

AGENDA

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

Date: February 15th, 2024

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

Meeting Location: CalViva Health
7625 North Palm Ave, Suite 109
Fresno, CA 93711

1:	Call to Order	P. Marabella, MD, Chair
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2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: November 16 th , 2023	
Attachment B	Member Incentive Programs Semi-Annual Report (Q4)	
Attachment C	California Children’s Service Report (CCS) (Q4)	
Attachment D	Concurrent Review Inter-Rater Reliability Report (IRR) (Q4)	
Attachment E	Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q4)	
Attachment F	Provider Preventable Conditions (PPC) (Q4)	
Attachment G	Provider Office Wait Time Report (Q4)	
Attachment H	County Relations Quarterly Report (Q4)	
Attachment I	Customer Contact Center DMHC Expedited Grievance Report (Q4)	
Attachment J	SPD HRA Outreach (Q3)	
Attachment K	Enhanced Care Management and Community Supports Performance Report (Q3)	
Attachment L	TurningPoint Musculoskeletal Utilization Review (Q3)	
Attachment M	MedZed Integrated Care Management Report (Q3)	
	Medi-Cal Rx Contract drug list https://medi-calrx.dhcs.ca.gov/home/cdl/ <i>(Recommended Action: Approve Consent Agenda)</i>	

3: Action	QI Business	P. Marabella, MD, Chair
Attachment N	Appeals & Grievances Dashboard and Turnaround Time Report (December)	
Attachment O	Appeals & Grievances Executive Summary (Q4)	
Attachment P	Appeals & Grievances Quarterly Member Report (Q4)	
Attachment Q	Appeals & Grievances Classification Audit Report (Q4)	
Attachment R	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q4)	
Attachment S	Potential Quality Issues Report (Q4)	
Attachment T	NCQA System Controls Oversight Report	

4: Action	Quality Improvement/Utilization Management/Case Management Business	P. Marabella, MD, Chair
	(PowerPoint Presentation – Presentation handouts available at meeting)	
Attachment U	QI Work Plan End of Year Evaluation & Executive Summary 2023	

	Attachment V	UM/CM Work Plan End of Year Evaluation & Executive Summary 2023	
	Attachment W	UM Program Description and Change Summary 2024	
	Attachment X	CM Program Description and Change Summary 2024	
	Attachment Y	UM/CM Work Plan 2024	
5: Action		Access Business	P. Marabella, MD, Chair
	Attachment Z	Access Work Group Minutes from 11/28/2023	
	Attachment AA	Access Work Group Quarterly Report (Q4)	
6: Action		UM/CM Business	P. Marabella, MD, Chair
	Attachment BB	Key Indicator Report (December)	
	Attachment CC	UM Concurrent Review Report (Q4)	
	Attachment DD	Medical Policies Update (Q4)	
7: Information	Attachment EE	Compliance Update Compliance Regulatory Report	Mary Lourdes Leone
8: Action		Old Business	P. Marabella, MD, Chair
9:		Announcements	
10:		Public Comment: See note below	
11:		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: mmac@calvivahealth.org

The next meeting will be held in Fresno County, March 21st, 2024.

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