

# AGENDA

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

Date: February 20th, 2025

Time: 10:00 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: November 21 <sup>st</sup> , 2024	
Attachment B	Member Incentive Programs Semi-Annual Report (Q3 &Q4)	
Attachment C	California Children’s Service Report (Q4)	
Attachment D	Concurrent Review Inter-Rater Reliability Report (Q4)	
Attachment E	Appeals & Grievances Inter-Rater Reliability Report (Q4)	
Attachment F	Provider Preventable Conditions (Q4)	
Attachment G	Provider Office Wait Time Report (Q4)	
Attachment H	County Relations Quarterly Report (Q4)	
Attachment I	Customer Contact Center DMHC Expedited Grievance Report (Q4)	
Attachment J	SPD HRA Outreach (Q3)	
Attachment K	Enhanced Care Management and Community Supports Performance Report (Q3)	
Attachment L	TurningPoint Musculoskeletal Utilization Review (Q3)	
Attachment M	MedZed Integrated Care Management Report (Q3)	
Attachment N	Access Work Group Minutes from 12/03/2024	
Attachment O	Access Work Group Quarterly Report (Q4)	
	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> <i>(Recommended Action: Approve Consent Agenda)</i>	

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<b>3: Action</b>	<b>QI Business</b>	P. Marabella, MD, Chair
	(PowerPoint Presentation – Presentation handouts available at meeting)	
Attachment P	Appeals & Grievances Dashboard (December 2024)	
Attachment Q	Appeals & Grievances Executive Summary (Q4)	
Attachment R	Appeals & Grievances Quarterly Member Report (Q4)	
Attachment S	Appeals & Grievances Classification Audit Report (Q4)	
Attachment T	Appeals & Grievances Member Letter Monitoring Report (Q4)	
Attachment U	Call Center Inquiry Audit Report (Q4)	
Attachment V	Behavioral Health Performance Indicator Report (Q3)	
Attachment W	Potential Quality Issues Report (Q4)	

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<b>4: Action</b>	<b>Quality Improvement/Utilization Management/Case Management Business</b>	P. Marabella, MD, Chair
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	Attachment X	(PowerPoint Presentation – Presentation handouts available at meeting) QI/HE Work Plan End of Year Evaluation & Executive Summary 2024	
	Attachment Y	UM/CM Work Plan End of Year Evaluation & Executive Summary 2024	
	Attachment Z	UM Program Description and Change Summary 2025	
	Attachment AA	CM Program Description and Change Summary 2025	
	Attachment BB	UM/CM Work Plan 2025	
	Attachment CC	NCQA Non-Behavioral Health Member Experience Report MY 2023	
<b>5: Action</b>		<b>UM/CM Business</b> (PowerPoint Presentation – Presentation handouts available at meeting)	P. Marabella, MD, Chair
	Attachment DD	Key Indicator Report (December)	
	Attachment EE	UM Concurrent Review Report (Q4)	
	Attachment FF	Medical Policies Update (Q4)	
<b>6: Action</b>		<b>Oversight Audit Business</b>	P. Marabella, MD, Chair
	Attachment GG	UM/CM	
	Attachment HH	Continuity of Care	
	Attachment II	Emergency Services	
	Attachment JJ	Pharmacy	
<b>7: Action</b>		<b>Policy &amp; Procedure Business</b>	P. Marabella, MD, Chair
	Attachment KK	UM-001 Post-Stabilization Care Requests	
<b>8: Information</b>	Attachment LL	<b>Compliance Update</b> Compliance Regulatory Report	Mary Lourdes Leone
<b>9: Action</b>		<b>Old Business</b>	P. Marabella, MD, Chair
<b>10:</b>		<b>Announcements</b>	
<b>11:</b>		<b>Public Comment:</b> See note below	
<b>12:</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, March 20th, 2025.

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.”**