

# AGENDA

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

Date: November 20<sup>th</sup>, 2025

Time: 10:00 a.m. -12:00 p.m.

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

<b>1:</b>		<b>Call to Order</b>	P. Marabella, MD, Chair
<b>2: Action</b>		<b>Consent Agenda</b>	P. Marabella, MD, Chair
	Attachment A	Committee Minutes: October 16 <sup>th</sup> , 2025	
	Attachment B	Standing Referrals Report (Q3)	
	Attachment C	Specialty Referrals Report – HN (Q3)	
	Attachment D	California Children’s Services Report (Q3)	
	Attachment E	Concurrent Review Inter-Rater Reliability Report (Q3)	
	Attachment F	Evolent (NIA) (Q3)	
	Attachment G	Appeals & Grievances Inter-Rater Reliability Report (Q3)	
	Attachment H	Quarterly Appeals & Grievances Member Letter Monitoring Report (Q3)	
	Attachment I	Appeals & Grievances Validation Audit Report (Q2)	
	Attachment J	Customer Contact Center DMHC Expedited Grievance Report (Q3)	
	Attachment K	Call Center Inquiry Audit Report (Q3)	
	Attachment L	Potential Quality Issues Report (PH & BH) (Q3)	
	Attachment M	Provider Preventable Conditions (Q3)	
	Attachment N	Initial Health Appointment Quarterly Audit Report (Q2)	
	Attachment O	County Relations Quarterly Report (Q3)	
	Attachment P	Health Equity Defining the Community Report RY2025	
	Attachment Q	PA Member Letter Monitoring Report (Q3)	
	Attachment R	Medical Policies Update (October, September)	
	Attachment S	Pharmacy Provider Updates (Q3)	
	Attachment T	Preventive Health Guidelines 2025	
	Attachment U	Provider Office Wait Time Report (Q3)	
	Attachment V	Provider Appointment Availability & After-Hours Access Survey Results	
	Attachment W	Access Work Group Quarterly Summary (November)	
		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: Approve Consent Agenda)	
<b>3: Action</b>		<b>QI Business</b>	P. Marabella, MD, Chair
	Attachment X	(PowerPoint Presentation - Presentation handouts available at meeting)	
	Attachment Y	Appeals & Grievances Dashboard & Turnaround Time Report (Sept.)	
	Attachment Z	Appeals & Grievances Executive Summary (Q3)	
	Attachment AA	Appeals & Grievances Quarterly Member Report (Q3)	
	Attachment BB	Appeals & Grievances Classification Audit Report (Q3)	
		Lead Screening Quarterly Report (Q2)	

<b>4: Action</b>		<b>Key Presentations</b> (PowerPoint Presentation - Presentation handouts available at meeting)	P. Marabella, MD, Chair
	Attachment CC	Annual Regulatory CAHPS Summary Report	
	Attachment DD	Health Equity Geo Access Report 2025	
	Attachment EE	PHM Assessment Report 2024	
	Attachment FF	CalViva Operations Guide Annual Review	
<b>5: Action</b>		<b>UM/CM Business</b>	P. Marabella, MD, Chair
	Attachment GG	Key Indicator Report & TAT (September)	
	Attachment HH	Utilization Management Concurrent Review Report (Q3)	
	Attachment II	Case Management and CCM Report (Q3)	
	Attachment JJ	Over Under Utilization Report (Q1 -Q2)	
<b>6: Action</b>		<b>Pharmacy Business</b>	P. Marabella, MD, Chair
	Attachment KK	Pharmacy Executive Summary (Q3)	
	Attachment LL	Pharmacy Operations Metrics (Q3)	
	Attachment MM	Pharmacy Top 25 Prior Authorizations (Q3)	
	Attachment NN	Pharmacy Quality Assurance Results (Q3)	
<b>7: Action</b>		<b>Policy &amp; Procedure Business</b>	P. Marabella, MD, Chair
	Attachment OO	UMCM & Public Health Annual Policy & Procedure Review	
	Attachment PP	Prior Authorization Changes for 2026	
<b>8: Action</b>		<b>Credentialing &amp; Peer Review Subcommittee Business</b>	P. Marabella, MD, Chair
	Attachment QQ	Credentialing Subcommittee Report (Q4)	
	Attachment RR	Peer Review Subcommittee Report (Q4)	
<b>9: Information</b>		<b>Compliance Update</b>	Mary Lourdes Leone, CCO
	Attachment SS	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 February 19<sup>th</sup>, 2026. 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.”**