

AGENDA

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

Date: November 19th, 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

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

2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: October 15, 2020	
Attachment B	Provider Preventable Conditions (Q3)	
Attachment C	Standing Referrals Report (Q3)	
Attachment D	Appeals & Grievances Inter-Rater Reliability Report (Q3)	
Attachment E	Appeals & Grievances Classification Audit Report (Q3)	
Attachment F	Customer Contact Center DMHC Expedited Grievance Report (Q3)	
Attachment G	California Children's Service Report (Q3)	
Attachment H	Pharmacy Provider Updates (Q3)	
Attachment I	Compliance Update	
	<i>(full October PDL available at meeting)</i>	
	<i>Recommended Action: Approve Consent Agenda</i>	

3: Action	QI Business	P. Marabella, MD, Chair
	<u>Appeals & Grievances:</u>	
Attachment J	Appeals & Grievances Dashboard (September)	
	Appeals & Grievances Executive Summary (Q3)	
Attachment K	Appeals & Grievances Quarterly Member Report (Q3)	
Attachment L	Quarterly A&G Member Letter Monitoring Report (Q3)	
Attachment M	Potential Quality Issues Report (Q3)	
Attachment N	MHN Performance Indicator Report for Behavioral Health	
Attachment O	Services (Q3)	
	Facility Site & Medical Record & PARS Review Report (Q1 & Q2)	
Attachment P	Initial Health Assessment Quarterly Audit Report (Q3)	
Attachment Q	County Relations Quarterly Update Report (Q3)	
Attachment R		

4: Action	Attachment S Attachment T	Access Business Provider Office Wait Time Report (Q3) Specialty Referrals Report – HN (Q3)	P. Marabella, MD, Chair
5: Action	Attachment U Attachment V Attachment W Attachment X	UM Business Key Indicator Report & Turn Around Time Report (September) Utilization Management Concurrent Review Report (Q3) Concurrent Review Inter-Rater Reliability Audit Report (Q3) Case Management and CCM Report (Q3)	P. Marabella, MD, Chair
6: Action	Attachment Y	Policy & Procedure Public Health & County Relations Policy Grid	
7: Action	Attachment Z Attachment AA Attachment BB Attachment CC Attachment DD	Pharmacy Business Pharmacy Executive Summary (Q3) CalViva Health Pharmacy Call Report (Q3) Pharmacy Operations Metrics (Q3) Top 30 Prior Authorizations (Q3) Pharmacy Inter-Rater Reliability Report (Q3)	
8: Action	Attachment EE Attachment FF	Credentialing & Peer Review Subcommittee Business Credentialing Subcommittee Report Q4 Peer Review Subcommittee Report Q4	P. Marabella, MD, Chair
9: Information			
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: handerson@calvivahealth.org

The next meeting will be held in Fresno County, February 18th, 2021.
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.”