

# AGENDA

## Fresno-Kings-Madera Regional Health Authority CalViva Health Quality Improvement/Utilization Management Committee

Date: November 21, 2019  
Time: 10:30 a.m. -12:00 p.m.

**Meeting Location:** CalViva Health  
7625 North Palm Avenue; Suite #109  
Fresno, CA 93711

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<b>1:</b>	<b>Call to Order</b>	P. Marabella, MD, Chair
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<b>2: Action</b>	<b>Consent Agenda</b>	P. Marabella, MD, Chair
Attachment A	Committee Minutes: October 17, 2019	
Attachment B	Provider Preventable Conditions (PPC) (Q3)	
Attachment C	Standing Referrals Report (Q3)	
Attachment D	Medical Policies Provider Update (Q2)	
Attachment E	Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q3)	
Attachment F	Appeals & Grievances Classification Audit Report (Q3)	
Attachment G	Quarterly A&G Member Letter Monitoring Report (Q3)	
Attachment H	Customer Contact Center (CCC) DMHC Expedited Grievance Report (Q3)	
Attachment I	California Children's Service Report (CCS) (Q3)	
Attachment J	Pharmacy Provider Update (Q3)	
Attachment K	Provider Update: PDL Changes related to Opioid Abuse <i>(full November PDL available at meeting)</i>	
	<i>Recommended Action: Approve Consent Agenda</i>	

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<b>3: Action</b>	<b>QI Business</b>	P. Marabella, MD, Chair
	<u>Appeals &amp; Grievances:</u>	
Attachment L	Appeals & Grievances Dashboard & Turn Around Time Report (September)	
Attachment M	Appeals & Grievances Executive Summary (Q3)	
Attachment N	Appeals & Grievances Quarterly Member Report (Q3)	
Attachment O	Potential Quality Issues Report (Q3)	
Attachment P	MHN Performance Indicator Report for Behavioral Health Services (Q3)	
Attachment Q	Facility Site & Medical Record & PARS Review Report	
Attachment R	Initial Health Assessment Quarterly Audit Report (Q3)	
Attachment S	County Relations Quarterly Update Report (Q3)	
Attachment T	SPD HRA Outreach Report (Q2)	

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<b>4: Action</b>		<b>Summary of 2019 PDSA &amp; Performance Improvement Project Activities</b> <i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	
<b>5: Action</b>	Attachment U Attachment V Attachment W	<b>Access Business</b> Provider Office Wait Time Report (Q3) Specialty Referrals Report – HN (Q3) Specialty Referrals Reports: La Salle (Q1-Q3), First Choice (Q1-Q3), IMG (Q3), Adventist (Q1-Q3), Central Valley Medical Physicians (Q1-Q3), Sante (Q3)	P. Marabella, MD, Chair
<b>6: Action</b>	Attachment X  Attachment Y Attachment Z  Attachment AA	<b>UM Business</b> Key Indicator Report & Turn Around Time Report (September) Utilization Management Concurrent Review Report (Q3) Concurrent Review IRR Audit Report (Q3) and update on InterQual IRR Testing Case Management and CCM Report (Q3)	P. Marabella, MD, Chair
<b>7: Action</b>	Attachment BB Attachment CC	<b>Policy &amp; Procedure</b> UM/CM Policy Grid Pharmacy Policy Grid	
<b>8: Action</b>	Attachment DD Attachment EE Attachment FF Attachment GG	<b>Pharmacy Business</b> Pharmacy Executive Summary (Q3) CalViva Health Pharmacy Call Report (Q3) Pharmacy Operations Metrics (Q3) Top 30 Prior Authorizations (Q3)	
<b>9: Action</b>	Attachment HH Attachment II	<b>Credentialing &amp; Peer Review Subcommittee Business</b> Credentialing Subcommittee Report Q4 Peer Review Subcommittee Report Q4	P. Marabella, MD, Chair
<b>10: Information</b>		<b>Compliance Update</b>	
<b>11:</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>12:</b>		<b>Announcements</b>	
<b>13:</b>		<b>Public Comment:</b> See note below	
<b>14:</b>		<b>Adjourn</b>	P. Marabella, MD, Chair

Public Comment is the time set aside for comments by the public on matters within the jurisdiction of the Committee but not on the agenda. Committee members are prohibited from discussing any matter presented during public comment except to request that the topic be placed on a subsequent agenda for discussion.

Supporting documents will not be posted. If you would like a copy please email the Clerk to the Committee at: [aalvarado@calvivahealth.org](mailto:aalvarado@calvivahealth.org)

The next meeting will be held in Fresno County, February 20<sup>th</sup>, 2020.

For address please contact the Clerk to the Committee at: [aalvarado@calvivahealth.org](mailto:aalvarado@calvivahealth.org)

**“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.”**