



Public Policy Committee
Meeting Minutes
June 3, 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
		✓	Jeff Nkansah, Chief Executive 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 11:31 am. Roll call was taken to establish a quorum.		
#2 Meeting Minutes from March 4, 2026 Action Joe Neves, Chair	The March 4, 2026, meeting minutes were reviewed and approved.		Motion: Approve March 4, 2026, Minutes 7-0-0-2 (R. Garcia / N. Mendoza)

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			Miguel Rodriguez arrived at 11:38 am not included in vote
#3 Committee Membership Update	Public Policy Committee membership has been updated as follows: Renewal: Miguel Rodriguez, Provider Representative – CAO for United Health Centers, renewed for a 3-year term through June 2029.		No Motion
Information Courtney Shapiro	Information 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 timeline for submission has changed. CVH will be submitted for the first round in September 2026.		No Motion
#4 DHCS Community Reinvestment Information Courtney Shapiro Jeff Nkansah	Items CVH is currently working on are the Community Supports Program, the “base”, and the Quality part, proactive per se. CVH has been working with the different counties to learn what they are doing. One of the things in Fresno County that came out is Home Visitation Network. They have home visitors with 20+ nonprofits, and they go into the home to work with families with new infants. The first goal for Fresno County is to work with Home Visitation Network to get current home visitors trained as Community Health Workers. For Madera County, CVH is still in talks with nothing confirmed yet. For Kings County, CVH is going to bring a promotores group to Kings County. The PPC was polled to see if there are any additional non-profits that the committee would like for CVH 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.		No Motion

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#5 Enrollment Dashboard Information Maria McDivitt	Maria Sanchez presented the enrollment dashboard through March 2026. Membership as of March 31, 2026, was 419,209. CalViva Health maintains a 66.89% market share.		No Motion
#6 Health Education Information Steven Si	Steven Si presented the 2025 year-end evaluation summary for Health Education. Accomplishments consist of: • Member Incentive Programs ○ Enrolled 11,075 members across four incentive programs (Q1–Q4 2025). ○ Distributed \$279,700 in gift cards (94% Fresno, 3% Madera, 1% Kings). ○ Achieved a 55% year-over-year increase in total awards compared to 2024. • Member Materials Management ○ Fulfilled orders for 22,627 pieces of educational materials. ○ Most ordered topics: Lead poisoning, diabetes, nutrition, and exercise. • Health Education Information Line ○ Logged 13 total inquiries: 9 welcome calls, 2 health assessment forms, and 2 asthma incentive programs. • Tobacco Cessation Promotion ○ Actively promoted the Kick It California program across member newsletters and stakeholder meetings. • New Program Launches & Promos ○ Received DHCS approval for the new Diabetes Prevention Program (DPP). ○ Launched 1 email campaign and 1 member mailing to promote the DPP. ○ Successfully transitioned from the myStrength program to Teladoc Mental Health. • Material & Library Enhancements ○ Developed 10 new in-house health education materials. ○ Audited member materials and fully converted content to Krames. ○ Expanded the Krames Online Library with interactive videos and tools. ○ Expanded Digital Health Resources to include dual-language support (English/Spanish). • Tracking & Community Referrals	<i>Miguel Rodriguez asked if there's any utilization information for the teledoc services medical and behavioral health. Are there any trends?</i> <i>Mary Lourdes confirmed the utilization is tracked for both medical and behavioral health. Members and Providers are both informed of the service.</i> <i>Melissa Carrillo with JSA added they can add information regarding teledoc/telehealth services vs going to the ED through CVHs social media pages.</i>	No Motion <i>R. Garcia left at 12:26 pm</i>

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	2026 Health Education Work Plan Major health education initiatives include: • Digital & Vendor Care Programs ○ Diabetes Prevention Program (DPP): Continuing the partnership with Diabetes Care Partners. ○ Teladoc Mental Health: Continuation of Teladoc Mental Health (Digital Program). ○ Digital Resource Promotion: Expanding the use of QR codes and direct links to digital health education assets. • Clinical & Programmatic Outreach ○ Cancer Screenings: Continuing partnership with Every Woman Counts to promote Breast Cancer (BCS) and Cervical Cancer (CCS) screenings. ○ Tobacco Cessation: Continue promoting the Kick It California program. • Internal & Community Collaboration ○ Member Services Alignment: Work with Member Services Department to ensure customer service teams actively educate members on health resources. ○ Community Engagement: Continue partnership with Community Engagement to participate in health fairs and community events to promote health awareness to members and community.		
#7 Appeals, Grievances and Complaints Information Maria McDivitt	For Q1 2026 there were 72 Coverage Disputes (Appeals), 125 Disputes Involving Medical Necessity (Appeals), 35 Quality of Care, 186 Access to Care, and 433 Quality of Service, for a total of 851 appeals and grievances for the 1st quarter. The majority of which are from Fresno County. There were 149 appeal cases for Fresno County, 11 for Kings County, and 37 for Madera County, for a total of 197 for Q1 2026. There were 551 grievances cases		No Motion

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	In Fresno County, 45 for Kings County, and 60 for Madera County for a total of 656 for Q1 2026. The turn-around time compliance for resolving appeal and grievance cases was met at 100% for all categories with the exception of Expedited Appeals which was at 85.7% due to 1 out of 8 cases being non-compliant. There was a total of 479 Exempt Grievances received in Q1 2026. Of the total grievances and appeals received in Q1, the following were associated with Seniors and Persons with Disabilities (SPD): - Grievances: 136 - Appeals: 41 - Exempt: 71 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 Other, PCP Care, and Specialist Care. The top categories of appeal cases resolved were related to Advanced Imaging, Community Supports, 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 Appeals & Grievances for the 1st quarter of 2026.	<i>Miguel Rodriguez asked what the turnaround time is for expedited appeals.</i> <i>Dr. Marabella stated it's 72 hours.</i>	

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#8 Health Equity Information Pao Houa Lee	Pao Houa Lee presented the 2025 Annual Evaluation for Health Equity and Language Assistance Program, and the 2026 Health Equity Program Description and Work Plan. All 2025 work plan activities were completed. • Language Assistance Services ◦ 125 staff completed a bilingual assessment/reassessment. ◦ Distribute newsletter to members regarding our LAP services. ◦ MY2024 Geo Access Report Completed in November. ◦ 10 health education materials field tested. • Compliance Monitoring ◦ Investigated and completed follow up on 29 cultural and linguistic grievances and 8 interpreter complaints. ◦ Conducted 4 Findhelp trainings (2 for providers, 2 for staff) and added 288 overall new programs to Findhelp. • Communication, Training and Education ◦ Completed coding and resolution training to A&G Department. ◦ Completed 2 trainings to new CCC hires, training includes HEQ Core areas, LAP program, writing in plain language. • Health Literacy ◦ Completed 58 English Materials Reviews. ◦ Completed Plain Language Training for staff, one conducted live and another posted on demand. • Cultural Competency ◦ Completed 4 provider trainings to 164 providers. Training includes (1) Special Needs and Cultural Competency, (1) Language Assistant Program and Plain Language for Health Literacy, and (2) Community Connect. ◦ Completed a cultural competency training for staff; 2,246 staff completed the on-demand training. • Health Equity ◦ Successfully co-led and supported the completion of quality projects. Projects target measures: W30-6+ and SUD/MH.		No Motion

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	- o Completed 3 focus groups for Perimenopause and Menopause Awareness Campaign in October. Highlights of Notable Changes for 2026 Health Equity Program Description: Vision, Mission, Goals and Objectives • Change and update new NCQA Accreditation name - o Health Outcomes and Community-Focused Care Accreditation (formerly Health Equity and Health Equity Plus, respectively) Cultural Competency Education for Providers • Trainings completed by providers can be found in the provider directory. Health Literacy • Update health literacy process to include Content and Layout Review checklist to streamline English Material Reviews (EMRs). Population Needs Assessment • Remove PNA from the Health Equity's Program Description as responsibility has moved to the Population Health Management team. Health Equity Department Staff Roles and Responsibilities • Removed Director of Program and added VP of Quality Management. 2025 initiatives will continue in 2026 for the Health Equity Work Plan with enhancements: • Language Assistance Program - o Add SOGI data collection as an activity, role includes maintaining Member Portal data collection and contributing to SOGI data collection planning. - o Removed Population Needs Assessment (PNA) report as activity no longer applies to the Health Equity Department. • Compliance Monitoring - o Added Cozeva integration as a new topic in Findhelp provider training guide. Health Equity - o Update project goal for Phase 2 for the IHI/DHCS Child Equity Sprint project.		

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#9 Marketing Update Melissa Carrillo Information	Expand involvement in the community with new workgroups: CHIP workgroup, FCHIP Community Advisory Council, and Diabetes and Heart Health workgroup.		
#9 Marketing Update Melissa Carrillo Information	Melissa Carrillo with JSA shared a presentation referencing the CVH website and creative updates. - New website built to serve CalViva Health members with easier access to resources. - Navigation organized around member needs. The presentation included the following topics along with detailed information, examples, options, and open dialogue with PPC members: - Site Overview - Paid Ads Landing Page - New Commercials & Photography	Martha Miranda asked if there was a pamphlet or something similar to assist those that are not tech savvy in order to navigate the website? Courtney shared that the CVH field team/CBOs that are out in the community have information available. And the information is also available in the Member Handbook.	No Motion
#10 Audit Updates Morgan Simpson Information	2025 DHCS Audit update: CVH has submitted the final update as a result of the corrective action plan (CAP) by DHCS. DHCS has responded and stated no additional updates are required at this time. Pending approval and closure of the CAP. 2026 DMHC/DHCS Joint Onsite Audit: Both regulatory agencies, Department of Managed Health Care and Department of Health Care Services will be onsite beginning June 16th to begin interviews with CVH staff and Health Net staff. All documents have been submitted in advance as required by both agencies. - Annual Network Validation Audit: Pre-audit documents are required to be submitted by June 18th. The first part of the virtual review will be August 25th.		No Motion

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#11 Final Comments from Committee Members and Staff	Aracelie Sanabria Gaona requested more information on the community Zumba classes that CVH sponsors; classes are put on by ENP. Maria Arreola, Martha Miranda, and Norma Mendoza shared recent events throughout their communities pertaining to CVH and its members. Miguel Rodriguez shared that UHC will break ground on a new imaging center in northwest Fresno in two weeks. In addition, UHC has broken ground on Clovis & Dakota for a new health center. The new PACE center in downtown Fresno is nearing completion. UHC has recruited 10 new internal medicine residents starting in June. UHC recently received approval for the first physical medicine and rehab program in the valley of which they are working on funding.	CVH to talk with ENP to see how to get dance therapy classes in Fresno County.	
#12 Announcements	Jeff Nkansah and Courtney Shapiro recently completed three full days of an emergency relief tour of approximately \$803,000 to various organizations throughout the three CVH service counties. Courtney Shapiro announced CVH's current Chief Compliance Officer, Mary Lourdes Leone, will be retiring effective July 31, 2026. Jeff Nkansah reiterated that CVH is working on ways the Plan can improve the member experience. In addition, Jeff shared the Plan is continuing to track the changes occurring at the State and Federal levels.		
#13 Public Comment	None.		
#14 Adjourn	Meeting adjourned at 1:29 pm.		

NEXT MEETING September 2, 2026, in Fresno County
11:30 am - 1:30 pm

Submitted This Day: September 2, 2026

Submitted By: C. Shapiro
Courtney Shapiro, Director Community Relations & Marketing

Approval Date: September 2, 2026

Approved By: Joe Neves
Joe Neves, Chairman

