

AGENDA

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

Date: November 16th, 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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| 1: | Call to Order | P. Marabella, MD, Chair |
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| 2: Action | Consent Agenda | P. Marabella, MD, Chair |
| Attachment A | Committee Minutes: October 19 th , 2023 | |
| Attachment B | Standing Referrals Report (Q3) | |
| Attachment C | Specialty Referrals Report (Q3) | |
| Attachment D | California Children's Service Report (Q3) | |
| Attachment E | Concurrent Review Inter-Rater Reliability Report (Q3) | |
| Attachment F | County Relations Quarterly Report (Q3) | |
| Attachment G | NIA/Evolent (Q3) | |
| Attachment H | SPD HRA Outreach (Q2) | |
| Attachment I | Appeals & Grievances Inter-Rater Reliability Report (Q3) | |
| Attachment J | Appeals & Grievances Validation Audit Report (Q2) | |
| Attachment K | Customer Contact Center DMHC Expedited Grievance Report (Q3) | |
| Attachment L | Potential Quality Issues Report (Q3) | |
| Attachment M | Provider Preventable Conditions (Q3) | |
| Attachment N | Provider Office Wait Time Report (Q3) | |
| Attachment O | PA Member Letter Monitoring Report (Q3) | |
| Attachment P | Initial Health Appointment Quarterly Audit Report (Q2) | |
| | Medi-Cal Rx Contract drug list https://medi-calrx.dhcs.ca.gov/home/cdl/ <i>(Recommended Action: Approve Consent Agenda)</i> | |

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| 3: Action | QI Business | P. Marabella, MD, Chair |
| Attachment Q | Appeals & Grievances Dashboard (September) | |
| Attachment R | Appeals & Grievances Executive Summary (Q3) | |
| Attachment S | Appeals & Grievances Quarterly Member Report (Q3) | |
| Attachment T | Appeals & Grievances Classification Audit Report (Q3) | |
| Attachment U | Quarterly Appeals & Grievances Member Letter Monitoring Report (Q3) | |
| Attachment V | MHN Performance Indicator Report for Behavioral Health Services (Q3) | |
| Attachment W | Preventive Health Guidelines | |
| Attachment X | Lead Screening Quarterly Report (Q2) | |

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| 4: Action | | Key Presentations (PowerPoint Presentation - Presentation handouts available at meeting) CalViva Quality Improvement/HEDIS Update | P. Marabella, MD, Chair |
| 5: Action | Attachment Y | Access Business Access Work Group Quarterly Report (Q3) | P. Marabella, MD, Chair |
| 6: Action | Attachment Z Attachment AA Attachment BB Attachment CC | UM/CM Business Key Indicator Report and TAT Report (September) Utilization Management Concurrent Review Report (Q3) Case Management and CCM Report (Q3) Medical Policies Update (Q3) | P. Marabella, MD, Chair |
| 7: Action | Attachment DD Attachment EE Attachment FF Attachment GG Attachment HH | Pharmacy Business Pharmacy Executive Summary (Q3) Pharmacy Operations Metrics (Q3) Pharmacy Top 25 Prior Authorizations (Q3) Pharmacy Inter-Rater Reliability Results (IRR) (Q3) Pharmacy Provider Updates (Q3) | P. Marabella, MD, Chair |
| 8: Action | Attachment II | Policy & Procedure Business UMCM Policy Grid | P. Marabella, MD, Chair |
| 9: Action | Attachment JJ Attachment KK | Credentialing & Peer Review Subcommittee Business Credentialing Subcommittee Report (Q4) Peer Review Subcommittee Report (Q4) | P. Marabella, MD, Chair |
| 10: Information | Attachment LL | Compliance Update Compliance Regulatory Report | |
| 11: | | Old Business | P. Marabella, MD, Chair |
| 12: | | Announcements | |
| 13: | | Public Comment: See note below | |
| 14: | | Adjourn | 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: nnaoe@calvivahealth.org

The next meeting will be held in Fresno County, on February 15th, 2024.

For address, please contact the Clerk to the Committee at: 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.”