

AGENDA

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

Date: September 18th, 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	P. Marabella, MD, Chair
Attachment A	Committee Minutes: July 17 th , 2025	
Attachment B	Appeals & Grievances Classification Audit Report (Q2)	
Attachment C	Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q2)	
Attachment D	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q2)	
Attachment E	Appeals & Grievances Validation Audit Summary Report (Q1)	
Attachment F	Customer Contact Center (CCC) DMHC Expedited Grievance Report (Q2)	
Attachment G	Call Center Inquiry Calls Audit (Q2)	
Attachment H	Member Incentive Programs - Semi-Annual Report (Q1 & Q2)	
Attachment I	PA Member Letter Monitoring Report (Q2)	
Attachment J	Performance Improvement Project Updates (PIPs)	
Attachment K	California Children's Service Report (CCS) (Q2)	
Attachment L	Initial Health Appointment Quarterly Audit Report (Q1)	
Attachment M	Concurrent Review IRR Report (Q2)	
Attachment N	County Relations Quarterly Update (Q2)	
Attachment O	MedZed Integrated Care Management Report (Q2)	
Attachment P	Evolent (NIA) Report (Q2)	
Attachment Q	Provider Office Wait Time (Q2)	
Attachment R	ECM & Community Supports Performance Report (Q2)	
Attachment S	Access Workgroup Committee Minutes 5/27/25, 6/24/25	
Attachment T	Medical Policies Updates (June, July)	
Attachment U	Pharmacy Provider Updates (Q3)	
Attachment V	Disparities Analysis and Actions Report 2025	
Medi-Cal Rx Contract Drug List https://medi-calrx.dhcs.ca.gov/home/cdl/		
Recommended Action: <i>Approve Consent Agenda</i>		
3: Action	QI Business	P. Marabella, MD, Chair
	<i>(PowerPoint Presentations will be used for some items - Handouts will be available at the meeting)</i>	
Attachment W	Appeals & Grievances Dashboard and Turnaround Time Report (July)	
Attachment X	Appeals & Grievances Executive Summary (Q2)	
Attachment Y	Appeals & Grievances Quarterly Member Report (Q2)	
Attachment Z	Potential Quality Issues (Q2)	
Attachment AA	Lead Screening Quarterly Report (Q1)	

4: Action		Key Presentations <i>(PowerPoint Presentations will be used for these items - Handouts will be available at the meeting)</i>	P. Marabella, MD, Chair
	Attachment BB	RY2025 HEDIS® Results & Quality Improvement Update	
	Attachment CC	Quality Improvement and Health Education Work Plan Mid-Year Evaluation and Executive Summary 2025	
	Attachment DD	Utilization Management (UM) /Care Management (CM) Work Plan Mid-Year Evaluation and Executive Summary 2025	
	Attachment EE	Population Health Management Program Effectiveness Report 2025	
	Attachment FF	Skilled Nursing Facility (SNF) Quality Assurance and Performance Improvement Plan (QAPI) Dashboard	
5: Action		UM/CM/PHM Business <i>(PowerPoint Presentations will be used for some items - Handouts will be available at the meeting)</i>	P. Marabella, MD, Chair
	Attachment GG	Key Indicator Report and Turnaround Time Report (July)	
	Attachment HH	Utilization Management Concurrent Review Report (Q2)	
	Attachment II	Care Management and CCM Report (Q2)	
6: Action		Pharmacy Business	P. Marabella, MD, Chair
	Attachment JJ	Pharmacy Executive Summary (Q2)	
	Attachment KK	Pharmacy Operations Metrics (Q2)	
	Attachment LL	Pharmacy Top 25 Prior Authorizations (Q2)	
	Attachment MM	Pharmacy Inter-Rater Reliability Results (IRR) (Q2)	
7: Action		Credentialing & Peer Review Subcommittee Business	P. Marabella, MD, Chair
	Attachment NN	Credentialing Sub-Committee Quarterly Report (Q3)	
	Attachment OO	Peer Review Sub-Committee Quarterly Report (Q3)	
8: Action		Access Business	P. Marabella, MD, Chair
	Attachment PP	Access Workgroup Quarterly Report (Q3)	
9: Information	Attachment QQ	Compliance Update Compliance Regulatory Report	Mary Lourdes Leone, CCO
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: mmac@calvivahealth.org

The next meeting will be held in Fresno County on October 16th, 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 health care providers and our community partners.”