



Public Policy Committee
Meeting Minutes
September 6, 2023
"Educational Meeting Only"

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
	Lisa Sanchez, Kings County Representative		Staff Members
	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Director Community Relations
✓	Kristi Hernandez, Fresno County Representative	✓	Cheryl Hurley, Commission Clerk / Director, HR /Office
	Maria Arreola, At-Large Representative	✓	Mary Lourdes Leone, Chief Compliance Officer
✓	Norma Mendoza, Madera County Representative		Steven Si, Senior Compliance & Privacy/Security Specialist
		✓	Maria Sanchez, Compliance Manager
		✓	Patrick Marabella, MD, CMO, <i>teleconference</i>
		✓	Amy Schneider, RN, Director, Medical Management, <i>teleconference</i>
		*	= late arrival
		•	= participation by teleconference

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:36 am. <i>A quorum was not met.</i> Meeting was educational session only.		A roll call was taken.
#2 Meeting Minutes from June 7, 2023 Action Joe Neves, Chair	A quorum was not present, no action taken.		No Motion

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No Motion		A quorum was not present, no action taken.	<p>#3 proposed 2024 PPC Meeting Calendar</p> <p>Action</p> <p>Joe Neves, Chair</p>
No Motion		A quorum was not present, no action taken.	<p>#4 Annual PPC Charter Review</p> <p>Action</p> <p>Joe Neves, Chair</p>
No Motion		<p>Maria Sanchez presented the enrollment dashboard through June 2023. Membership as of June 30, 2023, was 445,086. CalViva Health maintains a 67.28% market share.</p>	<p>#5 Enrollment Dashboard</p> <p>Information</p> <p>Maria Sanchez, Compliance Manager</p>
No Motion		<p>Steven SI presented the semi-annual report for Q1 and Q2 2023.</p> <p>There were four health education programs in Q1 & Q2 with 2,234 award recipients. Of the award recipients:</p> <ul style="list-style-type: none"> • 84% were from Fresno County • 8% from Madera County • 7% from King County <p>\$55,850.00 worth of gift cards, given to CVH members</p> <p>There was a percent change of +23 in the total number of incentive awards given when compared to Q3 & Q4 2022.</p> <p>Barriers:</p> <p>Diabetes Prevention Program: The previous DPP vendor terminated business as of January 30, 2023.</p> <p>Action Taken: The Plan identified a small number of DPP vendors, and scheduled demo meetings. Not all vendors were able to meet all DHCS APL 18-018 requirements. The Plan identified a DPP vendor that met all the requirements, and the Plan is working to onboard them.</p>	<p>#6 Health Education</p> <ul style="list-style-type: none"> • Member Incentive Programs – Semi-Annual Report Q1 and Q2 2023 <p>Information</p> <p>Steven SI</p>

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	<p>The next steps consist of:</p> <ul style="list-style-type: none"> • Diabetes Prevention Program: <ul style="list-style-type: none"> ○ Onboard the new DPP provider as a vendor with the health plan. Once added, submit the DHCS application for approval. ○ Pending the DHCS approval, develop new member outreach collateral and outreach campaigns. Consider conducting a Provider Webinar to promote the new DPP service to CalViva Health members. • Child and Adolescent Well Care Visits (WCV): <ul style="list-style-type: none"> ○ Plan member incentive distribution at point of care in collaboration with selected providers. • Childhood Immunization Status (CIS-10), Cervical Cancer Screening (CCS), and Breast Cancer Screening (BCS) Update: <ul style="list-style-type: none"> ○ Continue to distribute member incentives at point-of-care in collaboration with selected providers. • Quality EDGE Program: <ul style="list-style-type: none"> ○ To fully implement the Quality EDGE Program, a new member incentive request will be submitted to DHCS Quarter 3, 2023 requesting to cover all Medi-Cal Accountability Set (MCAS) measures held to the Minimum Performance Level (MPL). To be able to incentivize members for all applicable priority MCAS measures will enhance CalViva Health’s ability to foster greater engagement between members and providers. 		
<p>#7 Appeals, Grievances and Complaints</p> <p>Information Maria Sanchez Dr. Marabella</p>	<p>For Q2 2023 there were no Coverage Disputes (Appeals), 106 Disputes Involving Medical Necessity (Appeals), 99 Quality of Care, 188 Access to Care, and 257 Quality of Service, for a total of 650 appeals and grievances. The total for Q1 2023 was 462 which shows there was a significant increase for Q2 2023. The majority of which are from Fresno County.</p> <p>The turn-around time compliance for resolving appeal and grievance cases was met at 100% for all categories.</p> <p>There was a total of 494 Exempt Grievances received in Q2 2023.</p> <p>Of the total grievances and appeals received in Q2, the following were associated with Seniors and Persons with Disabilities (SPD):</p>		

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	<p>• Grievances: 188 • Appeals: 18 • Exempt: 17</p> <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-Other, Transportation Access, and Other.</p> <p>The majority of quality of care (QOC) cases were categorized as PCP Delay, PCP Care, and Specialist Care.</p> <p>The top categories of appeal cases were related to Advanced Imaging, Surgery, and Other.</p> <p>The top categories for exempt grievances were Balance Billing, PCP Assignment/Transfer Health Plan Assignment Change Request, and PCP HCO Assignment-Change Request.</p> <p>Dr. Marabella further gave a comprehensive explanation of data from the Appeals & Grievances Dashboard. The report is divided into Grievances, and Appeals. There were 366 grievances in Q1 2023, and 531 in Q2 2023 which shows a significant increase from Q1 and Q2 of 2022; however, taking into consideration CVH has more members this year compared to last year. The majority of grievances is Quality of Service (QOS). Categories of high QOS grievances include Access-Other, Other, and Transportation-Access. Quality of Care (QOC) grievances remain consistent with previous year. Exempt grievances have a slight decrease from 2022 numbers and these are grievances that are resolved over the phone; not formal. Exempt grievances for Transportation-Access decreased from last year; however, instead of resolving over the phone they have been made a formal grievance and those are included under Quality of Service Transportation-Access grievances. Balanced billing exempt grievances remain a problem and numbers have increased. The number of appeals remains consistent with 2022. The main category for high number of appeals is Advanced Imaging. Post service appeals remain consistent. With reference to rates of post service appeals, if a member asks for service and gets denied they can appeal that decision. It will then get a second review and its either upheld or overturned and allowed. Appeals for Per Thousand Members Per Month (PTMPM)</p>	<p>David Phillips asked if there is any way to obtain regional information, rather than just counties?</p> <p>Mary Lourdes Leone replied it would have to be broken down by zip codes.</p> <p>Dr. Marabella added the Plan has not looked at data in that specific way. However, there is a</p>	

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	<p>remains consistent with last year. The Plan has more members and has just as many appeals on a percentage basis. Grievances for Per Thousand Members Per Month (PTMPM) for 2023 has increased when compared to 2022. Even though the Plan has more members the grievance rate is higher, which means more complaints. The issues include balanced billing and increased transportation problems. The Plan is aware where the problems are and is working to fix the issues.</p>	<p><i>transportation report that does give that type of detailed information. Balanced billing does not show regionality.</i></p> <p><i>Courtney Shapiro added the Plan does look at zip code data when looking at Youth and vaccination rates; that data is also used for educated decisions when it comes to funding.</i></p> <p><i>Dr. Marabella stated the Plan is doing a Performance Improvement Project for the State regarding childhood well-child visits using specific zip codes.</i></p> <p><i>Amy Schneider stated the Plan is also looking at which Providers are available in those</i></p>	

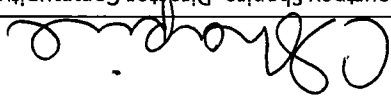
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	specific zip codes. And what services are available.		
	<p>Norma Mendoza asked is a member calls to change Provider because that Provider is not helping them, is that a grievance?</p> <p>Mary Lourdes replied if that Provider is not helping the member and the member is dissatisfied with that Provider's office it would be classified as a grievance.</p>	<p>Mary Lourdes Leone provided updates on DMHC and DHCS audits.</p> <p>The Plan has not received any updates for either the 2021 or 2022 DMHC Audits.</p> <p>In reference to the 2022 DHCS Audit, the Plan responded to the corrective action plan (CAP) every month over the last year providing several documents and answers to the DHCS' questions. The Plan demonstrated it was following up on Blood Lead Screening in children, and also making sure when transportation for non-emergency medical transportation (NEMT) is provided the Plan has the PCS forms on file. The Plan successfully completed that CAP and DHCS has closed it out.</p> <p>With regards to the 2023 DHCS Audit finding, the Plan just received their audit report. There was one finding which had to do with when members call into the Member Call Center, and they inquire about a specific issue, the Plan would classify it inappropriately in some instances as an inquiry versus a grievance. An inquiry is any request for information, i.e., PCP change, request for Provider Directory, etc. If there is any expression of dissatisfaction, that is a grievance, and the Plan has to categorize it as such and then handle it according to the Plan's standard processes. The finding stated, after cases were audited, the Plan did not appropriately classify them as a grievance. The Plan agreed with that finding and responded to the State as such. The Plan is currently waiting to see if the State will issue a formal CAP. The Plan moving forward is to make sure the processes are in place, and more training for Call Center staff.</p>	<p>#8 – Audit Updates 2021 DMHC Audit Update 2022 DMHC Audit Update 2022 DHCS Audit Update 2023 DHCS Audit Update Information Mary Lourdes Leone, CCO</p>
		<p>Mary Lourdes Leone provided updates on DMHC and DHCS audits.</p> <p>The Plan has not received any updates for either the 2021 or 2022 DMHC Audits.</p> <p>In reference to the 2022 DHCS Audit, the Plan responded to the corrective action plan (CAP) every month over the last year providing several documents and answers to the DHCS' questions. The Plan demonstrated it was following up on Blood Lead Screening in children, and also making sure when transportation for non-emergency medical transportation (NEMT) is provided the Plan has the PCS forms on file. The Plan successfully completed that CAP and DHCS has closed it out.</p> <p>With regards to the 2023 DHCS Audit finding, the Plan just received their audit report. There was one finding which had to do with when members call into the Member Call Center, and they inquire about a specific issue, the Plan would classify it inappropriately in some instances as an inquiry versus a grievance. An inquiry is any request for information, i.e., PCP change, request for Provider Directory, etc. If there is any expression of dissatisfaction, that is a grievance, and the Plan has to categorize it as such and then handle it according to the Plan's standard processes. The finding stated, after cases were audited, the Plan did not appropriately classify them as a grievance. The Plan agreed with that finding and responded to the State as such. The Plan is currently waiting to see if the State will issue a formal CAP. The Plan moving forward is to make sure the processes are in place, and more training for Call Center staff.</p>	<p>#9 Final Comments from Committee Members and Staff</p>
		<p>Courtney Shapiro gave an update on the backpack event at Grizzly Stadium. 2,500 kids came out to the event for free backpacks, to participate in the health zone, clothes, shoes, kids' zone. Two days later the Plan was able to give the remaining backpacks out to non-profits to take to rural areas to give out. There was also a back-to-school teacher library event; there were over</p>	

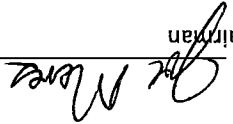
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	<p>600 teachers that participated, and each teacher was able to fill three bags with books for their classroom library. CalViva sponsored The Children’s Movement Breakfast on 8/31. The Plan has received several youth recreation grant requests which cover equipment, uniforms, registration fees, etc. Grants are up to \$10,000. There is also an infrastructure grant which is focused on Providers to improve the care and access for members.</p> <p>Steven Si reported the Authorization to Disclose PHI Form is active on the CVH website as of 9/4/23. In addition, the Confidential Communication Request Form is now also available on the CVH website. More Member facing materials are now available on the CVH website, i.e., transportation brochure, and Medi-Cal for teens.</p> <p>David Phillips shared the next facility groundbreaking for UHC will be in October located at California & Walnut, in Fresno. UHC gave a grant of \$140,000 to CSUF, partly funded by CVH.</p>		
#10 Announcements	None.		
#11 Public Comment	<p>Adela Corona provided an update on promotores. Currently, they are working on redeterminations. She stated members in Fresno County have received their yellow envelopes. Madera County has a gap, and members have not received their yellow envelopes. This could potentially be because it is not the member’s renewal month and should wait. Adela shared that they have agreements with specific community organizations or Providers that are helping those members that do not speak English. She also shared that if members want to use Transportation to go to one of the locations for assistance in completing their paperwork, they can use Transportation and promotores has been handing out the flyer with the information.</p>	<p><i>Courtney Shapiro stated that she and Jeff Nkansah, CEO, had a meeting as Social Services in Fresno to learn the process. She stated that Social Services receives a list of names and they do not know if the member belongs to CVH, or a competitor and they have no way of finding out. She also stated that in Fresno, Social Services gets</i></p>	

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	documentation from the State that connects to the IRS so if someone is automatically qualified based off income information, they will not have to go through the renewal process.	Meeting adjourned at 12:46 pm.	#12 Adjourn

NEXT MEETING: September 27, 2023, in Fresno County – "Special Meeting for Action Items"
 11:00 am – 12:00 pm
 Regularly scheduled meeting: December 6, 2023 in Fresno County

Submitted This Day: December 6, 2023

Submitted By: 
 Courtney Shapiro, Director Community Relations & Marketing

Approval Date: December 6, 2023
 Approved By: 
 Joe Neves, Chairman