q1 and Q2 2022.</p> <p>There were six Health Education programs in Q1 & Q2 with 596 award recipients. Of the award recipients: 96% were from Fresno County; 2% from Madera County; and 2% from Kings County. \$20,125 in gift cards and \$2,380 in digital scales was given to CVH members. That is an increase of 522 when compared to Q3 & Q4 2021.</p> <p>There were six program award recipients compared to Q3 and Q4, 2021. Those programs consist of: Breast Cancer Screening; Cervical Cancer Screening; Childhood Immunization (CIS-10); Diabetes Prevention Program; Comprehensive Diabetes Care; and COVID-19.</p> <p>Barriers consisted of:</p> <ul style="list-style-type: none"> • Point of Care (POC) incentive included in Performance Improvement Projects (PIP): Incentives were not the primary intervention for the PIP projects. Incentives were implemented as a second intervention in Q1-Q2, 2022. • Cervical Cancer Screening (CCS): Provider priorities following COVID-19 pandemic. • Comprehensive Diabetes Care (CDC): A portion of members could not be reached by phone after three unsuccessful attempts. Low engagement, members declining to schedule any in-person dietician classes. Multiple challenges such as transportation issues, short notice, family/job commitments, inconvenient time of day, etc. • COVID-19: Inability to access the internet (limited access to website and email); some members did not have an email address (e-gift card could not be sent electronically). 	<p>No Motion</p>

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	<p>Next steps consist of:</p> <p>Breast Cancer Screening (BSC) PIP:</p> <ul style="list-style-type: none"> • Planned member incentive distribution at point of care in collaboration with selected providers. Additional mobile mammography events are being planned throughout 2022, including members to receive a \$25.00 VISA gift card upon completion of the BCS exam. Details are being discussed and finalized. • Video testimonials by three breast cancer survivors will be displayed in medical office waiting rooms, YouTube, local Hmong television channel, the local southeast Asian cultural center, and community events to raise awareness of breast cancer and to persuade and encourage members to complete their breast exams. • Plans to distribute a \$25 Visa Gift card upon completion of the BCS-Fresno County. <p>CIS-10 PIP:</p> <ul style="list-style-type: none"> • Continue with the text messaging campaign. • Implement two additional “Hero’s for Health IZ” Re-occurring Events in the Fall; one in October and the second one in November, (approximately 3 weeks after the event in October), with emphasis on the influenza immunizations. • Plans to distribute a \$25 Visa Gift card upon completion of one of the targeted CIS-10 immunizations-Fresno County. • Continue to collaborate with the providers to discuss potential new interventions for improving CIS-10 completion rates. • Continue to offer health education materials to members, and help parents understand the importance of childhood immunizations. <p>COVID-19:</p> <ul style="list-style-type: none"> • Continue with member outreach including the information on how to receive the e-gift card. <p>Child and Adolescent Well Care Visits (WCV):</p>	

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	<ul style="list-style-type: none"> • Planned member incentive distribution at point of care in collaboration with selected providers. <p>Diabetes Prevention Program:</p> <ul style="list-style-type: none"> • Complete another member outreach mailing. 	
<p>#8 Health Education</p> <p>Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the Health Education Population Needs Assessment Report update.</p> <p>Based on measurement year 2020 (MY2020) data, all CalViva counties demonstrated various HEDIS[®] measures below the 50th percentile minimum performance level (MPL). The COVID-19 pandemic impacted health care access, resulting in lower performance for some HEDIS[®] measures. Fresno County had the most measures below the MPL, while Madera had the least.</p> <ul style="list-style-type: none"> • Pediatric Health: <ul style="list-style-type: none"> ○ Madera County performed most favorably, noting three measures under the MPL out of the nine captured for review. Fresno County had eight (89%) of their measures below the MPL. ○ Across all counties, three measures were consistently below the MPL: Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM), Well-Child Visits in the First 30 Months of Life – 0 to 15 Months (W30-15), and Child and Adolescent Well-Care Visits (WCV). • Women’s Health: <ul style="list-style-type: none"> ○ Kings and Madera Counties had the best performance across all CalViva counties, with only one measure each, Breast Cancer Screening (BCS) and Chlamydia (CHL) respectively below the MPL. ○ Fresno County had at least three of five measures below the MPL. In the majority of CalViva counties, BCS and CHL were consistently below the benchmark. ○ All three CalViva counties met the MPL for timeliness of prenatal and postpartum visit HEDIS[®] measures. 	<p>No Motion</p>

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	<ul style="list-style-type: none"> • Adult and Chronic Health: <ul style="list-style-type: none"> ○ Kings and Madera Counties met the MPL for three of the six measures. ○ Fresno County missed the MPL on four measures. Antidepressant Medication Management – Effective Acute Phase Treatment and Effective Continuation Phase Treatment are the most recurring measures in CalViva counties below the 50th percentile. <p>Progress made toward the 2021-2022 objective and strategies include:</p> <ul style="list-style-type: none"> • By June 30, 2022, Health Education Department will increase member utilization of myStrength program by 20% from 119 to 143 members (baseline: 65). • By December 31, 2022, increase the percentage of the BCS rate among Hmong, Laotian, and Khmer speaking females ages 50-74 years assigned to the Greater Fresno Health Organization in Fresno County from a baseline rate of 38.4% to a goal rate of 47.8%. • By June 30, 2022, Health Equity Department will increase the utilization of a new Video Remote Interpreting (VRI) Services from 0 to 75 appointments to support member language needs. <p>New Action Plan for 2022-2023 consists of:</p> <ul style="list-style-type: none"> • Health Education: continue improving myStrength participation. • Quality Improvement: address disparity for breast cancer screening among Southeast Asian speaking females in Fresno County. • Health Equity: increase Language Assistance Program (LAP) utilization with a new VRI service. 	
<p>#9 Appeals, Grievances and Complaints Information</p>	<p>For Q2 2022 there were 4 Coverage Disputes (Appeals), 105 Disputes Involving Medical Necessity (Appeals), 92 Quality of Care, 86 Access to Care, and 110 Quality of Service, for a total of 397 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>	<p>No Motion</p>

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<p>Maria Sanchez, Compliance Manager</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 471 Exempt Grievances received in Q2 2022.</p> <p>Of the total grievances and appeals received in Q2, the following were associated with Seniors and Persons with Disabilities (SPD):</p> <ul style="list-style-type: none"> • Grievances: 90 • Appeals: 27 • Exempt: 14 <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 Access-Spec, Access-Other, and Other.</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 RX-Medical Benefit, 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>	

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<p>#10 – Audit Updates</p> <ul style="list-style-type: none"> • 2021 DMHC Audit • 2020 DHCS Audit • 2022 DHCS Audit • 2022 DMHC Audit <p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>Mary Lourdes Leone provided updates on the following audits:</p> <ul style="list-style-type: none"> • 2021 DMHC Audit: CVH has yet to receive the final determination due to DMHC currently re-evaluating one of the findings from that audit. • 2020 DHCS Audit: CVH has not yet closed out the finding from that audit due to it being rolled over into this year’s 2022 DHCS Audit which was completed in April 2022. DHCS indicated they would provide CVH with the final report in July; however, CVH has yet to receive the report. • 2022 DMHC Audit: CVH has completed all the initial filings of the required documents in June 2022. Since then, DMHC has requested additional information, which the Plan has complied with. September 19th the DMHC audit interviews will begin. 	<p>No Motion</p>
<p>#11 Final Comments from Committee Members and Staff</p>	<p>D. Phillips shared that United Health Centers opened three new centers in the last couple of months; one in Hanford, one in Kingsburg, and one in southeast Fresno. Grand openings will take place at each location. UHC’s gold tournament is October 14th in Dinuba.</p> <p>J. Garner, with KCAO, announced they will be launching a “groceries-to-go” program in Kettleman City in partnership with CalViva Health and Central California Food Bank. In addition, they have purchased property in Armona to establish a new food bank in Kings County.</p> <p>Jeff Garner also announced that KCAO is a part of the National Community Action Network which has an annual convention to honor individuals as well as organizations that have made an impact on communities. KCAO nominated CalViva Health for the National Corporate Partner award and CVH was selected as the Corporate Partner of the Year. Jeff Nkansah, CVH CEO, and Courtney Shapiro, Director of Community Relations and Marketing with CVH, traveled to New</p>	

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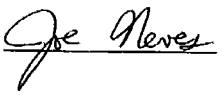
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	<p>York to participate in the convention and receive the National Corporate Partner award on behalf of CalViva Health.</p> <p>Courtney Shapiro shared recent CVH events. This included the 2nd Annual Teacher Library Book event; UHC Golf Tournament; and Back to School Night at the Fresno Grizzlies game. CVH has purchased CalViva Health Cares banners for partners that receive CVH funding.</p>	
#12 Announcements	Anthem Blue Cross will retain the commercial Medi-Cal plan in the central valley.	
#13 Public Comment	Isabel Rivera introduced new team member Elizabeth Campos, Program Manager Community Engagement. In addition, Isabel Rivera shared updates on the CalAim program.	
#14 Adjourn	Meeting adjourned at 12:56 pm.	

NEXT MEETING **December 7, 2022 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: December 7, 2022

Approval Date: December 7, 2022

Submitted By: 
 Courtney Shapiro, Director Community Relations & Marketing

Approved By: 
 Joe Neves, Chairman