

AGENDA

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

Date: February 19th, 2026

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
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2: Action	Consent Agenda	P. Marabella, MD, Chair
Attachment A	Committee Minutes: November 20th, 2025	
Attachment B	Appeals & Grievances Inter-Rater Reliability Report (Q4)	
Attachment C	Appeals & Grievances Classification Audit Report (Q4)	
Attachment D	Appeals & Grievances Member Letter Monitoring Report (Q4)	
Attachment E	Customer Contact Center DMHC Expedited Grievance Report (Q4)	
Attachment F	Concurrent Review Inter-Rater Reliability Report (Q4)	
Attachment G	Member Incentive Programs Semi-Annual Report (Q3 &Q4)	
Attachment H	Call Center Inquiry Audit Report (Q4)	
Attachment I	Enhanced Care Management and Community Supports Performance Report (Q3)	
Attachment J	Provider Office Wait Time Report (Q4)	
Attachment K	Provider Preventable Conditions (Q4)	
Attachment L	County Relations Quarterly Report (Q4)	
Attachment M	California Children’s Service Report (Q4)	
Attachment N	SPD HRA Outreach (Q3)	
Attachment O	TurningPoint Musculoskeletal Utilization Review (Q3)	
Attachment P	Access Work Group Minutes from 9/30/25, 12/02/2025	
	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
	(PowerPoint Presentation – Presentation handouts available at meeting)	
Attachment Q	Appeals & Grievances Dashboard & Turnaround Time Report (DEC 2025)	
Attachment R	Appeals & Grievances Executive Summary (Q4)	
Attachment S	Appeals & Grievances Quarterly Member Report (Q4)	
Attachment T	Behavioral Health Performance Indicator Report (Q3)	
Attachment U	Potential Quality Issues Report (Q4)	

4: Action		Quality Improvement/Utilization Management/Case Management Business (PowerPoint Presentation – Presentation handouts available at meeting) Attachment V QI/HE Work Plan End of Year Evaluation & Executive Summary 2025 Attachment W UM/CM Work Plan End of Year Evaluation & Executive Summary 2025 Attachment X CM Program Description and Change Summary 2026 Attachment Y Skilled Nursing Facility Quality Assurance and Performance Improvement Plan Dashboard Report (Q3) Attachment Z NCQA Non-Behavioral Health Member Experience Report MY 2024 Attachment AA NCQA Behavioral Health Member Experience Report MY 2024	P. Marabella, MD, Chair
5: Action		UM/CM Business (PowerPoint Presentation – Presentation handouts available at meeting) Attachment BB Key Indicator Report & Turnaround Time Report (DEC 2025) Attachment CC UM Concurrent Review Report (Q4) Attachment DD Medical Policies Update (Q4)	P. Marabella, MD, Chair
6: Action		Oversight Audit Business Attachment EE Continuity of Care Attachment FF Pharmacy	P. Marabella, MD, Chair
7: Information	Attachment GG	Compliance Update Compliance Regulatory Report	Mary Lourdes Leone
8: Action		Old Business	P. Marabella, MD, Chair
9:		Announcements	
10:		Public Comment: See note below	
11:		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, March 19th, 2026.

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.”