



Public Policy Committee
 Meeting Minutes
 September 4, 2024

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
✓	Martha Miranda, Kings County Representative		Staff Members
	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Director Community Relations & Marketing
✓	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, Compliance Manager
		✓	Maria Sanchez, Senior Compliance Manager
		✓	Patrick Marabella, MD, CMO
		✓	Amy Schneider, RN, Senior Director, Medical Management
		*	= 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 11:30 am. Roll call was taken to establish a quorum.		
#2 Meeting Minutes from June 5, 2024 Action Joe Neves, Chair	The June 5, 2024, meeting minutes were reviewed and approved.		Motion: Approve June 4, 2024, Minutes 5-0-0-4 (N. Mendoza / M. Areola)
#3 Proposed 2025 PPC Meeting Calendar	The 2025 PPC meeting calendar was approved with no changes.		Motion: Approve 2025 Meeting Calendar 5-0-0-4

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Action Joe Neves, Chair			(N. Mendoza / K. Hernandez)
#4 Revised Annual Public Policy Committee Charter Review Action Joe Neves, Chair	The annual Public Policy Committee Charter was updated to reflect revisions on the correct version; all changes are the same from the June 2024 meeting, with the exception of the revision date and the page numbers.		Motion: Approved revised PPC Charter 5-0-0-4 (N. Mendoza / M. Areola)
#5 Enrollment Dashboard Information Maria Sanchez, Compliance Manager	Maria Sanchez presented the enrollment dashboard through March 2024. Membership as of June 30, 2024, was 435,267. CalViva Health maintains a 66.85% market share. <i>David Phillips arrived at 11:36 am; not included in vote for items 2-4</i>		No Motion
#6 Health Education Member Incentive Programs – Semi Annual Report Q1 & Q2 2024 Information Steven Si	Steven Si presented the Member Incentive Programs semi-annual report for Q1 an Q2 2024. There were 3,810 CalViva Health members that participated in four-member incentive programs. Of which, 52% were from Fresno County; 39% were from Madera; and 9% were from Kings. There was an increase of 134% in the total member incentive awards given during Q1-Q2 2024. There were \$95,250 worth of gift cards distributed to members as awards. There were no barriers for member incentive program implementation for Quarters 1-2, 2024. The increase in the number of gift cards compared to Quarters 3-4, 2024 is dependent on the number of requests providers made to the Provider Engagement team for assistance in engaging members to close care gaps. Next steps include the following: <ul style="list-style-type: none"> • Diabetes Prevention Program: <ul style="list-style-type: none"> ○ The previous DPP vendor terminated business as of January 30, 2023. ○ The health plan identified a DPP vendor that met all the requirements and has completed onboarding. 		No Motion

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	<p>Next steps include:</p> <ul style="list-style-type: none"> ○ Submitting 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), 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"> ○ The Quality EDGE member incentive request form was submitted to the CVH Compliance Team on August 20, 2024, for subsequent submission to DHCS for review and approval. By incentivizing members for all relevant priority MCAS measures, CalViva Health aims to improve engagement levels between its members and healthcare providers. 		
<p>#7 Appeals, Grievances and Complaints</p> <p>Information Maria Sanchez Dr. Marabella, CMO</p>	<p>For Q2 2024 there were two (2) Coverage Disputes (Appeals), 124 Disputes Involving Medical Necessity (Appeals), 93 Quality of Care, 140 Access to Care, and 368 Quality of Service, for a total of 727 appeals and grievances for Q2. The majority of which are from Fresno County.</p> <p>There were 103 appeal cases for Fresno County, 7 for Kings County, and 18 for Madera County, for a total of 128 for Q2 2024. There were 503 grievances cases for Fresno County, 40 for Kings County, and 56 for Madera County for a total of 599 for Q2 2024.</p> <p>The turn-around time compliance for resolving appeal and grievance cases was met at 100% for Expedited Grievances, Standard Appeals and Expedited appeals. And 99.8% for Standard Grievances.</p> <p>There was a total of 620 Exempt Grievances received in Q2 2024.</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: 191 		<p>No Motion</p>

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	<ul style="list-style-type: none"> • Appeals: 40 • Exempt: 49 <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, Administrative, and Balance Billing.</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 Advanced Imaging, Surgery, and DME.</p> <p>The top categories for exempt grievances were Balance Billing, PCP Assignment/Transfer Health Plan Assignment Change Request, and Health Plan Materials-ID cards not received.</p> <p>Dr. Marabella presented the Appeals & Grievances Dashboard for Q2 2024. The total of grievances for Q2, as stated, was 599 which is an increase from last year. The majority of grievances are Quality of Service, having to do with prior authorizations, administrative, and balance billing. The Plan is working on the balanced billing issue as a lot of the issues stem from member ID cards, and physicians switching to different provider groups which causes billing issues. Transportation has improved slightly from same time last year. Quality of Care grievances remain consist with prior year. Exempt grievances remain about the same as last with the exception of Attitude/Service – Provider, which has had a significant increase. Appeals for Q2 2024 has increased when compared to previous year. The majority of appeals were pre-service with Consultation, Advanced Imaging and Other being the highest categories, and consistent with previous year.</p>		
<p>#8 Population Health Management</p>	<p>Elizabeth Campos presented the Population Health Management information.</p> <p>Population Health Management – Local Health Jurisdiction/Department Collaboration. Members of the PPC were asked questions in relations to stigmas and problems preventing</p>		<p>No Motion</p>

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<p>Information Elizabeth Campos</p>	<p>vaccination, and what ideas they may have as to educating and engaging members regarding vaccinations.</p> <ul style="list-style-type: none"> • Stigmas and problems preventing vaccination: <ul style="list-style-type: none"> ○ Young parents don't believe in vaccinations. Many don't vaccinate until required by schools. ○ Challenges with scheduling wellness visits and getting to scheduled appointments. • Ideas to educate and engage members regarding vaccinations: <ul style="list-style-type: none"> ○ Make it a family affair – the entire family gets a shot, baby & siblings, parents, aunts/uncles, grandparents. ○ Change the setting – going to the doctor for a vaccine is not always the best option for everyone, consider outdoor vaccination events, school settings/events, other settings ○ Increase awareness/education on the benefits of vaccinations and the science behind vaccinations; AND what happens to kids when they aren't vaccinated ○ Consider social media campaign to educate, TikTok influencers – younger/close in age to parents we are targeting, leverage trusted messengers 		
<p>#9 SB 1019: PPC Input on Member Outreach/Education for Non-Specialty Mental Health Services</p> <p>Information Mary Lourdes Leone Elizabeth Campos</p>	<p>Mary Lourdes provided insight into SB 1019 whereas this bill required managed care plans to develop an annual outreach and education plan focused on members and PCPs regarding benefits related to non-specialty mental health services, rolled out to members by January 1, 2025. Due to COVID and post-COVID despite mental health issues, members were not using the services that are covered under Medi-Cal. The Stated wanted MC plans to assess the utilization and then fill the gaps with educating members and PCPs about the benefits that are available. The Plans are required to do this in a manner that is culturally and linguistically appropriate for various targeted audiences. The non specialty mental health services plan has to be submitted to DHCS by the end of 2024. The outreach can begin with the unapproved plan by January 2025. Ultimately, DHCS has six months to approve the plan that CVH submits. Once approved, CVH is required to roll out the revised plan. After that, every three years, DHCS will use an external quality review organization that will conduct a member experience survey to assess member satisfaction with the Plan's coverage.</p> <p>Elizabeth Campos presented the Public Policy Committee input on Member Outreach and Education for Non-specialty Mental Health Services.</p>		<p>No Motion</p>

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	<p><u>Non-specialty mental health services: SB 1019</u></p> <ol style="list-style-type: none"> 1. Suggestions to inform communications strategies: <ol style="list-style-type: none"> a. Access to mental health self-assessment b. 24/7 crisis line c. Activity/Wellness Center for engage members d. Create respite/safe space e. Avoid labeling, use positive words like recovery, adjust, support, “healthy/positive mind/thoughts” f. communication materials in the member language g. Outreach is the barrier, leverage school partnerships and social media h. Community has not embraced telehealth- feels provider is not as attentive; prioritize person to person service/connection i. Leverage CalAIM Providers – CS/ECM, Street Medicine, CHW, Doula, etc. j. Offer Behavioral Health first aid sessions for providers k. Include communications about cost/no-cost behavioral health services l. Trust and consistency with access to medical/preventative care is reduced when members experience a change in medical providers; recruit diverse providers that members can identify with 2. Ideas for ongoing/future consult with CAC and stakeholders related to SB 1019: <ol style="list-style-type: none"> a. Short surveys, flyers, and focus groups/community conversations in the language of participants 		
<p>#10 Audit Updates</p> <p>2023 DHCS Focused Audits Final Report (Behavioral Health / Transportation)</p> <p>2024 DHCS Audit Information Mary Lourdes Leone</p>	<p>The final report for the DHCS audit that took place in the spring of 2024 is currently pending.</p> <p>Regarding the 2023 DHCS Focused Audit, specific to Behavioral Health, and Transportation, the Plan recently received the final report. There were findings identified in both areas and CVH is currently reviewing.</p>		<p>No Motion</p>
<p>#11 Final Comments from Committee Members and Staff</p>	<p>Maria Arreola shared past events including the backpack event and thanked those that participated. September 12th is the last Farmer’s Market of the year.</p>		

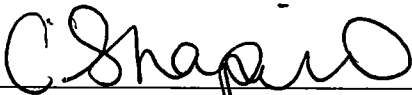
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	<p>Martha Miranda shared the Food Pantry running well.</p> <p>Norma Mendoza shared she and Adela completed training certified by the State that included, ethics, HIPAA, home business, emotional intelligence, and leadership.</p> <p>David Phillips shared that United Health Centers has a large number of new hires in September that includes clinicians, dentists, social workers, and a new CMO. The high school in Parlier is building a new training facility for clinical students. UHC is doing a ribbon cutting for their new in-house mammography suite at the Minnewawa & Kings Canyon location.</p> <p>Courtney Shapiro shared news of the backpack event at Grizzlies stadium, the teacher library event that took place in the parking of the CVH office, and The Children’s Movement Breakfast. CalViva sponsors a CNA program in West Fresno at Image Church. CVH paid for all participants to complete the program and paid for their tuition. All but one completed the course and graduated. All events are listed on the CalViva Health Face Book page. CalViva will be co-sponsoring and sending all the Plan’s promotores to the Vision y Compromiso conference in Los Angeles.</p>		
#12 Announcements	None.		
#13 Public Comment	None.		
#14 Adjourn	Meeting adjourned at 12:59 pm.		

NEXT MEETING December 4, 2024, in Fresno County
11:30 am - 1:30 pm

Submitted This Day: December 4, 2024,

Approval Date: December 4, 2024

Submitted By: 
Courtney Shapiro, Director Community Relations & Marketing

Approved By: 
Joe Neves, Chairman