

# AGENDA

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

Date: February 17<sup>th</sup>, 2022

Time: 10:30 a.m. -12:00 p.m.

**Meeting Location:** CalViva Health  
7625 North Palm Ave; 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: November 18, 2021	
Attachment B	California Children’s Service Report (CCS) (Q4)	
Attachment C	Member Incentive Programs Semi-Annual Report (Q4)	
Attachment D	Appeals & Grievances Inter Rater Reliability Report (IRR) (Q4)	
Attachment E	Appeals & Grievances Classification Audit Report (Q4)	
Attachment F	Appeals & Grievances Validation Audit Summary Report (Q3)	
Attachment G	Provider Office Wait Time Report (Q4)	
Attachment H	Concurrent Review IRR Report (Q4)	
Attachment I	CCC DMHC Expedited Grievance Report (Q4)	
Attachment J	SPD HRA Outreach Report (Q3)	
Attachment K	Performance Improvement Project Updates	
Attachment L	Medical Policies Updates (Q4)	
	Medi-Cal RX Contract Drug List <a href="https://medi-calrx.dhcs.ca.gov/home/cdl">https://medi-calrx.dhcs.ca.gov/home/cdl</a>	
	<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 M	Appeals & Grievances Dashboard and TAT Time Report (December)	
Attachment N	Appeals & Grievances Executive Summary (Q4)	
Attachment O	Appeals & Grievances Quarterly Member Report (Q4)	
Attachment P	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q4)	
Attachment Q	County Relations Quarterly Report (Q4)	
Attachment R	Provider Preventable Conditions Report (PPC) (Q4)	
Attachment S	Potential Quality Issues Report (Q4)	

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<b>4: Action</b>	<b>Quality Improvement/Utilization Management/Case Management Business</b>	P. Marabella, MD, Chair
	<i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	
Attachment T	QI Work Plan End of Year Evaluation and Executive Summary 2021	
Attachment U	UM/CM Work Plan End of Year Evaluation and Executive Summary 2021	
Attachment V	Utilization Management (UM) Program Description 2022	

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<b>5: Action</b>		<b>UM Business</b>	P. Marabella, MD, Chair
	Attachment W	Key Indicator Report (December)	
	Attachment X	Utilization Management Concurrent Review Report (Q4)	
	Attachment Y	MedZed Integrated Care Management Report (Q3)	
	Attachment Z	TurningPoint Musculoskeletal Utilization Review (Q3)	
<b>6: Action</b>		<b>Policy &amp; Procedure Business</b>	
	Attachment AA	Public Health & Utilization Management/Case Management Policy Grid	
<b>7: Information</b>		<b>Compliance Update</b>	
	Attachment BB	Compliance Regulatory Report	
<b>8:</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>9:</b>		<b>Announcements</b>	P. Marabella, MD, Chair
<b>10:</b>		<b>Public Comment:</b> See note below	
<b>11:</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: [ipoveda@calvivahealth.org](mailto:ipoveda@calvivahealth.org)

The next meeting will be held in Fresno County, March 17<sup>th</sup>, 2022.

For the address, please contact the Clerk to the Committee at: [ipoveda@calvivahealth.org](mailto:ipoveda@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.”**