

AGENDA

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

Date: May 16th, 2024

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

Meeting Location: CalViva Health

7625 North Palm Ave; Suite 109

Fresno, CA 93711

1:	Call to Order	P. Marabella, MD, Chair
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2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: March 21, 2024	
Attachment B	Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q1)	
Attachment C	Quarterly A & G Member Letter Monitoring Report (Q1)	
Attachment D	CCC DMHC Expedited Grievance Report (Q1)	
Attachment E	Concurrent Review IRR Report (Q1)	
Attachment F	Pharmacy Provider Updates (January and March)	
Attachment G	Provider Office Wait Time Report (Q1)	
Attachment H	California Children's Services Report (Q1)	
Attachment I	TurningPoint Musculoskeletal Utilization Review (Q4)	
Attachment J	PA Member Letter Monitoring Report (Q1)	
	Medi-Cal RX Contract Drug List https://medi-calrx.dhcs.ca.gov/home/cdl	
	<i>Recommended Action: Approve Consent Agenda</i>	

3: Action	QI Business	P. Marabella, MD, Chair
	<u>Appeals & Grievances:</u>	
Attachment K	Appeals & Grievances Dashboard (March)	
Attachment L	Appeals & Grievances Executive Summary (Q1)	
Attachment M	Appeals & Grievances Quarterly Member Report (Q1)	
Attachment N	Appeals & Grievances Classification Audit Report (Q1)	
Attachment O	Appeals & Grievances Validation Audit Summary (Q4)	
Attachment P	Potential Quality Issues Report (Q1)	

4: Action	Key Presentations	P. Marabella, MD, Chair
	<i>(PowerPoint Presentation - Presentation handouts available at the meeting)</i>	
Attachment Q	Health Equity Work Plan End-of-Year Evaluation & Executive Summary 2023	
Attachment R	Health Equity Program Description & Change Summary 2024	
Attachment S	Health Equity Work Plan & Executive Summary 2024	
Attachment T	Health Equity Language Assistance Program Report 2023	
Attachment U	Health Education Work Plan End-of-Year Evaluation & Executive Summary 2023	
Attachment V	PHM Effectiveness Analysis Report 2023	

	Attachment W Attachment X	PHM Strategy Program Description & Change Summary 2024 Continuity & Coordination Medical & Behavioral Healthcare Report 2023 Continuity & Coordination Medical & Behavioral Healthcare 2024	
5: Action		UM/CM Business	P. Marabella, MD, Chair
	Attachment Y Attachment Z Attachment AA Attachment BB	Key Indicator Report & Turn Around Time Report (March) Utilization Management Concurrent Review Report (Q1) NCQA UM System Controls Appeals & Denials Oversight Report Medical Policies Provider Updates (Q1)	
6: Action		Pharmacy Business	P. Marabella, MD, Chair
	Attachment CC Attachment DD Attachment EE Attachment FF	Pharmacy Executive Summary (Q1) Pharmacy Operations Metrics (Q1) Pharmacy Top 25 Prior Authorizations (Q1) Quality Assurance/Reliability Results (IRR) (Q1)	
7: Action		Policy & Procedure Business	P. Marabella, MD, Chair
	Attachment GG	Appeals & Grievances Policy & Procedure Annual Review	
8: Action		Oversight Audits	P. Marabella, MD, Chair
	Attachment HH Attachment II Attachment JJ	Utilization Management Care Management 2023 Quality Management 2024 Behavioral Health 2024	
9: Action		Access Business	P. Marabella, MD, Chair
	Attachment KK	Access Workgroup Minutes: January 30, 2024	
10: Information		Compliance Update	M.L. Leone, CCO
	Attachment LL	Compliance Regulatory Report	
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: MMAC@calvivahealth.org

The next meeting will be held in Fresno County, on July 18, 2024. For address, please contact the Clerk to the Committee at: MMAC@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.”