



Public Policy Committee
 Meeting Minutes
 December 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
		✓	Sia Xiong-Lopez, Equity Officer
		*	= 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 11:31 am. Roll call was taken to establish a quorum.		
#2 Meeting Minutes from September 4, 2024 Action Joe Neves, Chair	The September 4, 2024, meeting minutes were reviewed and approved.		Motion: Approve June 4, 2024, Minutes 7-0-0-2 (R. Garcia / D. Phillips)

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<p>#3 Enrollment Dashboard Information Mary Lourdes Leone, CCO</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through September 2024. Membership as of September 30, 2024, was 435,615. CalViva Health maintains a 66.92% market share.</p>		<p>No Motion</p>
<p>#4 Health Education 2024 Work Plan Mid-Year Evaluation Information Steven Si</p>	<p>Steven Si presented the 2024 work Plan Mid-Year Evaluation.</p> <p>A total of 3,810 CalViva Health members participated in four-member incentive programs during Q1-Q2 2024. In total, \$95,250 worth of gift cards were distributed to members as awards. Out of the recipients, 52% were from Fresno County, 39% were from Madera, and 9% were from Kings. There was a 134% increase in the total member incentive awards given during Q1-Q2 2024.</p> <p>A total of 1,757 pieces of member materials have been ordered for CalViva members. The pieces of member materials with the most orders were lead poisoning with 135 pieces, 212 pieces for diabetes, 167 pieces for nutrition, and 167 pieces for exercise. Providers are able to order materials using the online Health Education Material Order Form.</p> <p>A total of nine calls have been made to the Health Education Information Line. One call inquired about the weight loss program for families and kids. Two calls inquired about diabetic services, and six calls inquired about the health risk assessment form.</p> <p>Major health education initiatives for Q3-Q4 2024 include:</p> <ul style="list-style-type: none"> • The Member Incentive strategy will remain in effect for the rest of the year 2024. • The Plan will continue to promote digital resources which include QR codes and links to health education resources for members. • The Plan will continue to work with the Member Services Department to inform members of available health education materials and programs available to CalViva members. • Complete the emergency room visit analysis for the 2023 Central California Asthma Collaborative (CCAC) asthma project. • Continue partnership and promotion of BCS and CCS screenings via Every Woman Counts. • Continue promotion of Kick It California tobacco cessation program. 		<p>No Motion</p>

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	<ul style="list-style-type: none"> Awaiting Plan partner to obtain DHCS approval of new Diabetes Prevention Program (DPP) with new DPP provider. 		
<p>#5 Health Equity</p> <ul style="list-style-type: none"> 2024 Executive Summary and Work Plan Mid-Year Evaluation 2024 Summary and Language Assistance program Mid-Year Report CalViva Community Connect 2024 Meaningful Stakeholder Engagement <p>Information Sia Xiong-Lopez Pao Houa Lee</p>	<p>As of June 30, all activities are on target to be completed by the end of the year with some already completed</p> <p>Highlights include:</p> <ul style="list-style-type: none"> One hundred and forty-five staff completed their bilingual assessment/re-assessment. Responded to 20 cultural and linguistic related grievances and 4 interpreter complaints. LAP resources are made available in provider’s library Completed key informant interviews and a focus group for W30-6+ and MH/SUD PIP projects. Collaborated with Fresno Superintendent Schools and Cradle to Career in Fresno Network Improvement Committee to improve reading levels for children grades Pre-K to 3rd. <p>The PPC was given a presentation on Social Determinants of Health and asked to provide feedback on the Plan’s goals for mitigating social risks. A review of the online portal “Community Connect” powered by Findhelp was given to demonstrate how members’ social needs are assessed, and also how members and providers can utilize Community Connect to refer members to various social service resources and programs.</p>		
<p>#6 Medical Management</p> <p>Quality Improvement & HEDIS® Update MY 2023</p> <p>Information Dr. Marabella, CMO</p>	<p>Dr. Marabella presented the Quality Improvement and HEDIS® update for Measurement Year 2023.</p> <p>The four categories of the Managed Care Accountability Set Measures include:</p> <ul style="list-style-type: none"> Child & Adolescent Health Reproductive Health & Cancer Prevention Behavioral Health Chronic Disease <p>Fresno County:</p> <ul style="list-style-type: none"> Did not meet Child & Adolescent Domain 		

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	<ul style="list-style-type: none"> • Did not meet Behavioral Health Domain Kings County: • Did not meet Child & Adolescent Domain • Did not meet Behavioral Health Domain Madera County: • Did not meet Behavioral Health Domain <p>CalViva collaborates with high volume, low performing clinics to improve our HEDIS results. The Plan also works with Community Based Organizations on these projects.</p> <p>CalViva follows PDSA/Rapid Cycle Improvement for All Projects, which stands for Plan, Do, Study, Act.</p> <p>Performance Improvement Projects (PIPs) consist of:</p> <ol style="list-style-type: none"> 1) Improve is Well Child Visits (WCV) for AA/Black Children 0 to 15 months in Fresno County. The two interventions are: <ol style="list-style-type: none"> a) Referring all caregivers/mothers of Black/AA children to Black Infant Health to encourage and facilitate WCV. (Incentives & Partnership Webinar) b) CDC Milestones Tracker App. 2) The second PIP Improve is Follow up with Provider after ED Visit for Behavioral Health/Substance Use in Fresno and Madera Counties which include working with Acute Care hospitals in Fresno County. The two interventions are: <ol style="list-style-type: none"> a) Coding of BH/SUD Services Training for Hospital staff (SUNs, CHWs, LCSWs, etc.). b) Cultural Training to Improve Treatment Compliance for Hispanic population. 3) Lean Health Equity Quality Improvement Projects in Kings and Madera Counties. <ol style="list-style-type: none"> a) Madera County (Behavioral Health Domain) Focusing on the Hispanic population to improve follow up care after ED Visit for BH/SUD. b) Kings County (Childhood Domain) Develop and share data reconciliation policy and tool to close care gaps. Focus on Hispanic population to address identified disparity in Kings County. 4) Comprehensive Health Equity Quality Improvement Project in Fresno County. <ol style="list-style-type: none"> a) Increase member access to evidence-based health education resources on well-child visits, screenings and immunizations through provider offices using QR codes. 		

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	<p>b) Develop and test an internal step-by-step process for an e-campaign that communicates with providers on how to reconcile their data for pediatric well-care measures and ensure all completed services and encounters are received by CalViva Health.</p> <p>5) Institute for Healthcare Improvement (IHI) Collaborative Projects to Improve Well Child Visits for Hispanic Children 0-15 months in Fresno County.</p> <p>a) Working with Clinica Sierra Vista Elm Street clinics</p> <p>b) Five Interventions April 2024 to March 2025:</p> <ul style="list-style-type: none"> i) Equity & Transparent, Stratified and Actionable Data ii) Understanding the Provider and Patient/Caregiver Experience iii) Reliable & Equitable Scheduling Process* iv) Asset Mapping and Community Partnerships v) Partnering for Effective Education and Communication <p>The Medical Management Team reinitiated annual Clinic Visits in November. The visited two providers, United Health Centers Fresno County, and Adventist Health in Kings County to share their recent HEDIS® results and discuss opportunities for improvement. Additional Clinic Visits will be conducted in Q1 2025.</p> <p>For 2024 HEDIS® rates, the measures are consistent with MY 2023. The Plan will continue its efforts and address Childhood Domain, and Behavioral Health Domain.</p>		
<p>#7 Appeals, Grievances and Complaints</p> <p>Information Mary Lourdes Leone, CCO Dr. Marabella, CMO</p>	<p>For Q3 2024 there were nine (9) Coverage Disputes (Appeals), 131 Disputes Involving Medical Necessity (Appeals), 81 Quality of Care, 167 Access to Care, and 324 Quality of Service, for a total of 712 appeals and grievances for Q3. The majority of which are from Fresno County.</p> <p>There were 120 appeal cases for Fresno County, 4 for Kings County, and 16 for Madera County, for a total of 140 for Q3 2024. There were 487 grievances cases for Fresno County, 38 for Kings County, and 47 for Madera County for a total of 572 for Q3 2024.</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 626 Exempt Grievances received in Q3 2024.</p>		<p>No Motion</p>

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	<p>Of the total grievances and appeals received in Q3, the following were associated with Seniors and Persons with Disabilities (SPD):</p> <ul style="list-style-type: none"> • Grievances: 178 • Appeals: 40 • Exempt: 77 <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, and Other.</p> <p>The top categories of appeal cases resolved were related to Advanced Imaging, Other, and DME.</p> <p>The top categories for exempt grievances were Attitude Service Provider, PCP Assignment/Transfer HealthPlan Assignment Change Request, and Health Plan Materials-ID Cards not received.</p> <p>Dr. Marabella presented the Appeals & Grievances Dashboard for Q3 2024. The total of grievances for Q3, as stated, was 579 which is an increase from last year. The majority of grievances are Quality of Service, having to do with Access-Other, Administrative, Balance Billing, Interpersonal, Other, and Transportation. Quality of Care grievances remain consist with prior year. Exempt grievances remain about the same as last with the exception of Access-Panel Disruption, Attitude/Service-Health Plan, Attitude/Service-Provider, Attitude/Service-Vendor, Health Plan Materials-ID Cards Not Received, Transportation-Access-Provider No Show, and Claims Complaint-Balance Billing from Provider. Appeals for Q3 2024 have increased when compared to previous year. The majority of appeals were pre-service with</p>		

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	<p>Consultation, DME, Advanced Imaging and Other being the highest categories, and consistent with previous year.</p>		
<p>#8 Annual Review of the Provider Operations Guide</p> <p>Information Mary Lourdes Leone, CCO</p>	<p>Mary Lourdes presented the CalViva Health Operations Guide review.</p> <p>In 2024 all Medi-Cal Managed Care Plans signed a new contract with the Department of Health Care Services (DHCS). Within the contract is the requirement that a Provider Manual is issued to network providers, subcontractors, and downstream subcontractors regarding covered services and responsibilities.</p> <p>The Provider Manual (aka Operations Guide) must be updated at least annually and include information on a broad set of topics including but not limited to:</p> <ul style="list-style-type: none"> • Member Enrollment and Disenrollment • Access to Care • Sensitive and Referral Services • Public Health Carve Out Services • UM & Prior Authorization clinical protocols • Health Care Management • Appeals and Grievances & State Fair Hearings • Other regulations and reporting requirements <p>Plans must solicit feedback from Public Policy Committee and the Quality Improvement Committee. The Purpose of this activity is to obtain information regarding the development of future Provider Manuals, and to clarify new and revised Policies and Procedures.</p> <p>The PPC was informed to review and are welcome to provide feedback after their review.</p>		<p>No Motion</p>
<p>#9 2023 DHCS Focused Audit – CAP Update</p> <p>Information Mary Lourdes Leone</p>	<p>The Plan has provided initial responses to the State, and they have in turn provided additional comments on the information provided to them. CalViva has to respond to those additional comments by 12/10/24. Updates will be provided until DHCS closes the CAP.</p>		<p>No Motion</p>

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<p>#10 2024 DHCS Audit – CAP Update</p> <p>Information Mary Lourdes Leone</p>	<p>The Plan submitted the update for November to the State the week of 11/25/24. Currently pending comments from DHCS.</p>		<p>No Motion</p>
<p>#11 2025 DMHC Follow-Up Audit</p> <p>Information Mary Lourdes Leone, CCO</p>	<p>DMHC will be conducting the 2025 Follow-up audit in May 2025. They will be looking to make sure the Plan has corrected any deficiencies that were found during the previous audit.</p>		
<p>#12 Teladoc Mental Health (Digital Program)</p> <p>Information Mary Lourdes Leone, CCO</p>	<p>Mary Lourdes reminded the PPC that the Plan now provides Teledoc, telehealth services. For mental health Teledoc services, members must be 18+ years or older. This service provides access to doctors from wherever the member may be via telephone. Information is located on the website and the CalViva Facebook page.</p>		
<p>#13 Final Comments from Committee Members and Staff</p>	<p>Norma Mendoza thank CVH for sponsoring the promotores to attend the conference in L.A. She also shared that since September 2024 they have been helping Madera County with health for seniors. Four promotores are taking CHW training online. QPR training was taken in Madera. They have been taking FindHelp training to help members.</p> <p>Maria Areola shared seven promotores are taking CPR certification training. Promotores are also supporting the Thanksgiving health fairs.</p> <p>Sylvia Garcia shared that ModivCare for Fresno County has significantly improved, and members have been using the app.</p> <p>Roberto Garcia shared Self Help Enterprises continues to assist with housing from Kern County to Modesto. They are currently finishing construction in Reedley and Oakhurst.</p> <p>David Phillips shared there is a grand opening for the UHC site located on First & Gettysburg on Friday, December 20th. Another site to be open January 6th on Jensen & Cedar, in Calwa, with the grand opening being January 17th. UHC is partnering with the Cutler-Orosi school district to open a behavioral health clinic in the school. UHC is starting an enhanced learning program to</p>		

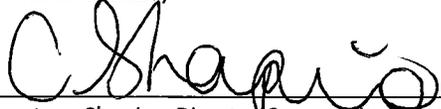
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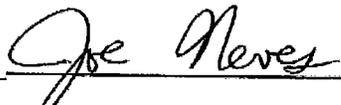
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	work with patients on the difficulties they have with getting to appointments, largely unhoused patients. By the end of 2025 UHC will have a PACE program in downtown Fresno.		
#14 Announcements	Courtney Shapiro shared highlights of project CVH funded: <ul style="list-style-type: none"> • The Plan partnered with a med-student to pay for CPR and First Aid training for 40 students at Riverdale High School. • The Plan sponsored a luncheon for Veterans for the holidays. • Presents on Patrol in Lemoore. • CVH was honored at Association for Fundraising Professionals (AFP) for outstanding foundation. 		
#15 Public Comment	None.		
#16 Adjourn	Meeting adjourned at 1:22 pm.		

NEXT MEETING March 5, 2025, in Fresno County
11:30 am - 1:30 pm

Submitted This Day: March 5, 2025,

Approval Date: March 5, 2025

Submitted By: 
Courtney Shapiro, Director Community Relations & Marketing

Approved By: 
Joe Neves, Chairman