

# AGENDA

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

Date: March 21, 2024

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: February 15, 2024	
Attachment B	Specialty Referrals Report (Q4)	
Attachment C	Standing Referrals Report (Q4)	
Attachment D	Initial Health Appointment (IHA) Quarterly Report (Q3)	
Attachment E	SPD HRA Outreach (Q4)	
Attachment F	NIA/Evolent (Q4)	
Attachment G	MedZed Integrated Care Management Report (Q4)	
Attachment H	MHN Performance Indicator Report for Behavioral Health Services (Q4)	
Attachment I	Pharmacy Provider Updates (Q4)	
Attachment J	Performance Improvement Project Updates – Non-Clinical PIP	
Attachment K	PA Member Letter Monitoring Report (Q4)	
Attachment L	Enhanced Care Management (ECM) & Community Supports (CS) Performance Report (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
Attachment M	Appeals & Grievances Dashboard (January)	
Attachment N	Appeals & Grievances Validation Audit Summary (Q3)	
Attachment O	Blood Lead Screening Quarterly Report (Q3)	
Attachment P	QI/UM Committee Charter 2024	

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<b>4: Action</b>	<b>Key Presentation</b> <i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	P. Marabella, MD, Chair
Attachment Q	Quality Improvement/Health Education Annual Program Description 2024	
Attachment R	Quality Improvement/Health Education Annual Work Plan 2024	
Attachment S	PHM Assessment Report	
Attachment T	Population Segmentation Report	
Attachment U	NCQA Non-Behavioral Health Member Experience Report	
Attachment V	NCQA Behavioral Health Member Experience Report	

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<b>5: Action</b>		<b>UM/CM Business</b>	P. Marabella, MD, Chair
	Attachment W	Key Indicator Dashboard (January)	
	Attachment X	Case Management and CCM Report (2023)	
	Attachment Y	Inter-Rater Reliability Results (IRR) for Physicians and Non-Physicians 2023	
	Attachment Z	Medical Policies Provider Updates (Jan-Feb)	
	Attachment AA	NCQA UM System Controls Denials and Appeals Oversight Report 2023	
<b>6: Action</b>		<b>Pharmacy Business</b>	P. Marabella, MD, Chair
	Attachment BB	Pharmacy Executive Summary (Q4)	
	Attachment CC	Pharmacy Operations Metrics (Q4)	
	Attachment DD	Pharmacy Top 25 Prior Authorizations (Q4)	
	Attachment EE	Quality Assurance Reliability Results (IRR) for Pharmacy (Q4)	
<b>7: Action</b>		<b>Access Business</b>	P. Marabella, MD, Chair
	Attachment FF	Access Workgroup Report (Q1)	
<b>8: Action</b>		<b>Policy &amp; Procedure Business</b>	P. Marabella, MD, Chair
	Attachment GG	Pharmacy Policy Review	
<b>9: Action</b>		<b>Credentialing &amp; Peer Review Subcommittee Business</b>	P. Marabella, MD, Chair
	Attachment HH	Credentialing Subcommittee Report (Q1)	
	Attachment II	Peer Review Subcommittee Report (Q1)	
<b>10: Information</b>	Attachment JJ	<b>Compliance Update</b> Compliance Regulatory Report	
<b>11:</b>		<b>Old Business</b> Designation of Grievance Source: Member Vs. Family	P. Marabella, MD, Chair
<b>12:</b>		<b>Announcements</b>	
<b>13:</b>		<b>Public Comment:</b> See note below	
<b>14:</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: [NNaoe@calvivahealth.org](mailto:NNaoe@calvivahealth.org)

The next meeting will be held in Fresno County, May 16<sup>th</sup>, 2024.

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.”**