

# AGENDA

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

Date: May 18<sup>th</sup>, 2023

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 16 <sup>th</sup> , 2023	
Attachment B	CCC DMHC Expedited Grievance Report (Q1)	
Attachment C	Appeals & Grievances Classification Audit Report (Q1)	
Attachment D	Appeals & Grievances Inter Rater Reliability Report (IRR) (Q1)	
Attachment E	Concurrent Review IRR Report (Q1)	
Attachment F	California Children's Services Report (Q1)	
Attachment G	Pharmacy Provider Updates (March/April)	
	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 H	Appeals & Grievances Dashboard and Turnaround Time Report (March)	
Attachment I	Appeals & Grievances Executive Summary (Q1)	
Attachment J	Appeals & Grievances Quarterly Member Report (Q1)	
Attachment K	Quarterly A & G Member Letter Monitoring Report (Q1)	
Attachment L	Appeals & Grievances Validation Audit Summary (Q4)	
Attachment M	Potential Quality Issues Report (Q1)	
Attachment N	Provider Office Wait Time Report (Q1)	
Attachment O	QIUM Committee Charter 2023 Update	

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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 the meeting)</i>	
Attachment P	Health Equity Work Plan End of Year Evaluation & Executive Summary 2022	
Attachment Q	Health Equity Program Description & Change Summary 2023	
Attachment R	Health Equity Work Plan & Executive Summary 2023	
Attachment S	Health Equity Language Assistance Program Report	
Attachment T	Health Education Work Plan End of Year Evaluation & Executive Summary 2022	

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Attachment U	Health Education Program Description & Change Summary 2023
Attachment V	Health Education Work Plan 2023

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<b>5: Action</b>	<b>UM/CM Business</b>	P. Marabella, MD, Chair
Attachment W	Key Indicator Report & Turn Around Time Report (March)	
Attachment X	Utilization Management Concurrent Review Report (Q1)	
Attachment Y	TurningPoint Musculoskeletal Utilization Review (Q4)	
Attachment Z	PA Member Letter Monitoring Report (Q1)	
Attachment AA	Medical Policies Provider Updates (Q1)	

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<b>6: Action</b>	<b>Policy &amp; Procedure Business</b>	P. Marabella, MD, Chair
Attachment BB	Appeals & Grievances Policy & Procedure Grid	

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<b>7: Information</b>	<b>Compliance Update</b>
Attachment CC	Compliance Regulatory Report

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<b>8:</b>	<b>Old Business</b>	P. Marabella, MD, Chair
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<b>9:</b>	<b>Announcements</b>
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<b>10:</b>	<b>Public Comment:</b> See note below
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<b>11:</b>	<b>Adjourn</b>	P. Marabella, MD, Chair
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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: [NNaoe@calvivahealth.org](mailto:NNaoe@calvivahealth.org)

The next meeting will be held in Fresno County, on July 20, 2023.  
For address, please contact the Clerk to the Committee at: [NNaoe@calvivahealth.org](mailto:NNaoe@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.”**