



Public Policy Committee  
 Meeting Minutes  
 December 3, 2025

CalViva Health  
 7625 N. Palm Ave. #109  
 Fresno, CA 93711

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓*	Jeff Garner, KCAO
✓	Miguel Rodriguez, Provider Representative	✓*	Roberto Garcia, Self Help
	Martha Miranda, Kings County Representative		<b>Staff Members</b>
✓	Araceli Sanabria Gaona, 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	✓	Steven Si, Compliance Manager
✓	Norma Mendoza, Madera County Representative	✓	Morgan Simpson, Senior Director of Compliance
		✓	Sia Xiong-Lopez, Equity Officer
		✓	Mary Lourdes Leone, Chief Compliance Officer
		✓	Dr. Marabella, Chief Medical Officer
		✓	Maria McDivitt, Senior Compliance Manager
		✓	Amy Schneider, Sr. Director of Medical Management
		*	= late arrival/left early
		•	= 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 3, 2025  Action Joe Neves, Chair	The September 3, 2025, meeting minutes were reviewed and approved.		<b>Motion:</b> Approve September 3, 2025, Minutes 7-0-0-2

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			(R. Garcia / M. Rodriguez) <i>J. Garner not included in vote; arrived late</i>
<p><b>#3 Annual Public Policy Committee Charter Review</b></p> <p><b>Action</b> Joe Neves, Chair</p>	<p>The PPC reviewed the Charter and approved to move forward to Commission for approval with stated revisions.</p>		<p><b>Motion:</b> Approve PPC Charter to move forward to Commission for final approval. 7-0-0-2 (R. Garcia / M. Rodriguez) <i>J. Garner not included in vote; arrived late</i></p>
<p><b>#4 Enrollment Dashboard</b></p> <p><b>Information</b> Maria McDivitt</p>	<p>Maria Sanchez presented the enrollment dashboard through September 2025. Membership as of September 30, 2025, was 430,342. CalViva Health maintains a 66.79% market share.</p>		<p><b>No Motion</b></p>
<p><b>#5 Health Education</b></p> <p><b>Information</b> Steven Si</p>	<p>Accomplishments:</p> <p><b>Member Incentives</b></p> <ul style="list-style-type: none"> <li>• 3,383 members participated in Q1–Q2 2025</li> <li>• \$84,575 in gift cards distributed</li> <li>• 100% of participants from Fresno County</li> <li>• 33% increase in incentives compared to last period</li> </ul> <p><b>Member Materials</b></p> <ul style="list-style-type: none"> <li>• 18,652 educational materials ordered</li> <li>• Providers and members can request materials online or through Member Services</li> </ul> <p><b>Health Education Information Line</b></p> <ul style="list-style-type: none"> <li>• 5 total calls received</li> </ul>	<p><i>Courtney Shapiro asked if the 5 total calls received, out of all the Plan’s health education programs, only 5 members called in about Health Education?</i></p> <p><i>Steven Si stated yes, this line is only geared toward health education inquiries.</i></p> <p><i>Courtney Shapiro asked if this is a benefit that maybe members don’t know about?</i></p>	<p><b>No Motion</b></p>

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	<ul style="list-style-type: none"> <li>• 1 about asthma education; 4 about member benefits</li> </ul> <p>FindHelp Referrals</p> <ul style="list-style-type: none"> <li>• 204 referrals total</li> <li>• Fresno 169; Madera 21; Kings 14</li> </ul> <p>Next Steps for 2025 Q3-Q4</p> <ul style="list-style-type: none"> <li>• Launch new CalViva-PREV-2025 member incentive program on July 1, 2025 (supports HEDIS measures and the Quality Edge Strategy).</li> <li>• Continue promoting digital health education tools (QR codes, online resources).</li> <li>• Ongoing updates to health education materials per DHCS guidelines; support digital and print ordering.</li> <li>• Partner with Member Services to increase awareness of available health education programs.</li> <li>• Continue promoting BCS and CCS screenings through Every Woman Counts.</li> <li>• Continue promotion of Kick It California tobacco cessation program.</li> <li>• DHCS approved new Diabetes Prevention Program (DPP) in January 2025.</li> </ul>	<p><i>Steven Si responded that internally this has been a discussion as well, due to lack of calls. Weighing pros and cons of the effort that went into promoting the Health Education line and lack of response, it was decided it was better to focus effort elsewhere.</i></p> <p><i>A comment from the Health Education team suggests adding social media posts for Health Education.</i></p> <p><i>Steven Si clarified the phone number on the back of the member ID card will direct members to needed inquiries.</i></p>	
<p><b>#6 DHCS Community Reinvestment</b></p> <p>Information Courtney Shapiro Jeff Nkansah</p>	<p>Courtney Shapiro provided a recap of the DHCS Community Reinvestment program and how it is a new way of how the Plan will fund the community. This is a standing agenda item for the Public Policy Committee.</p> <p>For today’s PPC meeting, there are no updates; however, the PPC was polled to see if there are any non-profits that the committee would like for the Plan to meet with. And if there are any issues within their communities that they think need to be addressed.</p> <p>All PPC members were encouraged to contact Courtney with any recommendations. The Plan has to be very specific so that it fits into one of the required “buckets”.</p>	<p><i>Araceli Sanabria Gaona asked if CVH could share what the Plan has planned already.</i></p> <p><i>Courtney provided a recap of some of the community based organizations that have received funding for their programs.</i></p>	<p><b>No Motion</b></p>
<p><b>#7 Health Equity</b></p>	<p>Sia Xiong-Lopez reported on the 2025 Health Equity Work plan Mid-Year Evaluation and the 2025 Language Assistance Program.</p>		<p><b>No Motion</b></p>

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<p>2025 Work Plan Mid-Year Evaluation                      2025 Language Assistance Program Mid-Year Report                      2025 Geo Access Report</p> <p><b>Information</b>                      Sia Xiong-Lopez</p>	<p>As of June 30, all activities are on target to be completed by the end of the year with some already completed. Highlights are:</p> <ul style="list-style-type: none"> <li>• Fifty-two staff completed their bilingual assessment/re-assessment.</li> <li>• Responded to 15 cultural and linguistic related grievances (14 medical, 1 behavior health) and 5 interpreter complaints.</li> <li>• Cultural competency training for providers in January, 344 attendees.</li> <li>• NCQA Health Equity Accredited awarded in June 2025.</li> <li>• 89% (32) of the total identified students (Fresno Unified) were tested and are reading at grade level.</li> <li>• Kings County Public Health and Behavior Health, Pear Suite, Kings Community Action Organization (KCAO) and CVH developed a flyer, survey, and pre-screening assessment and will launch the Perimenopause and Menopause Awareness Campaign in September.</li> </ul> <p>For Language Assistance Services in Q1 and Q2:</p> <ul style="list-style-type: none"> <li>• Member Services Department representatives handled a total of 81,375 calls across all languages. Of these, 44,136 (54%) were handled in Spanish and Hmong languages.</li> <li>• A total of 2,300 interpreter requests were fulfilled for CalViva Health members, 1,820 (79%) of these requests were fulfilled utilizing telephonic interpreter services with 419 (18%) for in-person, 61 (3%) for sign language interpretation, and no requests for video remote interpreting.</li> <li>• Behavior Health Member Services Department and Clinical Operations representatives handled a total of 2,294 calls across all languages and 381 (17%) calls handled in a language other than English (ASL, Cantonese, Farsi, Russian, Persian, and Punjabi) with 374 (98%) of these calls being handled in Spanish and none handled in Hmong.</li> <li>• There were 253 requests for interpreter services that were fulfilled for behavior health members. Of these 253 requests, 71 (28%) were fulfilled for in-person, 151 (60%) for sign language interpretation, and 31 (12%) for Video Remote Interpretation.</li> <li>• No alternate format request was received from CalViva Health members during this reporting period.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• A total of 31 English material reviews were completed for CalViva Health documents/materials.</li> <li>• A total of 15 grievance cases were received and reviewed by the Health Equity Department</li> </ul>		
<p><b>#8 Medical Management Quality Improvement &amp; HEDIS Update MY2024</b></p> <p><b>Information</b> Dr. Marabella, CMO</p>	<p>Dr. Marabella gave an update on the Reporting Year 2025 / Measurement Year 2024 HEDIS® Results and Quality Improvement.</p> <p>The four domains for Managed Care Accountability Set Measures RY 2025 are:</p> <ol style="list-style-type: none"> <li>1. Child &amp; Adolescent Health               <ol style="list-style-type: none"> <li>a. Child and Adolescent Well-Care Visits (WCV)</li> <li>b. Childhood Immunization Status: (CIS-10)</li> <li>c. Developmental Screening in the First 3 Yrs (DEV)</li> <li>d. Immunizations for Adolescents: Combination 2 (IMA)</li> <li>e. Lead screening in Children (LSC)</li> <li>f. Topical Fluoride for Children (TFC)</li> <li>g. Well-Child Visits in the First 15 Months of Life</li> <li>h. Well-Child Visits 15-30 Months</li> </ol> </li> <li>2. Behavioral Health               <ol style="list-style-type: none"> <li>a. Follow-Up After Emergency Department (ED) Visit for Mental Illness –30 days (FUM)</li> <li>b. Follow-Up After ED Visit for Substance Abuse – 30 days (FUA)</li> </ol> </li> <li>3. Reproductive Health &amp; Cancer Prevention               <ol style="list-style-type: none"> <li>a. Cervical cancer screening (CCS)</li> <li>b. Chlamydia screening (CHL)</li> <li>c. Breast cancer screening (BCS)</li> <li>d. Prenatal care (PPC Pre)</li> <li>e. Post partum care (PPC Post)</li> </ol> </li> <li>4. Chronic Disease               <ol style="list-style-type: none"> <li>a. Controlling high blood pressure (CBP)</li> <li>b. Comprehensive Diabetes A1C poor control &gt;9% (HBD)</li> <li>c. Asthma medication ratio (AMR)</li> </ol> </li> </ol>		<p><b>No Motion</b></p>

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	<p>MCAS Measures Not Meeting Minimum Performance Level by Domain RY2025 Per CalViva County are:</p> <ol style="list-style-type: none"> <li>1. Fresno County: <ul style="list-style-type: none"> <li>▪ Did not meet Child &amp; Adolescent Domain</li> <li>▪ Did not meet Behavioral Health Domain</li> </ul> </li> <li>2. Kings County: <ul style="list-style-type: none"> <li>▪ Did not meet Child &amp; Adolescent Domain</li> </ul> </li> <li>3. Madera County: <ul style="list-style-type: none"> <li>▪ Did not meet Behavioral Health Domain</li> </ul> </li> </ol> <p>The two Performance Improvement Projects (PIPs) consist of:</p> <ol style="list-style-type: none"> <li>1. Performance Improvement Project (PIP) Improve Well Child Visits (WCV) for AA/Black Children 0 to 15 months in Fresno County.</li> <li>2. Performance Improvement Project (PIP) Improve Follow up with Provider after ED Visit for Behavioral Health/Substance Use in Fresno and Madera Counties.</li> </ol> <p>The three DHCS County Projects in progress are:</p> <ol style="list-style-type: none"> <li>1. Lean Project for Madera County: Lean Health Equity Quality Improvement Project in Madera County based on RY24 MCAS results.</li> <li>2. Comprehensive Project for Kings County: Comprehensive Health Equity Quality Improvement Projects in Kings County (RY24 results)</li> <li>3. Transformational Project for Fresno County: Transformational Health Equity Quality Improvement Projects in Fresno County (RY24 results)</li> </ol> <p>The two Institute for Healthcare Improvement (IHI) collaborative projects are:</p> <ol style="list-style-type: none"> <li>1. Improving Well Child Visit Rates, and</li> <li>2. Improving F/U After ED Visit for SUD/MH</li> </ol> <p>In summary:</p> <ul style="list-style-type: none"> <li>• RY2025 MCAS results showed improvement in all counties.</li> <li>• MY25 (RY26) results are on track to maintain positive results with ongoing improvements.</li> </ul>		

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	<ul style="list-style-type: none"> <li>Medical Management Team is continuing Annual Clinic Visits at CalViva’s larger FQHCs in each county to share RY25 results and discuss opportunities for improvement and collaboration.</li> </ul>		
<p><b>#9 Appeals, Grievances and Complaints</b></p> <p>Information Maria McDivitt</p>	<p>For Q3 2025 there were 45 Coverage Disputes (Appeals), 113 Disputes Involving Medical Necessity (Appeals), 28 Quality of Care, 224 Access to Care, and 374 Quality of Service, for a total of 784 appeals and grievances for Q3. The majority of which are from Fresno County.</p> <p>There were 128 appeal cases for Fresno County, 17 for Kings County, and 13 for Madera County, for a total of 158 for Q3 2025. There were 499 grievance cases in Fresno County, 62 for Kings County, and 65 for Madera County for a total of 626 for Q3 2025.</p> <p>The turn-around time compliance for resolving appeal and grievance cases was met at 100% for Standard Grievances, Standard Appeals, and Expedited Appeals. The compliance rate for Expedited Grievances was 97.2%.</p> <p>There was a total of 456 Exempt Grievances received in Q3 2025.</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"> <li>Grievances: 212</li> <li>Appeals: 43</li> <li>Exempt: 51</li> </ul> <p>The majority of appeals and grievances are from members in Fresno County, which has the largest CalViva Health enrollment.</p> <p>The majority of quality of service (QOS) grievance cases resolved were categorized as Access-Other, Administrative, and Interpersonal.</p> <p>The majority of quality of care (QOC) cases resolved were categorized as PCP Delay, PCP Care, and Other.</p>		<p><b>No Motion</b></p>

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	<p>The top categories of appeal cases resolved were related to Advanced Imaging, Community Supports, 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><b>#10 Annual Review of the Provider Operations Guide</b></p> <p><b>Information</b> Mary Lourdes Leone</p>	<p>The PPC members were provided a redline version of the current CalViva Health Operations guide showing the highlights of the most recent changes made to the manual.</p> <p>CalViva signed a new contract in 2024 with the Department of Health Care Services (DHCS) along with all other health plans in California that provide services to individuals receiving Medi-Cal. The new contract includes a number of new or revised regulations mandating health plan compliance. One of these new regulations requires that each year the Plan obtain Public Policy Committee feedback on the Operations Guide.</p> <p>The CalViva Operations Guide is available online and in print. It contains essential information about managing the care of Medi-Cal patients in Fresno, Kings, and Madera counties. The guide describes use and access to services, physician responsibilities on various topics such as care coordination, prior authorizations, public program referrals, and much more. The Plan’s goal for this process is to:</p> <ol style="list-style-type: none"> <li>1. Identify opportunities to improve the accuracy of the information currently available.</li> <li>2. Identify areas that need clarification.</li> <li>3. Identify information that is missing from or should be added to the Operations Guide.</li> </ol>	<p><i>PPC member Norma Mendoza stated she has a family member that was charged a co-pay.</i></p> <p><i>Mary Lourdes Leone stated there should be no charge to the Medi-Cal member whatsoever.</i></p> <p><i>PPC member Araceli Sanabria Gaona also questioned the copay.</i></p> <p><i>Mary Lourdes stated the Providers are paid by the State and it is prohibited to charge Medi-Cal members.</i></p> <p><i>PPC member Araceli Sanabria Gaona also inquired about members with Asthma and where can they find assistance and services.</i></p>	<p><b>No Motion</b></p>

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		<p><i>Mary Lourdes stated members can call member services to inquire about access to asthma remediation services.</i></p> <p><i>PPC member Araceli Sanabria Gaona asked what happens to support and services for disabled persons after age 18?</i></p> <p><i>Dr. Marabella stated the disability had to happen prior to 18 years of age and then will continue for life.</i></p> <p><i>Sia Xiong-Lopez stated services through Central Valley Regional Center can also support disability services.</i></p> <p><i>PPC member Araceli Sanabria Gaona added that she had a bad experience with CVRC when requesting services for her son. She stopped ABA services for her son due to the inadequate services provided.</i></p> <p><i>Dr. Marabella recommended she talk to the clinic Providers directly to explain her sons needs.</i></p>	

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		<p><i>PPC member Maria Arreola inquired about a situation she experienced with CalAIM regarding the request for a ramp for her disabled child.</i></p> <p><i>Elizabeth Campos responded that she could connect with Maria on the home modification service and delve into the issue as to why she was denied.</i></p>	
<p><b>#11 2023 DHCS Focused Audit – CAP Update</b></p> <p>Information Mary Lourdes Leone</p>	<p>Mary Lourdes Leone reported the State has not closed this audit out as of yet</p>		<p><b>No Motion</b></p>
<p><b>#12 2025 DHCS Focused Audit – CAP Update</b></p> <p>Information Mary Lourdes Leone</p>	<p>Mary Lourdes Leone reported the Plan did receive the findings report noting four (4) findings. CalViva is currently in the process of responding.</p>		<p><b>No Motion</b></p>
<p><b>#13 2025 DMHC Follow-Up Audit</b></p> <p>Information Mary Lourdes Leone</p>	<p>Mary Lourdes Leone reported that CalViva has submitted all required information and currently pending DMHC’s response.</p>		<p><b>No Motion</b></p>
<p><b>#14 Population Health Management Collaboration Update</b></p> <p>Information</p>	<p>Elizabeth Campos presented the Population Health Management presentation.</p> <p>For Fresno County from January 2024 – December 2025, MCPs will collaborate with the Fresno County Department of Public Health (FCDPH) and key community partners to identify and implement targeted community and MCP interventions to</p>		<p><b>No Motion</b></p>

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Elizabeth Campos	<p>Improve Childhood Immunization Status Combination 10 to exceed the DHCS benchmark 50th percentiles. All intervention efforts and data on vaccination trends by vaccination type, demographics, geography, and well child visits will be reported bi-annually by the MCPs and shared with the FCDPH. Results will compare baseline data.</p> <p>For Kings County, from January 2024-December 2025, Kings County Department of Public Health, community stakeholders, and MCPs will collaborate to identify and implement targeted community and MCP interventions to improve Childhood Immunization Status to exceed the DHCS benchmark 50th percentiles. All interventions efforts will be reported bi-annually. Results will compare baseline data to utilization claims data.</p> <p>For Madera County, the DPH and MCPs are aligned on an objective to increase utilization and network for Community Health Workers serving Madera County. By 2028, increase the use of Community Health Workers (CHWs) in Madera County to connect and refer to services. And to complete a CHW landscape analysis to determine gaps in service and utilization in Madera County, via Madera County CHW Access to Care Sub-Workgroup.</p>		
#15 Announcements / Final Comments from Committee Members and Staff	<p>Araceli Sanabria Gaona requested if the PPC meeting materials could be available in Spanish. Courtney Shapiro stated she will keep working on a way to provide Spanish material for all packet documents.</p> <p>Maria Arreola shared the CVH promotores were invited and to attend the Camarena Health &amp; Wellness conference. The promotores also attended the Liver Expo by UCSF. The promotores held a dance event to raise awareness for breast cancer.</p> <p>Norma Mendoza shared additional events the CVH promotores attended.</p> <p>Jeff Garner thanked CalViva Health for their support in Kings County.</p>		

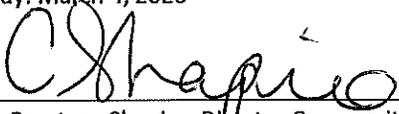
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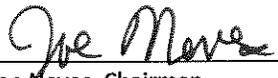
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	Miguel Rodriguez shared that UHC opened a health center in Delano, one in south Fresno on Ceasar Chavez, and another one in Fresno off of Shields and Marty. He also thanked CalViva for their support.		
#16 Announcements	None.		
#17 Public Comment	Public comments were made throughout the meeting; see above.		
#18 Adjourn	Meeting adjourned at 1:32 pm.		

NEXT MEETING March 4, 2026, in Fresno County  
11:30 am - 1:30 pm

Submitted This Day: March 4, 2026

Approval Date: March 4, 2026

Submitted By:   
Courtney Shapiro, Director Community Relations & Marketing

Approved By:   
Joe Meves, Chairman