



Public Policy Committee
Meeting Minutes
June 3, 2015

Kings County Government Center
Administration Building
1400 West Lacey Boulevard
Hanford, CA 93230

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓	Jeff Garner, KCAO
	Kevin Hamilton, Provider Representative	✓	Roberto Garcia, Self Help
✓	Beatrice Avila, Fresno County Representative		Staff Members
✓	Gabriela Chavez, Madera County Representative	✓	Mary Beth Corrado, CCO
	Crystal Juarez, Fresno County Representative		Jeffery Nkansah, Director, Compliance, Privacy & Security
✓	Tanya Klapps-Doan, At-Large	✓	Kim Lopez, Administrative Assistant
✓	Magdalena Nino, Kings County Representative	✓	Courtney Shapiro, Community Relations Coordinator

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:30 am. A quorum was present.	
#2 Meeting Notes for March 4, 2015 Action Joe Neves, Chair	The March 4, 2015 meeting minutes were reviewed. There were no discrepancies	Motion: Approve March 4, 2015 Minutes 6-0-0-1(Klapps/Avila)
#3 Public Policy Committee Charter Action Joe Neves, Chair	The Public Policy Committee reviewed and recommended moving forward with no changes.	Motion: Commission Review of Charter with no changes 6-0-0-1 (Garner/Klapps)
#4 CalViva Health: New Staff Member Information Greg Hund, CEO	CalViva Health would like to introduce Courtney Shapiro, Community Relations Coordinator. She will be working with local community based organizations and local government to ensure CalViva Health is meeting the needs of the	

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	community.	
<p>#5 Enrollment Dashboard Information Mary Beth Corrado, CCO</p>	<p>M. B. Corrado presented the Enrollment Dashboard report. CalViva Health continues to see membership growth. May 2015 membership is at 310,865. Also noted, CalViva Health continues to see low voluntary disenrollment.</p>	
<p>#6 Health Education Information Maria Elena Avila Toledo</p>	<p>M.E. Avila-Toledo presented the Health Education Incentive Program Participants and Winners for Quarter 4 2014. During Q4 2014 a total of 131 CalViva Health members participated in 4 health education incentive programs, a 36% increase from 96 members in Q3, 2014. 101 participants were from Fresno County, 21 Madera County and 9 were from Kings County. A total of 9 members who participated were selected as raffle winners from the various incentive programs. CalViva Health is continuing to increase promotion for all incentive programs in all three counties with the focus particularly in Madera and Kings Counties.</p>	
<p>#7 Cultural Linguistics Information Lali Witrago</p>	<p>L. Witrago presented the 2014 CalViva Health Language Assistance Program (LAP) Utilization Trends from 2012-2014. During 2014 a total of 121,611 calls were handled by the Member Services Department for all languages. 24,672 of these calls were handled by a bilingual service representative in non-English languages. 1,945 interpreter requests were fulfilled for CalViva Health members during 2014, of these requests 1,316 utilized telephonic interpreter services followed by 348 for in-person (face to face) and 281 sign language interpretations.</p>	

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<p>#8 Health Education Information Maria Elena Avila Toledo</p>	<p>M.E. Avila-Toledo presented a PowerPoint presentation of the 2014 Health Education Work Plan End of Year Evaluation report summary. 8 out of the 14 program initiatives were met which include the following programs.</p> <ul style="list-style-type: none"> ❖ HEDIS Outreach and Improvement ❖ Chronic Disease Education ❖ Member Newsletter Project ❖ Group Needs Assessment Updates Project ❖ Public Policy Committee Project ❖ Community Health Education Initiative ❖ Health Education Department Materials Update, Development and Inventory ❖ Compliance: Staying Healthy Assessment, Oversight and Reporting <p>Of the 14 programs, the following 6 were partially met:</p> <ul style="list-style-type: none"> ❖ Obesity Prevention: Members Initiative & Community ❖ Perinatal Initiative ❖ Member Engagement for Improved Health ❖ Quit for Life Smoking Cessation ❖ Kids and Teens Challenge ❖ State and County Collaborative <p>The 2015 Health Education Department Work Plan priorities include continuing the major 2014 health education initiatives and projects. The department will also engage in</p>	

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	<p>the following new projects:</p> <ul style="list-style-type: none"> • Collaborate with Quality Improvement and Provider Relations to provide targeted member education to improve HEDIS scores in diabetes, asthma and perinatal health. • Coordinate with departments to promote increased utilization of health education interventions by members. • Explore and implement new innovative electronic health education programs such as T2x, Text4baby and lifeline programs. • Explore opportunities to streamline and enhance health education in all three counties. • Focus the diabetes and perinatal initiative on Kings County. 	
<p>#9 Appeals, Grievances and Complaints</p> <p>Information Mary Beth Corrado, CCO</p>	<p>M.B. Corrado presented the Appeals, Grievances and Complaints report. For Quarter 1, 2015, CalViva Health received 339 total grievances and appeals. 122 of the 339 cases were for Quality of Care grievances.</p> <p>A county breakdown of Quarter 1, 2015 Appeals and Grievances was presented to the committee. A total of 55 appeals were received (Fresno county members – 34, Kings County members – 2 and Madera County members – 19). A total of 284 grievances were received (Fresno county members – 253, Kings County members – 8 and Madera County members – 23).</p> <p>The Quarter 1 turnaround compliance rate for appeals was</p>	

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	<p>100% and grievances were 95.7%.</p> <p>In addition to the 339 formal appeal and grievance cases, the Plan received 411 exempt grievances that were resolved at the time of the member's call.</p>	
<p>#10 Cultural and Linguistics Information Lali Witrago</p>	<p>L. Witrago presented the Cultural and Linguistic Services 2014 Work Plan Evaluation highlights. In 2014 100% of the activities were successful and accomplished by CalViva Health. The Program Description and Work Plan for 2015 were also presented to the committee.</p>	
<p>#11 Old Business Information Information Mary Beth Corrado, CCO</p>	<p>A specialty provider network list was presented as requested in the previous committee meeting. All the major specialties are listed and numbers are reported by counties.</p> <p>K. Hamilton requested in the November 2014 meeting a top diagnosis breakdown. The top 10 diagnosis for 2013 and 2014 by SPD and non-SPD Medi-Cal members were presented.</p> <p>M. Nino had a question regarding Family Healthcare Network not having a pediatrician on staff on a regular basis. CVH will look into the matter and provide further information at the next meeting.</p>	
<p>#11 Public Comment:</p>		
<p>#12 Adjourn</p>	<p>The meeting was adjourned at 12:31 pm.</p>	

NEXT MEETING **September 2, 2015 in Madera County**
11:30am - 1:30pm

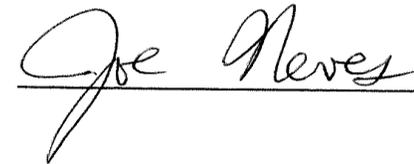
Submitted This Day: September 2, 2015

Approval Date: September 2, 2015

A handwritten signature in black ink, reading "Jeffrey Nkansah", written over a vertical line.

Submitted By:

Jeffrey Nkansah, Director, Compliance, Privacy & Security

A handwritten signature in black ink, reading "Joe Neves", written over a horizontal line.

Approved By:

Joe Neves, Chairman