



Santa Clara
Family Health Plan
The Spirit of Care



**Regular Meeting of the
Santa Clara County Health Authority
Utilization Management Committee**

Wednesday, January 17, 2018

6:00 PM - 7:30 PM

210 E. Hacienda Avenue

Campbell, CA 95008

AGENDA

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|--|--------------|------|---------|
| 1. Introduction | Dr. Lin | 6:00 | 5 min. |
| 2. Meeting Minutes | Dr. Lin | 6:05 | 5 min. |
| Review minutes of the October 18, 2017 Utilization Management Committee meeting. | | | |
| Possible Action: Approve 10/18/2017 minutes | | | |
| 3. Public Comment | Dr. Lin | 6:10 | 5 min. |
| Members of the public may speak to any item not on the agenda; two minutes per speaker. The Committee reserves the right to limit the duration of public comment period to 30 minutes. | | | |
| 4. CEO Update | Ms. Tomcala | 6:15 | 10 min. |
| Discuss status of current topics and initiatives. | | | |
| 5. Discussion Items/Follow up Items | | | |
| None | | | |
| 6. Action Items | Ms. Castillo | 6:25 | 25 min. |
| a. Hierarchy of UM Criteria | | | |
| b. Review of Policies | | | |
| i. HS.01 Prior Authorization | | | |
| ii. HS.02 Medical Necessity Criteria | | | |
| iii. HS.03 Appropriate Professionals | | | |
| iv. HS.04 Denial Notification | | | |
| v. HS.05 Evaluation of New Tech | | | |
| vi. HS.06 Emergency Services | | | |
| vii. HS.07 Clinical Practice Guidelines | | | |
| viii. HS.08 Second Opinion | | | |
| ix. HS.09 Interrater Reliability | | | |
| x. HS.10 Financial Incentive | | | |
| xi. HS.11 Informed Consent | | | |

- xii. HS.12 Preventive Health Guidelines
Possible Action: Approve UM policies as presented.
- c. UM Program Description 2018
Possible Action: Approve UM Program Description
- d. Care Coordinator Guidelines 2018 –
 - Discussion of the request to change the Long Term Care authorizations to 6 months vs. 1 year
Possible Action: Approve Care Coordinator Guidelines

7. Reports (MediCal/SPD, Healthy Kids)

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|---|---------------|------|---------|
| a. Membership | Dr. Robertson | 6:50 | 5 min. |
| b. UM Reports 2018 | Dr. Boris | 6:55 | 10 min. |
| i. Dashboard Metrics: Turn Around Time (Cal MediConnect/Medi-Cal) | | | |
| ii. Standard Utilization: Metrics PowerPoint | | | |
| Follow up items: | | | |
| a. Primary diagnosis for readmits by Line of Business | | | |
| b. CPT codes for all members with bariatric surgery (what was most frequent procedure requested?) | | | |
| c. CMC readmit rates Q12017 was 9%; (review change) | | | |
| d. Data on OB inpatient admissions by hospital | | | |
| c. IRR Behavioral Health | Dr. Boris | 7:05 | 5 min. |
| d. Annual Specialty Referral Tracking of Procedures HS.01.02 | Dr. Boris | 7:10 | 5 min. |
| e. HS 04.01 Reporting Quality Monitoring of Plan Auths, Denials, etc. (Q4 17) | Ms. Castillo | 7:15 | 5 min. |
| f. Review of the Physician Peer to Peer process | Dr. Boris | 7:20 | 5 min. |

- 8. Adjournment** Dr. Lin 7:25
- Next meeting: Wednesday, April 18, 2018 6 p.m.

Notice to the Public—Meeting Procedures

Persons wishing to address the Utilization Management Committee on any item on the agenda are requested to advise the recorder so that the Chairperson can call on them when the item comes up for discussion.

The Utilization Management Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.

In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Caroline Alexander 48 hours prior to the meeting at 408-874-1835.

To obtain a copy of any supporting document that is available, contact Caroline Alexander at 408-874-1835. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.

This agenda and meeting documents are available at www.scfhp.com.