

AGENDA

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

Date: September 17th, 2020
Time: 10:30 a.m. -12:00 p.m.

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

Teleconference: 515-604-9000
Participant Code: 201089

:	Call to Order	P. Marabella, MD, Chair
2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: July 16 th , 2020	
Attachment B	Appeals & Grievances Classification Audit Report (Q2)	
Attachment C	Appeals & Grievances Inter Rater Reliability Report (Q2)	
Attachment D	Customer Contact Center (CCC) DMHC Expedited Grievance	
Attachment E	Member Incentive Programs – Semi-Annual Report (Q3 & Q4 2019)	
Attachment F	County Relations Quarterly Report (Q2)	
Attachment G	Pharmacy Provider Updates (Q2)	
	(Full August Formulary available upon request)	
3: Action	QI Business	P. Marabella, MD, Chair
Attachment H	Appeals & Grievances Dashboard (June)	
Attachment I	Appeals & Grievances Executive Summary (Q2)	
Attachment J	Appeals & Grievances Quarterly Member Report (Q2)	
Attachment K	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q2)	
Attachment L	IHA Quarterly Audit Report (Q1)	
Attachment M	California Children’s Service Report (CCS) (Q2)	
Attachment N	Emergency Drug Report	
Attachment O	Potential Quality Issues (Q2)	
4: Action	Quality Improvement/Utilization Management Business	P. Marabella, MD, Chair
Attachment P	Quality Improvement Mid-Year Work Plan Evaluation & Executive Summary	
Attachment Q	Utilization Management (UM)/Case Management (CM) Work Plan Mid-Year Evaluation and Executive Summary	
Attachment R	2020 HEDIS Results	

5: Action	Attachment S	Access Business Provider Office Wait Time Report (Q1)	P. Marabella, MD, Chair
6: Action	Attachment T Attachment U Attachment V Attachment W Attachment X	UM/CM Business Key Indicator Report (June) Utilization Management Concurrent Review Report (Q2) Concurrent Review IRR Report (Q2) PA Member Letter Monitoring Report (Q2) Case Management & CCM Quarterly Report (Q2)	P. Marabella, MD, Chair
7: Action	Attachment Y Attachment Z Attachment AA Attachment BB Attachment CC	Pharmacy Business Pharmacy Executive Summary (Q2) Pharmacy Operations Metrics (Q2) Pharmacy Top 30 Prior Authorizations (Q2) CalViva Health Pharmacy Call Report (Q2) Pharmacy Inter-Rater Reliability Results (IRR) (Q2)	
8: Action	Attachment DD	Policy Section QI Grid Quality Improvement Policy & Procedure Review 2020	P. Marabella, MD, Chair
9: Action	Attachment EE Attachment FF	Credentialing & Peer Review Subcommittee Business Credentialing Subcommittee Report (Q3) Peer Review Subcommittee Report (Q3)	
10: Information	Attachment GG	Compliance Update Compliance Regulatory Report	Mary Beth Corrado, CCO
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: handerson@calvivahealth.org

The next meeting will be held in Fresno County, October 15th, 2020.
For address please contact the Clerk to the Committee at: handerson@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.”