

AGENDA

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

Date: September 19, 2019
Time: 10:30 a.m. -12:00 p.m.

Meeting Location: CalViva Health
7625 North Palm Avenue; Suite #109
Fresno, CA 93711

1:		Call to Order	P. Marabella, MD, Chair
-----------	--	----------------------	-------------------------

2: Action		Consent Agenda	P. Marabella, MD, Chair
	Attachment A	Committee Minutes: July 18, 2019	
	Attachment B	2020 QIUM Meeting Schedule	
	Attachment C	California Children’s Service Report (CCS) (Q2)	
	Attachment D	Appeals & Grievances Classification Audit Report (Q2)	
	Attachment E	Appeals & Grievances Inter Rater Reliability Report (Q2)	
	Attachment F	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q2)	
	Attachment G	Customer Contact Center (CCC) DMHC Expedited Grievance Member Notification Report (Q2)	
	Attachment H	Health Education Incentive Programs- Semi-Annual Report (Q1 & Q2)	
		<i>Recommended Action: Approve Consent Agenda</i>	

3: Action		QI Business	P. Marabella, MD, Chair
		<u>Appeals & Grievances:</u>	
	Attachment I	Appeals & Grievances Dashboard & Turn Around Time Report (July)	
	Attachment J	Appeals & Grievances Executive Summary (Q2)	
	Attachment K	Appeals & Grievances Quarterly Member Report (Q2)	
	Attachment L	Initial Health Assessment Quarterly Audit Report (Q2)	
	Attachment M	Potential Quality Issues (Q2)	
	Attachment N	County Relations Quarterly Report (Q2)	

4: Action		Access Business	P. Marabella, MD, Chair
	Attachment O	Provider Office Wait Time Report (Q2)	

5: Action		Quality Improvement/Utilization Management Business	P. Marabella, MD, Chair
		<i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	
	Attachment P	Quality Improvement Mid-Year Work Plan Evaluation & Executive Summary	

	Attachment Q	Utilization Management & Case Management Mid-Year Work Plan Evaluation & Executive Summary	
	Attachment R	HEDIS 2019 update	
6: Action		UM Business	P. Marabella, MD, Chair
	Attachment S	Key Indicator Report & Turn Around Time Report (July)	
	Attachment T	Utilization Management Concurrent Review Report (Q2)	
	Attachment U	Case Management Report/TCM Report/Palliative Care Report (Q2)	
	Attachment V	Concurrent Review IRR Report (Q2)	
7: Action		Pharmacy Business	P. Marabella, MD, Chair
	Attachment W	Executive Summary (Q2)	
	Attachment X	Operations Metrics Report (Q2)	
	Attachment Y	Top 30 Prior Authorizations (Q2)	
8: Action		Credentialing & Peer Review Subcommittee Business	
	Attachment Z	Credentialing Subcommittee Report (Q3)	
	Attachment AA	Peer Review Subcommittee Report (Q3)	
9: Action		Compliance Update	Mary Beth Corrado, CCO
	Attachment BB	Compliance Regulatory Report	
10:		Old Business	P. Marabella, MD, Chair
11:		Announcements	
12:		Public Comment: See note below	
13:		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: aalvarado@calvivahealth.org

The next meeting will be held in Fresno County, October 17th, 2019.

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