

AGENDA

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

Date: May 15th, 2025

Time: 10:00 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
2: Action	Consent Agenda Attachment A Committee Minutes: March 20, 2025 Attachment B Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q1) Attachment C Quarterly A & G Member Letter Monitoring Report (Q1) Attachment D Appeals & Grievances Classification Audit Report (Q1) Attachment E Quarterly CA Operations Oversight Audit of Call Center Inquiry Calls (Q1) Attachment F CCC DMHC Expedited Grievance Report (Q1) Attachment G Appeals & Grievances Validation Audit Summary (Q4) Attachment H Concurrent Review IRR Report (Q1) Attachment I Provider Office Wait Time Report (Q1) Attachment J California Children's Services Report (Q1) Attachment K TurningPoint Musculoskeletal Utilization Review (Q4) Attachment L PA Member Letter Monitoring Report (Q1) Attachment M Access Workgroup Quarterly Report Attachment N Clinical Practice Guidelines Attachment O Medical Policies Provider Updates (Q1) Medi-Cal RX Contract Drug List https://medi-calrx.dhcs.ca.gov/home/cdl <i>Recommended Action: Approve Consent Agenda</i>	P. Marabella, MD, Chair
3: Action	QI Business/Appeals & Grievances: Attachment P Appeals & Grievances Dashboard & Turn Around Time Report (March) Attachment Q Appeals & Grievances Executive Summary (Q1) Attachment R Appeals & Grievances Quarterly Member Report (Q1) Attachment S Potential Quality Issues Report (Q1) Attachment T NCQA System Controls CR Oversight Report	P. Marabella, MD, Chair
4: Action	Key Presentations <i>(PowerPoint Presentation - Presentation handouts available at the meeting)</i> Attachment U Health Equity Work Plan End-of-Year Evaluation & Executive Summary 2024 Attachment V Health Equity Program Description & Change Summary 2025 Attachment W Health Equity Work Plan & Executive Summary 2025	P. Marabella, MD, Chair

	Attachment X	Health Equity Language Assistance Program Report 2024	
	Attachment Y	Population Segmentation Report	
	Attachment Z	CalViva 2025 Long-Term Care Quality Assurance Performance Improvement Plan	
5: Action		UM/CM Business	P. Marabella, MD, Chair
	Attachment AA	Key Indicator Report & Turn Around Time Report (March)	
	Attachment BB	NCQA UM System Controls Appeals & Denials Oversight Report	
6: Action		Pharmacy Business	P. Marabella, MD, Chair
	Attachment CC	Pharmacy Executive Summary (Q1)	
	Attachment DD	Pharmacy Operations Metrics (Q1)	
	Attachment EE	Pharmacy Top 25 Prior Authorizations (Q1)	
	Attachment FF	Quality Assurance/Inter Rater Reliability Results (IRR) (Q1)	
7: Action		Policy & Procedure Business	P. Marabella, MD, Chair
	Attachment GG	Appeals & Grievances Policy & Procedure Annual Review	
8: Information		Compliance Update	M.L. Leone, CCO
	Attachment HH	Compliance Regulatory Report	
9:		Old Business	P. Marabella, MD, Chair
10:		Announcements	
11:		Public Comment: See note below	
12:		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 17, 2025. 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 healthcare providers and our community partners.”