



Public Policy Committee
Meeting Minutes
March 4, 2026

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		Staff Members
✓	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
		*	= 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 11:32 am. Roll call was taken to establish a quorum.		
#2 Meeting Minutes from December 3, 2025 Action Joe Neves, Chair	The December 3, 2025, meeting minutes were reviewed and approved.		Motion: Approve September 3, 2025, Minutes 8-0-0-1 (M. Garcia / R. Rodriguez)

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
			<i>J. Garner not included in vote; arrived late</i>
#3 Enrollment Dashboard Information Maria McDivitt	Maria Sanchez presented the enrollment dashboard through December 2025. Membership as of December 31, 2025, was 427,533. CalViva Health maintains a 66.89% market share.		No Motion
#4 Annual Report Information Courtney Shapiro	This is a mandated report by DHCS and is for the benefit of stakeholders, community partners, and elected officials, and is posted on the CVH website for public viewing. Courtney Shapiro gave a brief summary of the report and each PPC member was provided with a hard copy of the annual report.		No Motion
#5 Committee Membership Update Information Courtney Shapiro	Public Policy Committee membership has been updated as follows: Renewals: Kristi Hernandez, Fresno County, renewed for a 3-year term through March 2029. Norma Mendoza, Madera County, renewed for a 3-year term through March 2029.		No Motion
#6 Appeals, Grievances and Complaints Information Maria McDivitt	For Q4 2025 there were 385 Coverage Disputes (Appeals), 100 Disputes Involving Medical Necessity (Appeals), 42 Quality of Care, 199 Access to Care, and 366 Quality of Service, for a total of 745 appeals and grievances for Q4. The majority of which are from Fresno County. There were 101 appeal cases for Fresno County, 10 for Kings County, and 27 for Madera County, for a total of 138 for Q4 2025. There were 487 grievances cases in Fresno County, 51 for Kings County, and 69 for Madera County for a total of 607 for Q4 2025. The turn-around time compliance for resolving appeal and grievance cases was met at 100% for all categories. There was a total of 344 Exempt Grievances received in Q4 2025.		No Motion

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	Of the total grievances and appeals received in Q4, the following were associated with Seniors and Persons with Disabilities (SPD): - Grievances: 131 - Appeals: 36 - Exempt: 47 The majority of appeals and grievances are from members in Fresno County, which has the largest CalViva Health enrollment. The majority of quality of service (QOS) grievance cases resolved were categorized as Access-Other, Administrative, and Balance Billing. The majority of quality of care (QOC) cases resolved were categorized as PCP Delay, PCP Care, and Specialist Care. The top categories of appeal cases resolved were related to Advanced Imaging, Other, and DME. 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. Dr. Marabella provided additional clarification/information on end of the year Appeals & Grievances.		
#7 DHCS Community Reinvestment Information Courtney Shapiro Jeff Nkansah	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. 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. No suggestions by the PPC were made. All PPC members were encouraged to contact Courtney with any recommendations.	<i>Miguel Rodriguez requested a summary of categories.</i> <i>Courtney Shapiro will email the information to Miguel.</i>	No Motion

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
#8 Regulatory Audit Status: • 2023 DHCS Focused Audit CAP • 2025 DMHC Follow-Up Audit • 2026 DMHC Audit • 2026 DHCS Audit Information M.L. Leone, CCO	• 2023 DHCS Focused Audit CAP: The Plan submitted all corrective actions for the findings early last summer 2025. Pending final close out letter from DHCS. • 2025 DMHC Follow-Up Audit: There were two outstanding issues; one of which the Plan has corrected. DMHC determined the Plan did not correct the second issue having to do with post stabilization care. Because this is a repeated issue, the DMHC is sending this to their office of enforcement, and the Plan could possibly get a fine for not having corrected the issue. • 2026 DMHC Audit: this is ongoing. The Plan just sent in a large volume of documents for their review. DMHC will be onsite at CVH in June to conduct the audit interviews. • 2026 DHCS Audit: DHCS will also be joining the DMHC onsite during their June onsite visit to conduct their audit interviews.		No Motion
#9 Health Education Information Steven Si	Member Incentive Programs Q3-Q4 2025: • Program Participation 7,805 CalViva Health members participated across five programs: ○ Well Care Visit (WCV) ○ Breast Cancer Screening (BCS) ○ Cervical Cancer Screening (CCS) ○ Childhood Immunization Status (CIS-10) ○ W30-6+ Postpartum Incentive Program (PIP) • Member Distribution ○ 94% Fresno County ○ 5% Madera County ○ 1% Kings County • Program Impact ○ 55% increase in total incentive awards (Q3-Q4 2025) ○ \$195,125 in gift cards distributed to members Challenges and Opportunities: • Barriers - Quality Edge: ○ For Breast Cancer Screening (BCS), Cervical Cancer Screening (CCS), Childhood Immunization Status (CIS-10), and Well Care Visits (WCV), no barriers were identified for Quarters 3-4, 2025.		No Motion <i>R. Garcia left at 12:26 pm</i>

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	- Barriers - DHCS W30-6+ Clinical Performance Improvement Project (PIP): - Tracking Gaps: Lack of real-time visibility into gift card inventory and distribution. - Supply Constraints: Inventory shortages impacted consistent delivery to prenatal/postpartum members. - Data Delays: Inconsistent distribution counts delayed ordering and planning. - Structural Changes: Management shifts at Black Infant Health (BIH) affected local distribution. - Action Taken: - Inventory Stabilized: CalViva supplied additional cards to BIH to resolve shortages. - Flexible Fulfillment: Substituted gift cards with gift baskets and provided direct distribution support. - Increased Oversight: CalViva took a more direct role in the distribution process to ensure eligible members received incentives in a timely manner. - Process Improved: Adjusted tracking and coordination to ensure continuity. Next Steps: - Diabetes Prevention Program (DPP): 2026 Outreach: Multi-channel campaign including mailers, email, and social media. - Provider Engagement: Live Q1 webinar to increase referral volume. - SMS Campaign: Submission to DHCS for "file and use". - Child and Adolescent Well Care Visits (WCV), Childhood Immunization Status (CIS-10), Cervical Cancer Screening (CCS), and Breast Cancer Screening (BCS) update: - Point-of-Care: Incentives will continue to be distributed directly via provider collaboration - Quality EDGE Program: - Implementation: Program is fully live.		

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	- Monitoring: Continuous collaboration with providers to track action plan timelines. - W30-6+ PIP: - Program Status: Formally concluded on December 31, 2025. - Future Focus: Evaluating ways to sustain Black Infant Health support in Fresno County. - Reporting: Final End-of-Program Evaluation to be submitted to DHCS in Q1 2026.		
#10 2025 Annual Compliance Report Information Morgan Simpson	Key Compliance Program Activities for 2025: - Achieving National Committee for Quality Assurance (NCOA) Health Equity Accreditation (June 4, 2025); - Achieving Annual Network Certification and Sub-Network Certification for MY 2024; - Developing and implementing the Diversity, Equity, and Inclusion (DEI) training curriculum; - Responding to the 2023 Department of Health Care Services ("DHCS") Focused Audit Corrective Action Plan (CAP), the 2024 DHCS Audit CAP; and the 2025 DHCS Audit CAP; - Preparing for the 2025 DMHC Follow-Up Audit and overseeing the CAPs CalViva issued to Health Net related to post-stabilization care; - Preparing the MY2024/R2025 DMHC Timely Access Report (TAR) and Annual Network Report (ANR); - Successfully completing the 2025 Health Services Advisory Group (HSAG) Network Validation Audit; - Completing the Plan's California Advancing and Innovating Medi-Cal (CalAim) Model of Care for Transitional Rent. 2025 CVH Member Service Call Center: - Calls Received (includes calls that were not handled by Member Services and routed out to another department and abandoned calls): 149,941; for Mental Health 3,474. - Calls Answered: 148, 562; for Mental Health 3,457 - Abandonment Rate % (Goal 5% or less): 0.8%; for Mental Health 0.5% - Average Speed of Answer (Goal 30 secs or less): 11; for Mental Health 11		No Motion

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	- Service Level (goal 80% in 30 seconds): 94%; for Mental Health 97% Provider Communications: 322 Provider Updates 18 Informational Letters 22 Forms Member Communications: 73 Member Informing 12 Provider Directories 1 Newsletter 1 2025 EOC Delegation Oversight Audits of Health Net include: Appeals & Grievances, Claims, FWA, Credentialing, Provider Disputes, Member Rights, Health Education, Utilization Management, Provider Network, Access & Availability, Emergency Services Quality Improvement, Behavioral Health, Marketing, Health Equity, and Member Rights. Regulatory Audits and Corrective Action Plans (CAPS): Department of Health Care Services (DHCS): 2023 DHCS Focused Audit - On August 4, 2025, the Plan submitted its final CAP update reflecting responses to the behavioral health and transportation deficiencies. The Plan is awaiting DHCS approval and closure of the CAP. 2025 DMHC Follow-Up Audit - The DMHC conducted the "18-Month Follow-Up Audit" on May 5, 2025. The Plan received DMHC's Final Audit Report on December 23, 2025 in which they determined the following: 1) The Plan had corrected the deficiency related to not identifying potential quality issues (PQIs) in exempt grievances; and 2) the Plan had not corrected the deficiency related to inappropriately denying post-stabilization care. The post-stabilization deficiency was being referred to DMHC's Office of Enforcement.		

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	2025 DHCS Audit– The 2025 DHCS Audit was conducted during June 2, 2025 – June 13, 2025. DHCS issued a CAP to the Plan on November 5, 2025. There were four deficiencies: 1) The Plan did not ensure the delegate applied ESPDT criteria in medical necessity denial decisions for members under 21 years of age; 2) The Plan did not ensure the delegate notified members of the discrimination of ECM benefits through the NOA process; 3) The Plan did not ensure the delegate provided members with all ECM core service components; and 4) the Plan did not ensure the delegate included all required information in ECM member-facing written materials. The Plan submitted its first response on December 5, 2025, and will continue to submit monthly responses until CAP approval and closure. - DHCS 2024-2025 External Quality Review (EQR) Performance Evaluation–On July 7, 2025, the Plan received DHCS’ annual EQR report and associated recommendations. There were three recommendations that focused on the following: 1) Working to resolve the findings from the DHCS’ 2024 compliance review scoring process related to the Coverage and Authorization of Services Code of Federal Regulations (CFR) standard to ensure the Plan meets all CFR standard requirements; 2) improving MY2023 HEDIS measures; and 3) Working with DHCS to identify and clarify methodologies used by DHCS for calculation of network adequacy indicators, to ensure the Plan’s efforts are meeting DHCS’ expectations. The Plan submitted its response to how it would address the recommendations on August 4, 2025. - DHCS 2025 Encounter Data Validation Study– The 2025 EDV study was completed on May 13, 2025. The Plan is waiting the Final Report. - DHCS RY2024 Subnetwork Certification (SNC)- The Plan submitted RY SNC on January 2, 2025. On March 24, 2025, DHCS requested that the Plan submit quarterly updates on the status of all CAPs the Plan previously issued to PPGs for not meeting time & distance standards in their networks. The Plan’s last quarterly submission was made on September 25, 2025, and approved by DHCS in February 2026.		

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	• DHCS 2024-2025 External Quality Review (EQR) Performance Evaluation–The Plan submitted the 2024 ANC on March 14, 2025. DHCS approved the submission on 12/18/2025. • 2025 Network Adequacy Validation (NAV) Audit– The NAV audit was conducted on August 21, 2025, by DHCS’ external review organization Health Services Advisory Group (HSAG). The Plan met all requirements, and the audit was closed on November 17, 2025. Department of Managed Health Care (DMHC): • Measurement Year MY 2023/RV 2024 Timely Access Report (TAR)- On April 18, 2025, the Department of Managed Health Care (DMHC) issued a Network Findings Report. The findings related to Geographic Access to PCPs and Hospitals, and Provider Data Accuracy. The Plan submitted a formal response to the findings on July 17, 2025 and is awaiting a final response from the DMHC. • Measurement Year MY 2024/RV 2025 Timely Access Report (TAR) – On May 1, 2025, the Plan submitted its Annual TAR filing to DMHC. The Plan is awaiting a response from DMHC. • 2025 DMHC Routine Finance Exam- On March 19, 2025 the DMHC closed the audit with no findings. New or Expanded DHCS and New Coverage Requirements: • Enhanced Care Management (ECM) - Transitional Rent is a new Community Support service under CalAIM designed to provide up to six months of rental assistance to Medi-Cal members who are experiencing or at risk of homelessness and meet specific clinical and situational eligibility criteria. Coverage of Transitional Rent was optional for Medi-Cal managed care health plans beginning on January 1, 2025, and required for plans by January 1, 2026. Implementation Activities for 2025 DHCS Contract Requirements: • Transgender, Diverse, or Intersex (TGI) Training • Transitional Rent • Received NCQA Health Equity Accreditation		

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
	- Submitted updated fully executed MOUs with third-party entities Key Focus Areas for 2026: - Medi-Cal Enrollment Freeze - Effective January 1, 2026, due to federal budget constraints, California made a state policy decision to implement a temporary Medi-Cal enrollment freeze for undocumented adults aged 19 and older, updated asset limits to qualify for Medi-Cal, and Medi-Cal dental coverage for the undocumented; - HR.1 ("The One Big Beautiful Bill") - Begin proactively preparing for the anticipated operational and compliance impacts associated with HR-1; - The DMHC APL 25-019 and DHCS APL 25-006 - Timely Access Requirements; - CMS Interoperability and Prior Authorization Final Rule (CMS-0057-f). This final rule emphasizes the need to improve health information exchange to achieve appropriate and necessary access to health records and improve prior authorization to help ensure that patients remain at the center of their own care; - ECM and Community Supports (CS) - Continue optimization of provider elections/capacity for ECM and CS services; 2026 Regulatory Audits - The Plan will be audited by both DMHC and DHCS.		
#11 2026 CalViva Health member Handbook/Evidence of Coverage Information Morgan Simpson	The 2026 CalViva Health member Handbook/Evidence of Coverage has been distributed and posted on the CVH website.		No Motion
#12 Annual Public Policy Committee Charter Review Action Joe Neves, Chair	The PPC reviewed the changes to the Charter and approved to move forward to Commission for approval with stated revisions.		Motion: Approve PPC Charter to move forward to Commission for final approval. 7-0-0-2 (M. Garcia / N. Mendoza)

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
			<i>R. Garcia not included in vote; left early.</i>
#13 Announcements / Final Comments from Committee Members and Staff	Courtney Shapiro shared a nursing simulation lab sponsored by CVH was just finished at Fresno Pacific. Maria Arreola shared activities for March 2026. Norma Mendoza share events for the first quarter of 2026. Martha Miranda shared the community food pantry is up and running and servicing their community. Miguel Rodriguez shared UHC opened their 40th health center in central Fresno, with other developments under way. Steven Si announced the CVH website added an FAQ section.		
#14 Public Comment	None.		
#15 Adjourn	Meeting adjourned at 12:59 pm.		

NEXT MEETING June 3, 2026, in Fresno County
11:30 am - 1:30 pm

Submitted This Day: June 3, 2026

Submitted By: _____

Courtney Shapiro, Director Community Relations & Marketing

Approval Date: June 3, 2026

Approved By: _____

Joe Neves, Chairman