

ANNUAL REPORT





OUR MISSION

To provide access to quality cost-effective healthcare and promote the health and well being of the communities we serve in partnership with health care providers and our community partners.



TABLE OF CONTENTS

5	Message from the CEO
6	Review of Goals and Objectives
8	Strategic Goals and Objectives
9	Wellness Programs for Members
10	Serving Communities In The Central Valley
11	Medical Management
17	CalAIM Programs
18	Initiatives & Community Collaborations
20	Financial & Enrollment Summaries
22	Health Equity
24	Commissioners
25	Leadership



A MESSAGE FROM THE CEO

During Fiscal Year 2024, CalViva Health started a process to refine and initiate the reformed strategies amongst our providers, health plan operations, and community. We believe the new reformed strategy will pay dividends by allowing us to deliver on our goal of achieving high-quality and equitable health care for our CalViva Health membership. Secondly, with a new competitor in the Market, CalViva Health must continuously look for ways to convey its value to the Counties of Fresno, Kings, and Madera.

With the above said, a new contract was successfully executed with the California Department of Health Care Services during FY 2024, allowing CalViva Health to continue serving the counties of Fresno, Kings, and Madera counties for at least another five years. The new contract brings novel changes to health plan operations and will impact how CalViva Health continues its engagement with providers and the community.

Quality also remains at the forefront of our day-to-day work, and FY 2024 brought along activities to allow CalViva Health to successfully seek health plan and health equity accreditation(s) from the National Committee of Quality Assurance. Preliminary results at the end of FY 2024 show we are remarkably close to reaching our goal(s) of obtaining Health Plan and Health Equity accreditation(s).

Along with Quality, we delivered on our goal of focusing on Diversity, Equity, and Inclusion at a Governance level. We are proud to announce that CalViva's first Equity Officer was hired and is starting the arduous task of inserting themselves within the community, providers, and our health plan operations. They have begun leading our equity goals and objectives within the Counties of Fresno, Kings, and Madera.



Jeffrey Nkansah
Chief Executive Officer







REVIEW OF FISCAL YEAR 2024

CATEGORY	GOAL	OUTCOME
 MARKET SHARE	Maintain current market share.	Market Share decreased from the prior Fiscal Year approximately one percentage point from approximately 67% to 66%. The “Default Formula” adopted and applied for this period, the unwinding of the freeze in Medi-Cal disenrollment(s) due to the COVID-19 Public Health Emergency, and the entrance of a third competitor (Kaiser) in the Service Area had an impact on Market Share.
 MEDICAL MANAGEMENT/ QUALITY IMPROVEMENT	Initiate a SWOT project to improve (1) Well Child Visits by converting sick visits to well visits and (2) Childhood Immunizations in Fresno County by working with hospitals to get newborn immunization data. Also, complete planning and initiate a Clinical PIP to improve Well Child Visits and Nonclinical PIP to improve Follow up visits for Substance Abuse and Mental Health visits to the ER.	Completed the SWOT (1) Well Child Visit (WCV) with modified intervention of special clinics to improve WCV rate and (2) completed the work with local hospitals to acquire newborn Hepatitis B vaccine data. Continued development of the PIPs: (1) Clinical – Focus on African American/Black children in Fresno County to improve WCV by partnering with Black Infant Health and (2) Nonclinical – working directly with local hospitals to assess and complete follow up within 7 days for members after ED visit for substance use disorder and/or mental health issue in Fresno and Madera Counties.
 FUNDING OF COMMUNITY SUPPORT PROGRAM	Administer the Community Investment Funding Program.	6 Provider recruitment grants awarded.
 TANGIBLE NET EQUITY (TNE)	Meet DMHC minimum TNE requirements.	CalViva met the DMHC minimum TNE requirements during FY 2024.
 DIRECT CONTRACTING	Maintain current direct contracts to align with TNE requirements.	Maintained current direct contracts.
 COMMUNITY OUTREACH	Continue to participate in local community initiatives.	Participated in Cradle to Career, See 2 Succeed Vision Program, Fresno Community Health Improvement Partnerships (FCHIP), The Children’s Movement of Fresno (TCM Fresno), Group Prenatal Care Embrace, Back 2 School Backpack event, Reading Heart Advisory Group, Help Me Grow, Coalition for Digital Health, and 150+ CBO Sponsorships.

GOALS AND OBJECTIVES



CATEGORY	GOAL	OUTCOME
 STATE AND FEDERAL ADVOCACY	Continue to advocate Local Initiative Plan interest.	Continued as a Local Health Plan Association and Mid State MGMA Board Member.
 2024 MEDI-CAL CONTRACT READINESS	Obtain the Department of Health Care Services approval of all Contract Readiness deliverables and execute the Contract by December 31, 2023.	All Contract Readiness deliverables were approved and the Plan and DHCS executed the 2024 DHCS Contract on December 20, 2023.
 HEALTH PLAN ACCREDITATION	Maintain activities to achieve NCQA Health Plan Accreditation by 2025 and NCQA Health Equity Accreditation by 2026.	NCQA Health Plan Accreditation Submission was successfully completed on May 7, 2024. Closing Conference held with NCQA and CalViva Health on June 24, 2024. Preliminary scores are favorable to achieving accreditation. Preliminary scores are being reviewed by the NCQA Executive and Committee team(s) to finalize in accordance with NCQA guidelines. NCQA Health Equity Accreditation activities remain on schedule for Health Equity Accreditation by 2026.
 DIVERSITY, EQUITY, AND INCLUSION	Promote diversity in recruiting and hiring. Offers training to employees on cultural competency, bias or inclusion.	CalViva's first Equity Officer was hired and started 5/28/24. Employees successfully received training on cultural competency, bias or inclusion on 10/16/2023.



STRATEGIC GOALS & OBJECTIVES 2025



MARKET SHARE

Maintain market share.



FUNDING OF COMMUNITY SUPPORT PROGRAM

Administer the Community Investment Funding Program.



DIRECT CONTRACTING

Maintain current direct contracts to align with TNE requirements.



COMMUNITY OUTREACH

Continue to participate in local community initiatives.



STATE AND FEDERAL ADVOCACY

Continue to advocate Local Initiative Plan interest.



HEALTH PLAN ACCREDITATION

Initiate activities to achieve NCQA Health Plan Accreditation by 2025 and NCQA Health Equity Accreditation by 2026.



DIVERSITY, EQUITY, AND INCLUSION

Promote diversity in recruiting and hiring. Implement activities to identify opportunities to improve around Diversity, Equity and Inclusion. Offer mandatory annual Diversity, Equity, and Inclusion training to employees which will include cultural competency, bias and/or inclusion.



TANGIBLE NET EQUITY (TNE)

Meet DMHC minimum TNE requirement and meet the DHCS TNE requirement of at least 1 month's contract revenues based on CalViva's average monthly contract revenues for the previous twelve months.



MEDICAL MANAGEMENT / QUALITY IMPROVEMENT

Continue the work on both PIPS:

1. Clinical – African America/Black Well Child Visits in Fresno County and
2. Nonclinical – Follow up after ED visit for substance use disorder (SUD)/mental health (MH) issue in Fresno and Madera Counties.

Also begin work on three other QI Health Equity projects using the LEAN Methodology:

1. Madera County initiate a LEAN project to improve follow up after ED visit for SUD or MH issue, Behavioral Health Domain with an emphasis on the Hispanic population.
2. Kings County initiate a LEAN project to improve provider reconciliation /gap closures for Children's Well Care Domain measures with emphasis on the Hispanic population.
3. Fresno County initiate a Comprehensive project to improve compliance with Children's Health Domain measures (Well Child Visits, Immunizations and Lead Screening).

In addition, a special Health Equity based QI project has been initiated in collaboration with the Institute for Healthcare Improvement (IHI) and sponsored by DHCS to improve Children's Well Care Visit compliance. An FQHC in Fresno County has been selected for this effort which continues through the end of March 2025

WELLNESS PROGRAMS FOR MEMBERS

Digital Health Education Resources

Members can access health education materials on a wide range of topics to help lower blood pressure, improve heart health, and manage weight, and much more by visiting <https://calviva.kramesonline.com>.

Disease/Chronic Condition Management Program

The program aims to help members with chronic conditions improve their quality of life. The program does this by assisting members with their self-management skills, knowledge, and awareness of the impact of poor health habits.

It also promotes appropriate utilization of services. The program adheres to a whole-person approach with a focus on removing barriers to care. Some of the conditions addressed by the program include: Asthma, Heart Failure, and Diabetes.

Pregnancy Program

Pregnant members receive educational resources to help them achieve a successful pregnancy and healthy baby. Case Management is available for high-risk pregnancies.

First Year of Life Program

The First Year of Life Program provides parents and caregivers with education, support and service coordination. The program is managed by a clinical team with backgrounds and experience in pediatrics and postpartum care. The clinical team outreaches to members when the infant is 2, 4, 6, 9, 12 and 15 months of age, provides education, support and conducts age-appropriate assessments.

Tobacco Cessation Program

Kick It California is a no-cost tobacco cessation program available to CalViva Health members that addresses smoking and vaping behaviors. Services include one-on-one coaching, a text messaging program, a website chat function, and mobile apps on smoking and vaping. Members can learn more by calling Kick It California at 1-800-300-8086 Monday through Friday from 7 a.m. to 9 p.m. and Saturday from 9 a.m. to 5 p.m. or visiting www.kickitca.org.

Diabetes Prevention Program

Eligible members ages 18 and older with prediabetes can participate in a year-long evidence-based lifestyle change program. The program promotes and emphasizes weight loss through exercise, healthy eating, and behavior modification by a team of health coaches. It is designed to assist Medi-Cal members in preventing or delaying the onset of type 2 diabetes.

Nurse Advice Line

Members may speak to a nurse 24 hours a day, 7 days a week, in their preferred language, about any health-related concerns. Members receive answers to questions in real-time about concerns such as colds and flu, minor injuries, chronic pain, and medications.

myStrength Program

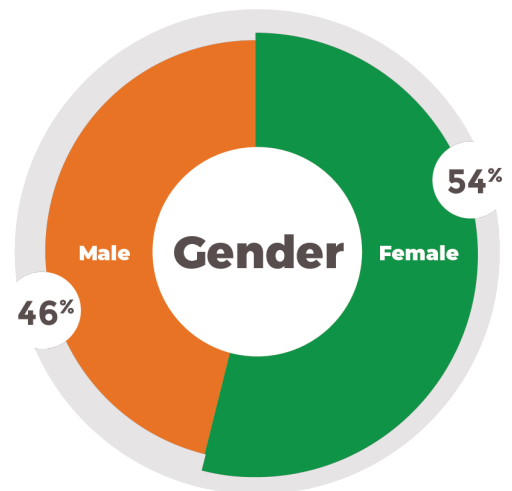
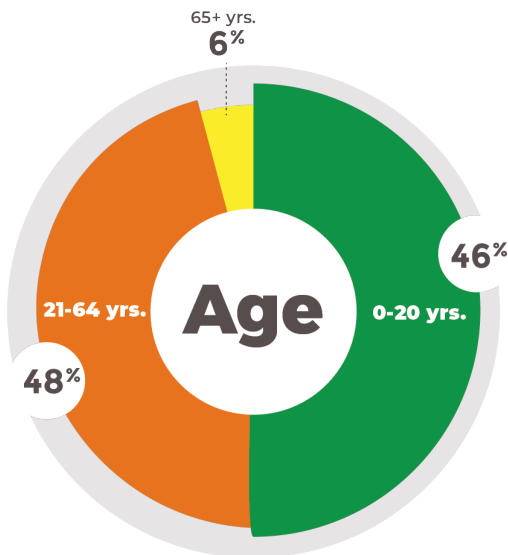
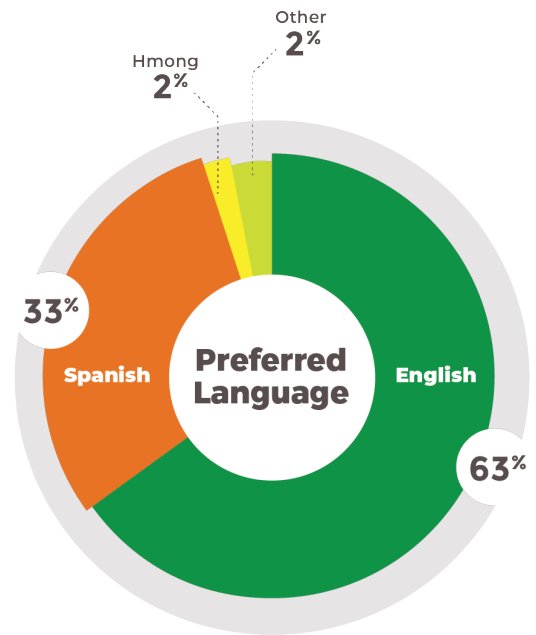
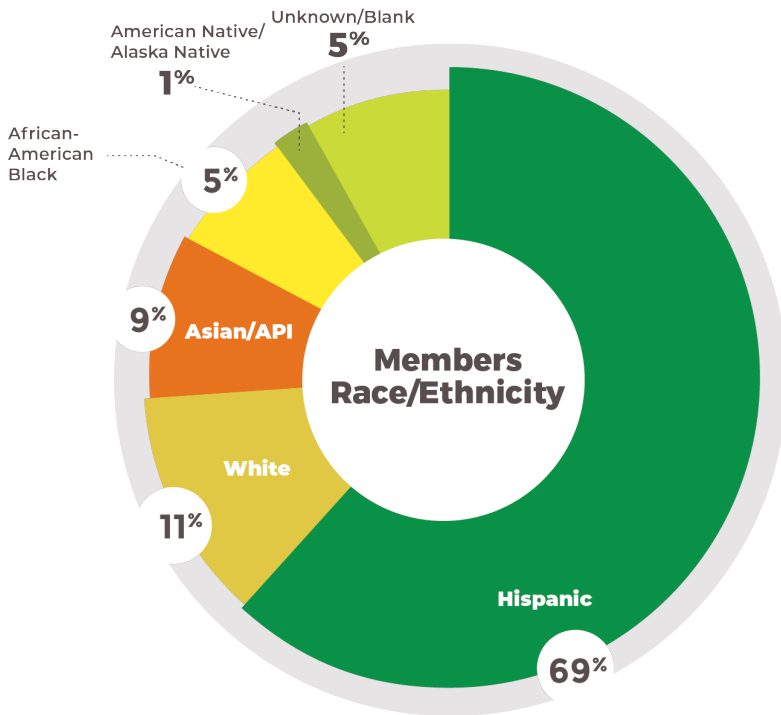
A personalized digital program designed to help members improve their mental health. Available on the website and mobile application, this program covers topics such as depression, anxiety, stress, substance use, pain management, and more. Members can sign up for this program at <https://bh.mystrength.com/hncalviva>

Community Health Education Classes

CalViva Health offers members and the community no-cost health education classes and webinars. Classes are available in English and Spanish. Topics vary by county and are determined by the community's needs. Members may call Member Services at 888-893-1569 for more information.

SERVING COMMUNITIES IN THE CENTRAL VALLEY

TOTAL MEMBERS
435,267



MEDICAL MANAGEMENT

The CalViva Health Quality Improvement Program (QI Program) strives to provide members with access to network-wide safe clinical practices and services and to assure they are given the information they need to make better decisions about their healthcare choices.

The CalViva Health QI Program is designed to monitor and evaluate the adequacy and appropriateness of health and administrative services on a continuous and systematic basis and to support identification and pursuit of opportunities to improve health outcomes, services, and member and provider satisfaction. Opportunities for improvement are identified through the annual HEDIS® data collection and analysis process and other assessments or surveys related to access, safety and satisfaction.

The CalViva Health QI Program employs an organizational structure that reports to the Regional Health Authority (RHA) Commission through the Quality Improvement/Utilization Management Committee (QI/UM). The QI/UM Committee is made up of committed decision-makers of both Primary Care Physicians and Specialists.

The CalViva Health QI Program functions in collaboration with multiple departments that have QI-related functions. CalViva Health also collaborates externally with network physicians, other provider types, and community partners for an effective QI integration process.

CalViva Health works with stakeholders in each county to develop unique programs tailored to the county's needs.

Acknowledging that the conditions in which we are born, live, learn, work and play, so called “social determinants of health” (SDOH), may have more of an impact on our health than the medical care we receive, CalViva Health Medical Management staff strive to provide more efficient care and improve health outcomes by collaborating with members, health care providers and community-based organizations to develop programs and activities that address these issues.



MEDICAL MANAGEMENT GOALS

Provide an integrative structure

that links knowledge and processes together throughout the organization to assess and improve the quality and safety of clinical care with quality service provided to members.

Support a partnership among members, practitioners, providers and regulators

to provide effective health management, health education, disease prevention, and management and facilitate appropriate use of resources and services.

Promote better outcomes for members

through improved practitioner relationships and promotion of evidence-based health care in an environment that ensures meaningful access through culturally and linguistically responsive services for members and providers.

Promote systems and business operations

that provide and protect confidentiality, privacy, and security of members, practitioners, and provider information while ensuring the integrity of data collection and reporting systems in accordance with state and federal requirements.

Monitor, evaluate, and require timely action

to address necessary improvements in the quality of care delivered and to improve upon health equity and address health disparities.

Monitor and improve CalViva Health's performance

in promoting member, practitioner, and provider satisfaction with an emphasis on administrative procedures, primary care, high-volume specialists/ specialty services, and behavioral health/substance use services.

MEDICAL MANAGEMENT

SCOPE OF THE QI PROGRAM

The CalViva Health Quality Improvement Program includes the development and implementation of standards for clinical care and service. Quality Improvement activities are built upon a population health framework that leverages community partnerships, clinical programming, and data analytics to strategically deploy resources to enhance the member and provider experience, improve whole-person care, mitigate social determinants of health (SDoH), and match members with clinical programs designed to serve their unique clinical, cultural, social, functional, and behavioral health needs.

The Scope of the Program Includes:

- > Health Promotion, Wellness, and Preventive Care .
- > Improve or manage Chronic Illness and Disability.
- > Monitor, evaluate, and improve access to and availability of care and services, including regular engagement with Primary Care.
- > Quality and Safety of clinical care.
- > Monitoring and evaluating care coordination for physical and behavioral conditions, ensuring continuity of care and care coordination.
- > Member and Practitioner Satisfaction and Appeals and Grievances.
- > Practitioner site and facility inspections including physical accessibility reviews of primary care providers and high-volume specialist provider sites.
- > Medical record and documentation standards.
- > Practitioner and provider qualifications and selection through a comprehensive and meticulous credentialing and peer review process.
- > Integration of Utilization Management activities into the Quality Improvement and Health Equity program.
- > Performing continuous monitoring, evaluation, and approval of delegated functions to ensure Quality and Health Equity standards are met.
- > Access to Enhanced Care Management & Community Supports Services.
- > Member Rights & Responsibilities.
- > Communication to meet cultural and linguistic needs of all Members.
- > Population Health and Population Needs Assessment.
- > Behavioral Health with a focus on prevention, recovery, resiliency, and rehabilitation.
- > Plan Accreditation in June 2024.

CalViva Health's QI Program has mechanisms to continuously monitor, review, evaluate, and improve the Quality and Health Equity of clinical care and services provided including, but not limited to, preventive services for children and adults, perinatal care, Primary Care, specialty, emergency, inpatient, behavioral health, and ancillary care and services.

The QI and Health Equity program also monitors, reviews, evaluates, and improves coordination and continuity of care and services for all members including Seniors and Persons with Disabilities (SPDs), Children with Special Healthcare Needs (CSHCN), Members with chronic or behavioral health conditions, experiencing homelessness or recently released from incarceration, Members who use Long-Term Services & Supports, and Children in child welfare (Foster children).

Physician reviews are performed to evaluate the appropriate standards of care, including but not limited to, ensure that appropriate specialty care referrals are made, that surgical care is not delayed, and that general standards of care are met.

To further drive standards of high Quality and Health Equity, CalViva Health obtained National Committee for Quality Assurance (NCQA) Health Plan Accreditation in June 2024.

MEDICAL MANAGEMENT

QUALITY IMPROVEMENT INITIATIVES

I. Work Plan

The Quality Improvement Work Plan activities are evaluated to determine whether objectives were met. At the end of the fiscal year, seventy-nine percent (79%) of objectives were complete. Eighteen (18) remaining objectives are on track for completion by 12/31/24.

II. Planned Activities and QI Focus for 2024

The planned Quality Improvement activities for 2024 are divided into eight sections covering the following topics:

- > **Behavioral Health**
 - Improve Follow up Care for members after Emergency Department Visit for Substance Use/ Mental Health issue. Lean Project in progress focused on Madera County.
 - Performance Improvement Project (PIP) in progress to Improve Provider Notifications of ED Visits for Mental Health or Substance Use issues in Fresno and Madera Counties.
 - Institute for Healthcare Improvement Collaborative Project to improve Follow up Care After ED Visit for Mental Health or Substance Use issue in Fresno County.
- > **Chronic Conditions**
 - Improve Management of Blood Pressure, prevent and control high blood pressure.
 - Improve Management of Diabetes by reducing the number of members with elevated Hemoglobin A1c results.
- > **Hospital Quality/Patient Safety**
 - Monitor Hospital Quality & Safety, engage hospitals to reduce and report on c-section rates and reduce hospital associated infections.
- > **Member Engagement & Experience**
 - Increase compliance with new members completing their Initial Health Appointment (IHA) with their primary care physician (PCP) within 120 days.
- > **Pharmacy and Related Measures**
 - Improve Control of Asthma with the right balance of medications.
- > **Pediatric/Perinatal/Dental**
 - Improve Dental health for children 1 to 4 years old with the application of dental varnish twice per year.
 - Improve Prenatal/Postpartum Care by ensuring timely care and reducing disparities.
 - Improve Infant Well-Child Visits for African American/ Black children 0-15 months through Performance Improvement Project (PIP) in Fresno County.
 - Institute for Healthcare Improvement Collaborative Project to Improve Well-Child Visits for Hispanic children 0-15 months in Fresno County.
 - Improve Well-Child Visits for Children and Adolescent Members.
 - Improve Other Childhood Measures by increasing Blood Lead Screening testing rates, Childhood Immunization rates, and Developmental Screening for Children 0-3 years of age.
- > **Preventive Health**
 - Reduce the risk of cancer and complications by improving Breast Cancer, Cervical Cancer, and Chlamydia screening.
 - Improve Seasonal Flu Vaccination rates for children and adults through Flu Campaign.
- > **Provider Communication/Engagement – Improve the Member Experience**
 - Improve Provider Access, Availability, and Service by improving timely appointments to primary care physicians, specialists, ancillary providers and after-hours access.



III. Performance Improvement Projects (PIPs)

CalViva Health participates in two formal Performance Improvement Projects each year. In 2024, the Medical Management Team initiated two new Performance Improvement Projects (PIPs). These PIPs are first, a Disparity Project, “Improving Well Child Visits for African American/Black children 0-15 months in Fresno County” and secondly, “Improving Provider Notifications after an ED Visit for Substance Use or Mental Health issue in Fresno and Madera Counties”. These projects will continue for three years, until December 31st, 2026.

Improving Well Child Visits for African American/Black children 0-15 months in Fresno County.

- > After establishing a multidisciplinary team, a number of Quality Improvement Tools were utilized to help the team understand our target population and the factors influencing their decision to complete a Well-Child Visit. A barrier analysis was performed utilizing Focus Groups and Key Informant Interviews with providers and Black/African American community members from Fresno County. This was followed by the development of an internal Process Map depicting the steps involved in the process from the Member’s perspective. A Key Driver Diagram was created to identify potential interventions to address the identified barriers.

Based upon the above findings, the PIP team decided to establish a community partnership with the Black Infant Health (BIH) Program in Fresno County to act as a trusted partner for our target population. Our first intervention is directed toward engaging our target population in the BIH program. CalViva began referring all targeted Members to BIH in June 2024. After building a trusting relationship with these Members, BIH will implement actions to increase Well Child Visits. The team will report to the Healthcare Services Advisory Group (HSAG) and Department of Healthcare Services (DHCS) on activities, successes and challenges in September of each year.

Provider Notifications after ED Visit for Substance Use or Mental Health Issue in Fresno and Madera Counties.

- > CalViva Medical Management staff followed a similar process for this PIP by initially forming a multidisciplinary team to address the issue. However, this project is directly linked to acute care hospitals because the follow up activity is tied to an ED Visit. Therefore, after an initial data analysis identified the high-volume facilities involved, a local hospital was engaged to participate on the team. Key Informant Interviews were completed to learn from “the experts” the status of this issue in our local communities, challenges faced, and opportunities for improvement. A Key Driver Diagram, Process Flow Map, and Provider Profile were developed by the team to identify and establish our initial interventions for improvement.

Because we learned that provider notifications were occurring to meet our goal but were not being adequately captured in the hospital documentation, our initial intervention is focused on educating the hospital staff how to document correctly to meet the measure.

Our initial analysis also revealed that a significant majority of the target population is Hispanic. The Hispanic population has a documented reluctance to seek follow up treatment for substance use or mental health issues for a variety of reasons. To address this issue our second intervention is focused on developing a cultural competency for “Culturally Appropriate Education Strategies for Mental Health/Substance Use Disorder to Increase Follow-up Care”.

The team will report to the Healthcare Services Advisory Group (HSAG) and Department of Healthcare Services (DHCS) on activities, successes and challenges in September of each year.

MEDICAL MANAGEMENT

UTILIZATION AND CASE MANAGEMENT INITIATIVES



Compliance with Regulatory & Accreditation Requirements

- > Program Descriptions, Work Plans and Policies & Procedures updated to be compliant with state, federal and accreditation standards.

CalViva conducted an Oversight Audit of UCM for MY2023. This included a request for evidence of attestations to the Affirmative Statement about Incentives which reflected 73% compliance. CAP was issued in Q1 and resolved in Q2. The activity is on track to meet 2024 goals.

Monitoring the UM Process

- > Turnaround Time compliance for Processing Authorizations January to June 2024 at 99.1%.
- > Turnaround Time compliance for appeals at 100%.
- > Behavioral Health bidirectional referrals between medical and behavioral providers continues to be a priority.

Monitoring Utilization Metrics

- > Acute Care Admissions per thousand increased slightly compared to 2023.
- > Acute Bed Days per thousand improved by 4% compared to 2023.
- > Acute Readmissions and Average Length of Stay both decreased compared to 2023.
- > Over/Under Utilization reporting continues. ER/k, OP/k, C-Section Count/k, Bariatric Surgery Count/k and Appendectomy Count/k all show declines in MY 2023 compared to MY 2022, for all Counties.
- > Provider group (PPG) utilization metrics dashboard monitored quarterly and shifts in utilization reviewed with PPGs at regular meetings.

Monitoring Coordination with Other Programs

- > Health Information Forms (HIF) completed for January to June was 6,880 with six-hundred and sixty-two (662) members referred to Case Management.
- > 2,159 members managed January to June 2024 in physical, behavioral, and transitional case management.
- > 1,277 members were managed in Perinatal Case Management in January to June 2024. Up from 565 members during the same time period in 2023. Engagement up to 67% compared to 43% last year.
- > 311 Members managed in Behavioral Health Case Management January to June 2024. Engagement rate at 63% this year.
- > As of June 2024, of the 8,059 members assigned to Enhanced Care Management (ECM) in the three CalViva counties, 1,251 are enrolled, accounting for a 15.5% enrollment rate.

Monitoring Activities for Special Populations

- > The CCS identification rates for the CalViva under 21 population continue to trend above 6% in all counties.
- > Timely HRA outreach reported for CalViva SPD members for Q1 and Q2 (100% on time).

CALVIVA HEALTH

CALAIM PROGRAMS

California Advancing and Innovating Medi-Cal (CalAIM) was created to help improve the health of Medi-Cal members across the state and in our community. CalAIM consists of two primary programs, Enhanced Care Management (ECM) and Community Supports (CS). These programs allow us to offer individualized healthcare navigation and 14 new services to help our Medi-Cal members with their health and well-being.

These extra services are free to Medi-Cal members with complex needs and challenges that make it hard to improve their health.

CalViva Health is partnering with more than fifty organizations and health providers in Fresno, Kings, and Madera counties to make these new services available to as many members as possible.

8,699

Members receiving ECM program services

20,656

CS program services delivered

Community Supports Offered

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Short-Term Post-Hospitalization Housing
5. Recuperative Care (Medical Respite)
6. Respite Services
7. Day Habilitation Programs
8. Nursing Facility Transition/ Diversion to Assisted Living Facilities
9. Community Transition Services/ Nursing Facility Transition to a Home
10. Personal Care and Homemaker Services
11. Environmental Accessibility Adaptations (Home Modifications)
12. Medically Supportive Food/ Medically Tailored Meals
13. Sobering Centers
14. Asthma Remediation

Enhanced Care Management Outcomes

Between July 2023 and June 2024, in-person engagement was between 30.3% to 32%.

30.3% - 32%

Percentage of eligible members enrolled into ECM program in 2023/2024

FRESNO 29%

MADERA 60%

KINGS 18%

Community Support Outcomes

Community Support services with the highest utilization:

Medically-Tailored Meals/ Medically Supported Foods

Housing Transition/ Navigation and Tenancy Services

Day Habilitation

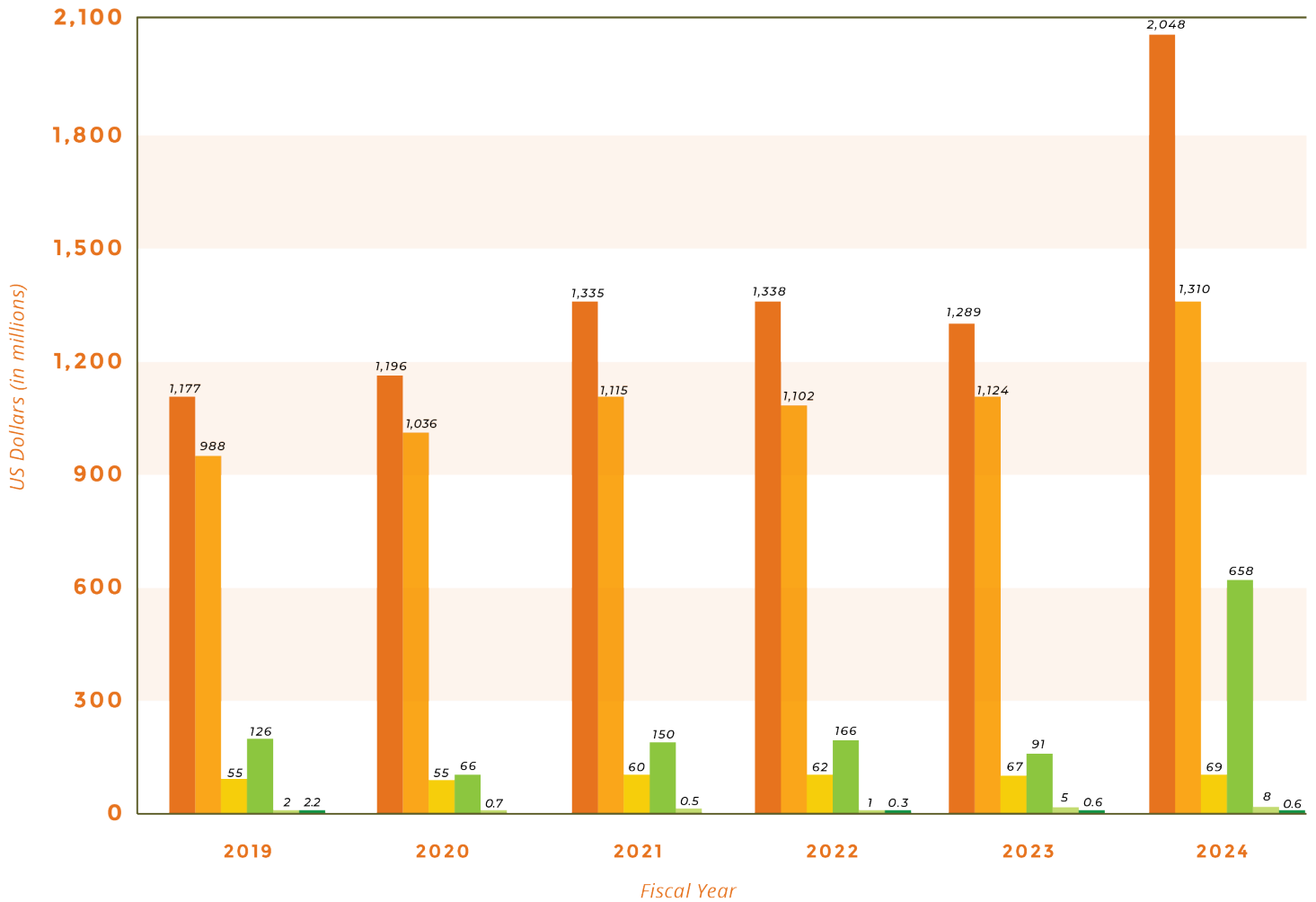
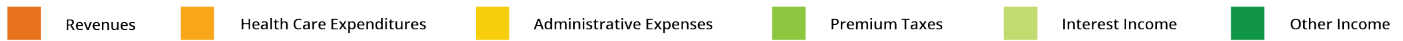
INITIATIVES & COMMUNITY COLLABORATIONS

- > Alvina Elementary Charter School District
- > American Heart Association
- > Angels of Grace
- > Art of Life
- > Aspen Public Schools
- > Association for Fundraising Professionals AFP
- > Babies First Fresno County
- > Barbara Saville Shelter - Kings County
- > Better Business Bureau
- > Big Brothers Big Sisters of Central California
- > Binational of Central California
- > BLACK Wellness & Prosperity Center
- > Break The Barriers
- > Breaking the Chains
- > Bristol Hospice Foundation
- > Burrel Union Elementary School District
- > California Family Health Council
- > California Health Collaborative
- > California Health Sciences University
- > California Partnership for Health
- > California State University Fresno Foundation
- > California State University Fresno Health and Human Services
- > California Teaching Fellows
- > Camarena Health
- > Career Nexus
- > CASA of Fresno and Madera Counties
- > CASA of Kings County
- > Cen Cal Sports
- > Central California Community Food Bank
- > Central California Legal Services
- > Central California Women's Conference
- > Central Unified School District
- > Central Valley Black Nurses Association
- > Central Valley Community Foundation
- > Central Valley Health Network
- > Central Valley Justice Coalition
- > Centro La Familia
- > City of Fresno
- > City of Madera
- > Clinica Sierra Vista
- > Clovis Community College
- > Clovis Unified School District
- > Community Medical Foundation
- > Comprehensive Youth Services
- > Covenant Worship Center
- > Cradle to Career Partnership (C2C)
- > Deaf & Hard of Hearing Service Center
- > Delta Sigma Theta Sorority, Inc.
- > East Fresno Kiwanis Foundation
- > East Fresno Youth Soccer League
- > Edison Youth Football
- > Every Neighborhood Partnership
- > Exceptional Parents Unlimited
- > Family Health Care Network
- > Firebaugh Las Deltas School District
- > First 5 Fresno County
- > First 5 Madera County
- > Focus Forward
- > Forward Fresno Foundation
- > Fowler Unified School District
- > Fresno Airport District Rotary
- > Fresno Area Hispanic Foundation
- > Fresno Chaffee Zoo
- > Fresno Chamber of Commerce
- > Fresno City College
- > Fresno Community Health Improvement Partnership (FCHIP)
- > Fresno Council on Child Abuse Prevention
- > Fresno County Breastfeeding Coalition
- > Fresno County of Department of Public Health
- > Fresno County Superintendent of Schools
- > Fresno Economic Opportunities Commission WIC
- > Fresno Grizzlies
- > Fresno Healthy Communities Access Partners
- > Fresno Housing Authority
- > Fresno Housing Education Corps, Inc
- > Fresno Madera Medical Society
- > Fresno Metro Ministry
- > Fresno Police Activities League (PAL)
- > Fresno Police & Neighborhood Watch
- > Fresno Mission
- > Fresno Rotary
- > Fresno State Foundation
- > Fresno Street Saints
- > Fresno Unified School District
- > Gavin Gladding Memorial Foundation
- > Girl Scouts of Central California South
- > Golden Charter Academy
- > Golden Plains Unified School District
- > Golden Valley Unified School District
- > Greater Fresno Healthcare
- > Habitat for Humanity Greater Fresno Area
- > Hands on Central California
- > Hanford Main Street Program
- > Heartland Compass
- > Healthy Fresno County
- > Helping Others Pursue Excellence (HOPE)
- > Highway City Community Development
- > Hinds Hospice
- > Housing Authority of Kings County
- > Image Church
- > Kings Community Action Organization
- > Kings County Breastfeeding Coalition
- > Kings County Department of Public Health
- > Kings County Economic Development Corporation
- > Kings County Office of Education
- > Kings Partnership for Prevention

- > Kings United Way
- > League of Mexican American Women
- > Lemoore Police Department
- > Level the Playing Field
- > Live Again Fresno
- > Live Well Madera County
- > Madera County Food Bank
- > Madera County Department of Public Health
- > Madera County's Sheriff's Foundation
- > Madera NAACP
- > Madera Rescue Mission
- > Madera Unified School District
- > Make-A-Wish
- > Marjaree Mason Center
- > Martin Park
- > Mendota Unified School District
- > Mothers Against Drunk Driving Central Valley (MADD)
- > Neighborhood Industries
- > Nurse Angel Network
- > Off the Front
- > Omni Family Health
- > On Ramps Covenant Church
- > One Fresno Foundation
- > Orange Center School District
- > Parlier Unified School District
- > Poverello House
- > Reading Heart
- > Resiliency Center of Fresno
- > Riverdale Joint Union School District
- > River Parkway Trust
- > Sanger Unified School District
- > See 2 Succeed Vision Program
- > Self Help Enterprises
- > Sequoia Council, Boy Scouts of America
- > Sierra Foothill Conservancy
- > Sierra Kings Health Care District
- > St. Brigid
- > St. Rest Economic Development Corporation
- > State Center Community College District
- > Storyland
- > Susan G. Komen Central Valley
- > Teens That Care
- > The Children's Movement of Fresno
- > The Fresno Center
- > Trinity Pregnancy Center Madera
- > The Lighthouse
- > Two Cities Marathon
- > Tzu Chi Medical Foundation
- > UCSF Foundation
- > United Cerebral Palsy Central California
- > United Health Centers
- > United Way Fresno and Madera
- > Valley Caregivers Resource Center
- > Valley Children's Healthcare Foundation
- > Valley Communities Inc.
- > Valley FC
- > Valley Health Team
- > Valley PBS
- > Washington Union School District
- > West Park School District
- > West Fresno Family Resource Center
- > West Hills Community College Foundation
- > Youth For Christ



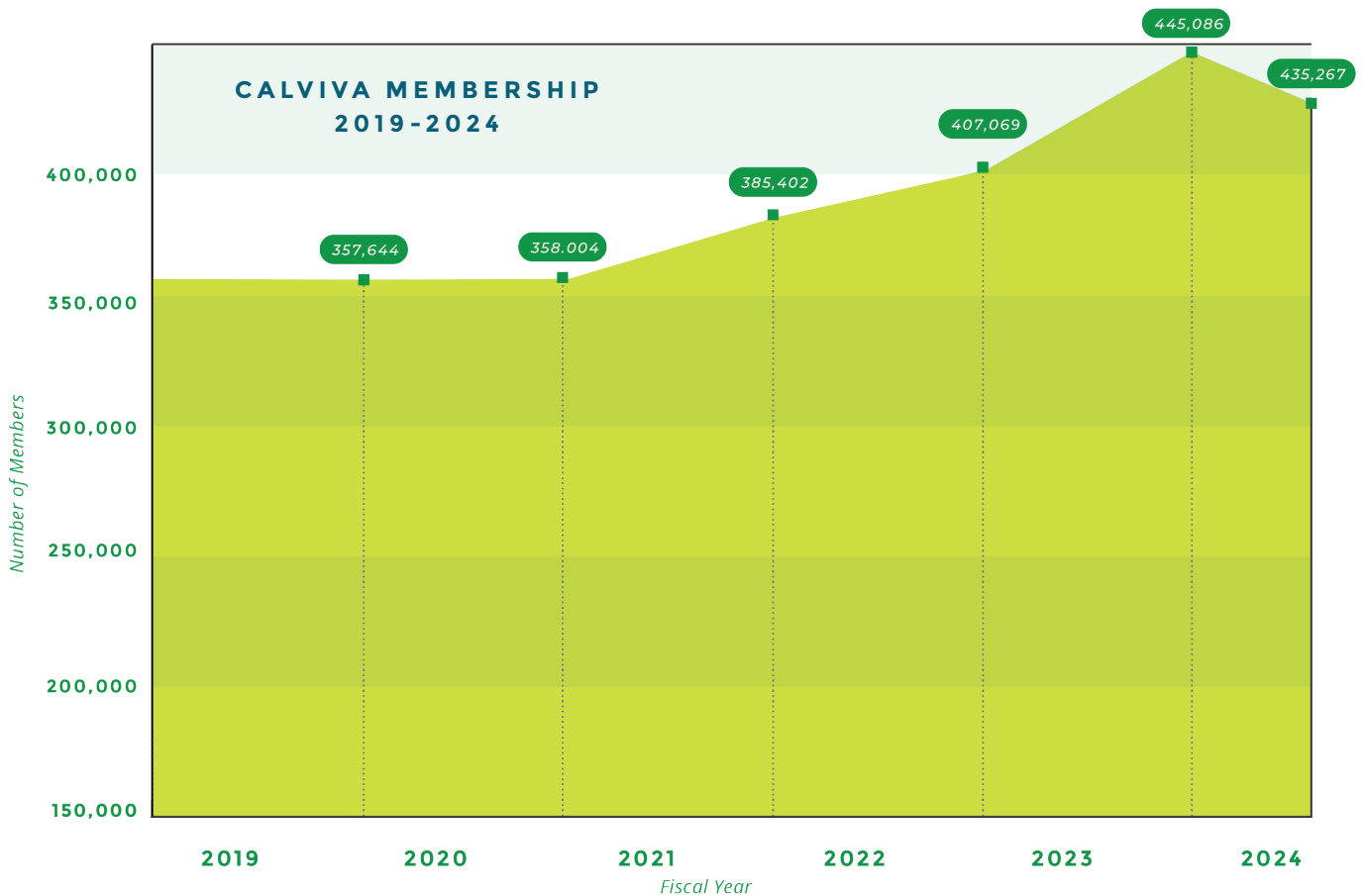
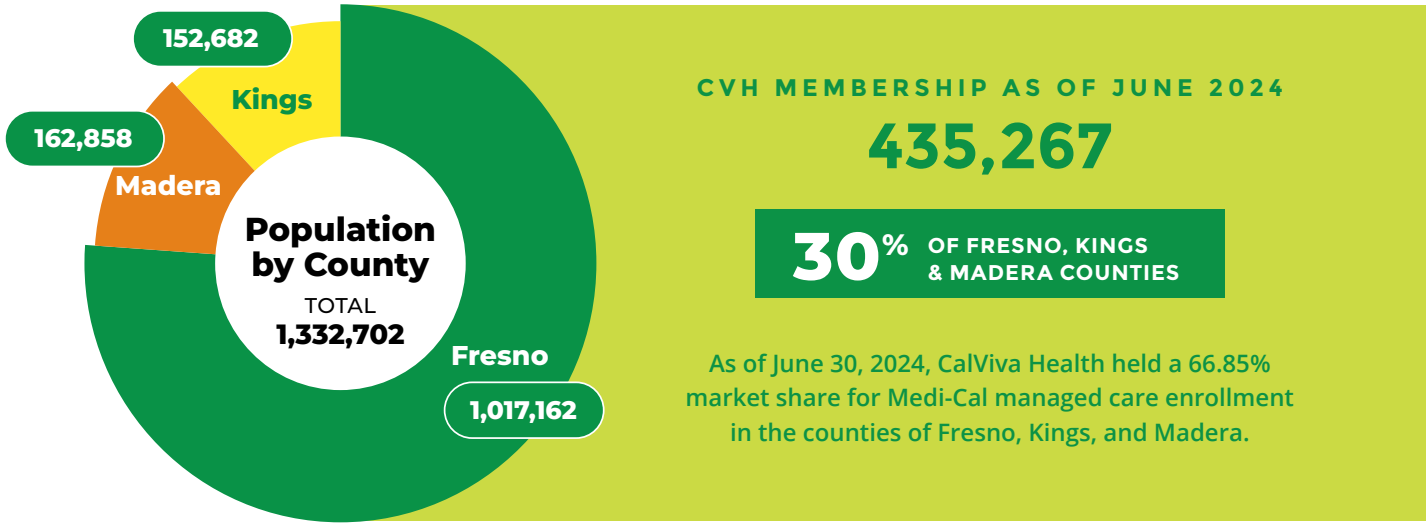
FINANCIAL SUMMARY



As a local Medi-Cal managed care health plan, CalViva Health is committed to managing our resources wisely. To ensure accuracy and transparency, CalViva Health's financials are audited each year by an independent auditor. Since beginning operations, CalViva Health has continually received an unmodified audit opinion from an independent auditor with no audit adjustments or findings. Furthermore, CalViva Health utilizes the majority of funds received to provide access to quality health care for our members, which is exemplified in our low administrative expense ratio of 3.35%. In addition, CalViva Health continues to make investments in the communities we serve by providing grants such as physician recruitment grants and sponsorships to over 150 community-based organizations which help to improve the health and well-being of the people residing in the counties of Fresno, Kings, and Madera.

ENROLLMENT SUMMARY

CalViva Health has seen our membership grow significantly since beginning operations in 2011. In fact, nearly 30% of Fresno, Kings and Madera County residents are CalViva Health Members. During FY 2024, CalViva Health experienced a gradual decrease in enrollment as Medicaid disenrollment started to take effect in July 2023 due to the Consolidated Appropriations Act of 2023.



HEALTH EQUITY



HEALTH EQUITY

Health Equity was established to eliminate health disparities and promote equitable healthcare access for Medi-Cal members, regardless of their income, background, race, ethnicity, or sexual orientation. Everyone is entitled to quality and equitable health care.

CalViva Health recognizes that health equity extends beyond simply accessing health care; it also involves addressing the broader social and economic factors influencing health outcomes.

Our Health Equity Mission is to:

- > **Improve Structural Determinants of Health Equity:** We aim to work within and across societal institutions and systems to make meaningful changes.
- > **Enhance Neighborhood-Level Social Determinants of Health:** We focus on collaborating with institutions in defined geographic communities to improve health outcomes at the neighborhood level.
- > **Advance Institutional Drivers of Health Equity:** We work within our organization and across different community-based organizations, engaging with providers and other key stakeholders to promote equity.
- > **Address Individual and Household-Level Social Needs:** Our goal is to improve access, quality, and value of services for our members.

The Health Equity initiative is dedicated to ensuring that the quality of care and services meets the diverse needs of communities within the CalViva Health service area, which includes Kings, Fresno, and Madera counties. To achieve this, CalViva Health plans to collaborate across departments and with external partners to analyze, design, implement, and evaluate interventions aimed at reducing health disparities. Our approach integrates collaboration across various departments, including Quality Improvement, Provider Engagement, Cultural and Linguistic Services, Health Education, Medical Directors, and Public Programs.

Our Health Equity Focus is to:

- > Implement tailored disparity reduction efforts to improve the quality of health care.
- > Analyze race, ethnicity, language, and geographic location to develop targets for disparity reduction efforts.
- > Identify and implement specific interventions to address the disparities and associated barriers.

Our Health Equity Model at the:

- > **Community-level** – will focus on engaging with community-based organizations and stakeholders to identify community-level needs while at the same time leveraging the same community connections to support our members and the community.
- > **Member-level** – will focus on identifying member-level disparities and assess and address member-level barriers.
- > **Provider-level** – will focus on fostering solid partnerships with providers to identify challenges and support providers in addressing those challenges.

COMMISSIONERS

FRESNO COUNTY

David S. Hodge, M.D.

Retired Pediatric Surgeon, Commission Chair

Sal Quintero

Board of Supervisors

David Luchini

Director, Department of Public Health

David Cardona, M.D., MPH

Family Care Providers Medical Group Inc.

Joyce Fields-Keene

MPA, CEO, Central California Faculty Medical Group

Soyla A. Reyna-Griffin

CEO, Valley Health Team

KINGS COUNTY

Joe Neves

Board of Supervisors, Commission Vice-Chair

Rose Mary Rahn

Director, Department of Public Health

Lisa Lewis

Ph.D., Director, Behavioral Health Department

MADERA COUNTY

David Rogers

Board of Supervisors

Sara Bosse

Director, Department of Public Health

Aftab Naz, M.D.

President, Madera Family Medical Group

REGIONAL HOSPITALS

Michael Goldring

Senior VP, Strategic Partnership and Strategic Projects, Valley Children's Healthcare

Aldo De La Torre

SVP Payer Strategy, Managed Care & Insurance Services, Community Health System; President & CEO, Community Care Health

COMMISSION AT-LARGE

John Frye

Fresno County, Saint Agnes Medical Center (Retired)

Kerry Hydash

Kings County, President & CEO, Family HealthCare Network

Paulo Soares

Madera County, CEO, Camarena Health



LEADERSHIP

▶ **Jeffrey Nkansah**

Chief Executive Officer

Mr. Nkansah joined CalViva Health effective February 2011. He has worked within the health care industry for over ten years. His areas of expertise include privacy and security, health education, health services, public policy, public administration, Medicare, and Medicaid.

▶ **Mary Lourdes Leone**

Chief Compliance Officer

Ms. Leone joined CalViva Health effective September 2015. She has over 35 years management experience in pharmaceutical drug development, clinical research, and health care industries. She is Certified in Healthcare Compliance (CHC). Her areas of expertise are program management, state and federal regulatory compliance, data analysis/reporting, contract development and oversight.

▶ **Patrick C. Marabella, MD, MS**

Chief Medical Officer

Dr. Marabella was appointed CMO of CalViva Health effective February 2011 and is a Board Certified Emergency Physician with over 35 years of clinical and administrative experience. His professional memberships include Fellow of the American College of Emergency Physicians and the American Association for Physician Leadership.

▶ **Daniel Maychen**

Chief Financial Officer

Mr. Maychen joined CalViva Health effective February 2011. Prior to joining CalViva Health, he has held various accounting positions in the banking and public accounting industry. He is a certified public accountant (CPA) and a certified healthcare financial professional (CHFP) specializing in financial reporting, strategic financial planning, internal controls, and auditing.

▶ **Amy R. Schneider, RN, PHN**

Senior Director of Medical Management

Ms. Schneider joined CalViva Health effective September 2011. She is a registered Public Health Nurse and is certified in both Healthcare Quality and Patient Safety. Amy's passion in her work life is to collaborate with community leaders and healthcare providers to improve the quality and safety of healthcare services provided to the people of the San Joaquin Valley.

▶ **Courtney Shapiro**

Director, Community Relations and Marketing

Ms. Shapiro joined CalViva Health in June 2015. For the past twenty years, she has served public and non-profit organizations in the Fresno area, focusing on community outreach, training, public administration, leadership building, marketing, and development.

▶ **Cheryl Hurley**

Director, Human Resources/Office, Commission Clerk

Ms. Hurley joined CalViva Health effective October 2014. She is a native of Fresno and earned her Bachelor's Degree from California State University, Fresno. Cheryl has over 15 years of experience in the HR field and earned her Professional in Human Resources (PHR) Certification in 2017.

▶ **Jiaqi "Jackie" Liu**

Director of Finance

Ms. Liu joined CalViva Health effective February 2018. She is a certified public accountant (CPA) and a certified healthcare financial professional (CHFP) with experience in both public and private accounting. Her areas of expertise include financial reporting, financial management, internal controls, and auditing.

▶ **Sia Xiong-Lopez**

Equity Officer

Ms. Xiong-Lopez joined CalViva Health in 2024. She is a native of Fresno, earned her Graduate Degree from Fresno Pacific University, and serves as a Doula for her community. She has over 10 years of experience in the health field, primarily in mental and behavioral health. Prior to joining CalViva Health, she served as a community resource navigator across eight counties in the San Joaquin Valley in a nonprofit sector, advocating for immigrants and the homeless population.



SEE 2 SUCCEED



CalViva Health is proud to support organizations throughout the Central Valley. We are especially proud to be a founding partner of See 2 Succeed, a local nonprofit partnership that provides free eye exams and glasses to children at elementary schools across Fresno County.

In 2023/2024

the See 2 Succeed Vision Program Accomplished...

14,409

FREE Vision Screenings Given to Local Fresno County School Children



1,353
Full Eye Exams with an Optometrist



1,167
Pairs of Glasses Made



51
Mobile Unit Days



18
School Districts Serviced in Fresno County



51
Elementary Schools Serviced in Fresno County

2024/2025

will be even better with...

56

Mobile Unit Days

&

22

School Districts

To donate visit www.see2succeed.com



2024



CalViva Health

7625 N. Palm Ave., #109

Fresno, CA 93711

559-540-7840

www.calvivahealth.org

