

AGENDA

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

Date: September 16th, 2021
Time: 10:30 a.m. -12:00 p.m.

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

Teleconference: 667-770-1025
Participant Code: 201089

1:	Call to Order	P. Marabella, MD, Chair
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2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: July 15 th , 2021	
Attachment B	Appeals & Grievances Classification Audit Report (Q2)	
Attachment C	Appeals & Grievances Inter Rater Reliability Report (IRR) (Q2)	
Attachment D	Appeals & Grievances Validation Audit Summary Report (Q2)	
Attachment E	Concurrent Review IRR Report (Q2)	
Attachment F	Customer Contact Center (CCC) DMHC Expedited Grievance Report (Q2)	
Attachment G	Member Incentive Programs - Semi-Annual Report (Q1 & Q2)	
Attachment H	California Children's Service Report (CCS) (Q2)	
Attachment I	County Relations Quarterly Update (Q2)	
Attachment J	Medical Policies Provider Updates (Q2)	
Attachment K	CalViva Health Pharmacy Call Report (Q2)	
Attachment L	Pharmacy Provider Updates (Q2)	
	<i>(Full August Formulary available upon request)</i>	

3: Action	QI Business	P. Marabella, MD, Chair
Attachment M	Appeals & Grievances Dashboard (July)	
Attachment N	Appeals & Grievances Executive Summary (Q2)	
Attachment O	Appeals & Grievances Quarterly Member Report (Q2)	
Attachment P	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q2)	
Attachment Q	Initial Health Assessment Quarterly Audit Report (Q4-2020)	
Attachment R	Potential Quality Issues (Q2)	

4: Action	Quality Improvement/Utilization Management Business	P. Marabella, MD, Chair
Attachment S	Quality Improvement Work Plan Mid-Year Evaluation and Executive Summary 2021	
Attachment T	Utilization Management (UM) / Case Management (CM) Work Plan Mid-Year Evaluation and Executive Summary 2021	

5: Action	Access Business	P. Marabella, MD, Chair
Attachment U	Provider Appt Availability & After-Hours Access Survey Results (Provider Update)	

6: Action	Attachment V Attachment W Attachment X	UM/CM Business Key Indicator Report and KIR Turnaround Time Report (June) PA Member Letter Monitoring Report (Q2) MedZed Report (Q2)	P. Marabella, MD, Chair
7: Action	Attachment Y Attachment Z Attachment AA Attachment BB	Pharmacy Business Pharmacy Executive Summary (Q2) Pharmacy Operations Metrics (Q2) Pharmacy Top 30 Prior Authorizations (Q2) Pharmacy Inter-Rater Reliability Results (IRR) (Q2)	P. Marabella, MD, Chair
8: Action	Attachment CC	Policy & Procedure Public Health Policy Grid	P. Marabella, MD, Chair
9: Action	Attachment DD Attachment EE	Credentialing & Peer Review Subcommittee Business Credentialing Sub-Committee Quarterly Report Peer Review Sub-Committee Quarterly Report	P. Marabella, MD, Chair
10: Information	Attachment FF	Compliance Update Compliance Regulatory Report	Mary Lourdes Leone, 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: jpoveda@calvivahealth.org

The next meeting will be held in Fresno County, October 21st, 2021.
For address, please contact the Clerk to the Committee at: jpoveda@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.”