

# AGENDA

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

Date: September 19<sup>th</sup>, 2024  
Time: 10:30 a.m. -12:00 p.m.

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

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<b>1:</b>	<b>Call to Order</b>	P. Marabella, MD, Chair
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<b>2: Action</b>	<b>Consent Agenda</b>	P. Marabella, MD, Chair
Attachment A	Committee Minutes: July 18 <sup>th</sup> , 2024	
Attachment B	QIUM Committee Meeting Calendar 2025	
Attachment C	Appeals & Grievances Classification Audit Report (Q2)	
Attachment D	Appeals & Grievances Inter-Rater Reliability Report (IRR) (Q2)	
Attachment E	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q2)	
Attachment F	Appeals & Grievances Validation Audit Summary Report (Q1)	
Attachment G	Customer Contact Center (CCC) DMHC Expedited Grievance Report (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)	
	Medi-Cal Rx Contract Drug List <a href="https://medi-calrx.dhcs.ca.gov/home/cdl/">https://medi-calrx.dhcs.ca.gov/home/cdl/</a>	
	Recommended Action: <i>Approve Consent Agenda</i>	

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<b>3: Action</b>	<b>QI Business</b>	P. Marabella, MD, Chair
	<i>(PowerPoint Presentations will be used for some items - Handouts will be available at the meeting)</i>	
Attachment S	Appeals & Grievances Dashboard (July)	
Attachment T	Appeals & Grievances Executive Summary (Q2)	
Attachment U	Appeals & Grievances Quarterly Member Report (Q2)	
Attachment V	Potential Quality Issues (Q1 & Q2)	
Attachment W	Lead Screening Quarterly Report (Q1)	
Attachment X	Call Center Inquiry Calls Audit (Q2)	

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<b>4: Action</b>	<b>Key Presentations</b>	P. Marabella, MD, Chair
	<i>(PowerPoint Presentations will be used for these items - Handouts will be available at the meeting)</i>	

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	Attachment Y	RY2024 HEDIS® Results & Quality Improvement Update	
	Attachment Z	Quality Improvement and Health Education Work Plan Mid-Year Evaluation and Executive Summary 2024	
	Attachment AA	Utilization Management (UM) /Care Management (CM) Work Plan Mid-Year Evaluation and Executive Summary 2024	
<b>5: Action</b>		<b>UM/CM/PHM Business</b> <i>(PowerPoint Presentations will be used for some items - Handouts will be available at the meeting)</i>	P. Marabella, MD, Chair
	Attachment BB	Key Indicator Report (July)	
	Attachment CC	Utilization Management Concurrent Review Report (Q2)	
	Attachment DD	Care Management and CCM Report (Q2)	
	Attachment EE	Medical Policies Updates (June, July)	
	Attachment FF	Prior Authorization Requirements (August)	
<b>6: Action</b>		<b>Pharmacy Business</b>	P. Marabella, MD, Chair
	Attachment GG	Pharmacy Executive Summary (Q2)	
	Attachment HH	Pharmacy Operations Metrics (Q2)	
	Attachment II	Pharmacy Top 25 Prior Authorizations (Q2)	
	Attachment JJ	Pharmacy Inter-Rater Reliability Results (IRR) (Q2)	
	Attachment KK	Pharmacy Provider Updates (Q2, July)	
<b>7: Action</b>		<b>Credentialing &amp; Peer Review Subcommittee Business</b>	P. Marabella, MD, Chair
	Attachment LL	Credentialing Sub-Committee Quarterly Report (Q3)	
	Attachment MM	Peer Review Sub-Committee Quarterly Report (Q3)	
<b>8: Action</b>		<b>Access Business</b>	P. Marabella, MD, Chair
	Attachment NN	Access Workgroup Committee Minutes 6/13/24, 6/27/24	
	Attachment OO	Access Workgroup Quarterly Report (Q3)	
<b>9: Information</b>		<b>Compliance Update</b>	Mary Lourdes Leone, CCO
	Attachment PP	Compliance Regulatory Report	
<b>10:</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>11:</b>		<b>Announcements</b>	
<b>12:</b>		<b>Public Comment:</b> See note below	
<b>13:</b>		<b>Adjourn</b>	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](mailto:mmac@calvivahealth.org)

The next meeting will be held in Fresno County, on October 17<sup>th</sup>, 2024. For address, please contact the Clerk to the Committee at: [mmac@calvivahealth.org](mailto: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.”**