

AGENDA

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

Date: November 21st, 2024

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: October 19 th , 2024	
Attachment B	Standing Referrals Report (Q3)	
Attachment C	California Children’s Service Report (Q3)	
Attachment D	Concurrent Review Inter-Rater Reliability Report (Q3)	
Attachment E	Evolent (NIA) (Q3)	
Attachment F	Appeals & Grievances Inter-Rater Reliability Report (Q3)	
Attachment G	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q3)	
Attachment H	Appeals & Grievances Validation Audit Report (Q2)	
Attachment I	Customer Contact Center DMHC Expedited Grievance Report (Q3)	
Attachment J	Potential Quality Issues Report (PH & BH) (Q3)	
Attachment K	Provider Preventable Conditions (Q3)	
Attachment L	Lead Screening Quarterly Report (Q2)	
Attachment M	Initial Health Appointment Quarterly Audit Report (Q2)	
Attachment N	County Relations Quarterly Report (Q3)	
Attachment O	Pharmacy Provider Updates (Q2)	
Attachment P	Compliance Regulatory Report	
	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
Attachment Q	Appeals & Grievances Dashboard and Turnaround Time Report (September)	
Attachment R	Appeals & Grievances Executive Summary (Q3)	
Attachment S	Appeals & Grievances Quarterly Member Report (Q3)	
Attachment T	Appeals & Grievances Classification Audit Report (Q3)	
Attachment U	Call Center Inquiry Audit Report (Q3)	
Attachment V	Preventive Health Guidelines 2024	

4: Action	Key Presentations	P. Marabella, MD, Chair
	(PowerPoint Presentation - Presentation handouts available at meeting)	
	Quarterly CAHPS Root Cause Analysis Report (Q3)	
	SB 1019 Non-Specialty Mental Health Services	
Attachment W	CalViva Operations Guide Annual Review	

5: Action		UM/CM Business	P. Marabella, MD, Chair
	Attachment X	Key Indicator Report & TAT (September)	
	Attachment Y	Utilization Management Concurrent Review Report (Q3)	
	Attachment Z	Specialty Referrals Report – HN (Q3)	
	Attachment AA	PA Member Letter Monitoring Report (Q3)	
	Attachment BB	Case Management and CCM Report (Q3)	
	Attachment CC	Medical Policies Update (October & September)	
6: Action		Pharmacy Business	P. Marabella, MD, Chair
	Attachment DD	Pharmacy Executive Summary (Q3)	
	Attachment EE	Pharmacy Operations Metrics (Q3)	
	Attachment FF	Pharmacy Top 25 Prior Authorizations (Q3)	
	Attachment GG	Pharmacy Quality Assurance Results (Q3)	
7: Action		Policy & Procedure Business	P. Marabella, MD, Chair
	Attachment HH	UMCM Annual Policy & Procedure Review	
8: Action		Credentialing & Peer Review Subcommittee Business	P. Marabella, MD, Chair
	Attachment II	Credentialing Subcommittee Report (Q4)	
	Attachment JJ	Peer Review Subcommittee Report (Q4)	
9: Action		Access Business	P. Marabella, MD, Chair
	Attachment KK	Provider Office Wait Time Report (Q3)	
	Attachment LL	Access Work Group Quarterly Summary (November)	
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 February 20th, 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.”