

# AGENDA

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

Date: February 20, 2020

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

**Meeting Location:** CalViva Health  
7625 North Palm Avenue; 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: November 21, 2019	
Attachment B	Medical Policies Provider Update (Q3)	
Attachment C	California Children's Service Report (CCS) (Q4)	
Attachment D	CCC DMHC Expedited Grievance Report (Q4)	
Attachment E	Member Incentive Programs Semi-Annual Report	
Attachment F	A&G Inter Rater Reliability Report (IRR) (Q4)	
Attachment G	A&G Classification Audit Report (Q4)	
Attachment H	Quarterly A&G Member Letter Monitoring Report (Q4)	
Attachment I	Pharmacy Provider Update (Q4 2019 & Q1 2020) Pharmacy Formulary ( <i>full February PDL available at meeting</i> )	
	<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 J	Appeals & Grievances Dashboard (December)	
Attachment K	Appeals & Grievances Executive Summary (Q4)	
Attachment L	Appeals & Grievances Quarterly Member Report (Q4)	
Attachment M	County Relations Quarterly Report (Q4)	
Attachment N	Provider Preventable Conditions Report (Q4)	
Attachment O	Potential Quality Issues Report (Q4)	
Attachment P	Performance Improvement Project Update (PIPs) (BCS)	

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<b>4: Action</b>	<b>Quality Improvement/ Utilization Management/Case Management Business</b>	
	<i>(PowerPoint Presentation - Presentation handouts available at meeting)</i>	
Attachment Q	QI Executive Summary & 2019 Work Plan End of Year Evaluation	
Attachment R	UM/CM Executive Summary & 2019 Work Plan End of Year Evaluation	

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	Attachment S Attachment T	Utilization Management (UM) Program Description 2020 Case Management (CM) Program Description 2020	
<b>5: Action</b>	Attachment U	<b>Access Business</b> Specialty Referrals Reports: La Salle, First Choice Medical Group, IMG, Adventist, Central Valley Medical Physicians, Sante (Q4)	
<b>6: Action</b>	Attachment V Attachment W	<b>UM Business</b> Key Indicator Report & Turn Around Time Report (November) Inter-Rater Reliability Results (IRR) for Physicians and Non-Physicians	P. Marabella, MD, Chair
<b>7: Information</b>	Attachment X	<b>Compliance Update</b> Compliance Regulatory Report	
<b>8:</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>9:</b>		<b>Announcements</b>	
<b>10:</b>		<b>Public Comment:</b> See note below	
<b>11:</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: [aalvarado@calvivahealth.org](mailto:aalvarado@calvivahealth.org)

The next meeting will be held in Fresno County, March 19<sup>th</sup>, 2020.  
For address please contact the Clerk to the Committee at: [aalvarado@calvivahealth.org](mailto: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.”**