

# AGENDA

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

Date: May 19<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: March 17 <sup>th</sup> , 2022	
Attachment B	CCC DMHC Expedited Grievance Report (Q1)	
Attachment C	Appeals & Grievances Validation Audit Summary (Q1)	
Attachment D	Appeals & Grievances Classification Audit Report (Q1)	
Attachment E	Appeals & Grievances Inter Rater Reliability Report (Q1)	
Attachment F	Specialty Referrals Report (Q1-Q3 2021)	
Attachment G	Standing Referral Report (Q1)	
Attachment H	Concurrent Review IRR Report (Q1)	
Attachment I	California Children's Service Report (Q1)	
Attachment J	Medical Policies Provider Updates (Q1)	
	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 K	Appeals & Grievances Dashboard (March)	
Attachment L	Appeals & Grievances Executive Summary (Q1)	
Attachment M	Appeals & Grievances Quarterly Member Report (Q1)	
Attachment N	Quarterly A & G Member Letter Monitoring Report (Q1)	
Attachment O	Potential Quality Issues (Q1)	
Attachment P	Provider Office Wait Time Report (Q1)	

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<b>4: Action</b>	<b>Health Equity &amp; Health Education Business</b>	P. Marabella, MD, Chair
	<i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	
Attachment Q	Health Equity Work Plan End of Year Evaluation & Executive Summary 2021	
Attachment R	Health Equity Program Description 2022	
Attachment S	Health Equity Work Plan 2022	
Attachment T	Health Equity Language Assistance Program Report	
Attachment U	Health Education Work Plan End of Year Evaluation & Executive Summary 2021	

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	Attachment V Attachment W	Health Education Program Description 2022 Health Education Work Plan 2022	
<b>5: Action</b>		<b>UM/CM Business</b>	P. Marabella, MD, Chair
	Attachment X Attachment Y Attachment Z Attachment AA	Key Indicator Report & Turn Around Time Report (March) Utilization Management Concurrent Review Report (Q1) TurningPoint Musculoskeletal Utilization Review (Q4) Case Management & CCM Report (Q1)	
<b>6: Action</b>		<b>Policy &amp; Procedure Business</b>	P. Marabella, MD, Chair
	Attachment BB	Appeals & Grievances Policy & Procedure Grid	
<b>7: Information</b>	Attachment CC	<b>Compliance Update</b> Compliance Regulatory Report	
<b>8:</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>9:</b>		<b>Announcements</b>	
<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, July 21, 2022.  
For 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.”**