



Regular Meeting of the Santa Clara County Health Authority Provider Advisory Council (PAC)

Thursday, May 4, 2017
12:15 PM – 1:45 PM
210 E. Hacienda Avenue
Campbell, CA 95008

Minutes

Members Present:

Thad Padua, M.D., Chair
Steve Church
Bridget Harrision, M.D.
Peter Nguyen, D.O.
Jimmy Lin, M.D.
Sherri Sager

Members Not Present:

Kingston Lum
Dolly Goel, M.D.
Dave Mineta

Guest Present:

Peter Goll, CEO, PMG, San Jose

Staff Present:

Christine Tomcala, Chief Executive Officer
Jeff Robertson, M.D., Chief Medical Officer
Chris Turner, Interim Chief Operating Officer
Sherry Holm, Behavioral Health Program Manager
Johanna Liu, Director of QI & RX
Lori Andersen, Operations Director, LTSS
Abby Baldovinos, Sr. Provider Services Representative
Art Shaffer, Sr. Provider Services Representative
Claudia Graciano, Sr. Provider Services Representative
Robyn Esparza, Administrative Assistant

Staff Not Present:

Jennifer Clements, Director of PNM
Irene Walsh, MLTSS Provider Services Representative
Lily Boris, MD, Medical Director
Lori Anderson, Operations Director, LTSS

1. **Roll Call**

Thad Padua, MD, Chairperson, called the meeting to order at 12:30 pm. Roll call was taken and a quorum was established.

2. **MINUTES REVIEW AND APPROVAL**

Meeting minutes were reviewed. Dr. Padua asked the Committee if there were any additional questions or comments regarding the February 2, 2017 meeting minutes.

- ✓ It was moved, seconded that the February 2, 2017 minutes be approved.

3. **PUBLIC COMMENT**

- ✓ There were no public comments.

4. **COMMITTEE MEMBERSHIP**

a) **Resignation of Dr. Tuyen Ngo, President, Premier Care**

Dr. Padua, Chair, advised the Committee that Dr. Tuyen Ngo, President, Premier Care, is moving on to other roles within the Premier Care organization and that Dr. Chung Vu, President of Premier Care, will be his successor and taking his place as a PAC Committee representative.

b) **Introduction of New Committee Member**

Dr. Padua, Chair, introduced and welcomed Dr. Chung Vu, President, and Premier Care, who is replacing the vacating member Dr. Tuyen Ngo, to the Committee. Dr. Vu's CV was presented and reviewed by the Committee.

- ✓ Dr. Vu's Committee membership approved.

c) **Committee Membership Roster**

Per last month's meeting, the Committee Membership Roster was presented for the Committee reference.

5. **CHIEF EXECUTIVE OFFICER UPDATE**

Ms. Tomcala presented the April 2017 Membership Summary, noting the current enrollment is 277,665, with the majority of our membership in Medi-Cal, down 1000 members since January

- Healthy Kids: 2,794
- Cal MediConnect: 7,567
- Medi-Cal: 267,304

With regard to Medi-Cal Membership by Age Group and Network, Ms. Tomcala presented the following:

- Pediatrics: 41%
- Adults: 59%

Ms. Tomcala discussed the following current events:

a) **Affordable Care Acts House Vote**

Ms. Tomcala advised the Committee that the House vote on the Affordable Care Act (ACA) passed today with 217 in favor and 212 opposed.

b) **DHCS Audit**

Ms. Tomcala advised the Committee that the Plan was audited by the Department of Health Care Services (DHCS) in April of this year. The audit was the annual medical audit and that it went quite well. The Plan has been working diligently to identify any areas that needed improvement in regards to compliance and implement required policies and procedures. She noted that the auditors appreciated all the work the Health Plan has done to accomplish this task since the last Corrective Action Plan (CAP). The remaining compliance gap involves Provider Dispute Resolutions (PDRs). The Plan continues to work diligently and it will be completed by end of year.

c) **Claims System Upgrade**

Ms. Tomcala advised Committee The Plan has been using two systems to process claims: Cal MediConnect (CMC) claims processed by the QNXT system and Medi-Cal (MC) claims processed by XPRESS, a much older system. The Plan is in the process of converting our MC system over to QNXT, so we will now have a single platform processing all claims for all lines of business. The go live date for QNXT is July 1, 2017.

6. **Chief Medical Officer**

Dr. Robertson discussed the following items:

a) SCFHP 20th Anniversary

Dr. Robertson, CMO, informed the Committee that in honor of SCFHP's 20th Anniversary the Marketing Department asked a photographer to attend today's meeting to take photographs throughout the meeting. These pictures will be included in an album of events which is being created in celebration of our anniversary.

b) Technology Upgrade

Dr. Robertson informed the Committee that The Plan is implementing a lot of new technology that would be expected from a 21st century Silicon Valley company. A total of four systems are being implemented:

- 1) **Credentialing System:** Upgrading to Vistar, which will be more automated, replacing our current paper process and help reduce our current application cycle. Currently, we get about 90% done in 60 days. We expect to shorten that even further with bringing new providers on board and credentialing.
- 2) **Provider & Member Portal:** Will allow providers to check eligibility, prior authorization and interact electronically with the Plan. Our current portal is very primitive and many providers only use it to check eligibility. Providers will receive notices from the Plan with instructions on how to register. Our goal is to reduce the need to call the Plan and provide more self-service opportunities for the provider office staff.
- 3) **Case Management System:** The new system, Esset, will allow more interaction for providers in regards to their patients who are on case management.
- 4) **Claims & Membership System:** QNXT is not a new system, the Plan has been using it for two years for Cal MediConnect, so we know it works well. However, it is a new system for Medi-Cal, which is the vast majority of our membership. Dr. Robertson educated the Committee on bundling and unbundling, for the purpose of soliciting their feedback on any issues they see arising. He noted unbundling is when you take one procedure, break it down to as many parts as possible and then individually charge for each component. He advised that for the last 20 years, there has been an industry standard called CCI (Correct Coding Initiative) thru Medicare and it takes these unbundled elements and puts them back into the parent charge. So, QNXT will reject unbundled claims and rundle them. The Plan is prepared for questions from the providers.

7. **Behavioral Health**

Ms. Sherry Holm, Director of Behavioral Health, provided a presentation on of Behavioral Health. Ms. Holm directs the Autism Program and is liaison between the Plan and County partners.

- ✓ Ms. Holm will develop a workflow to present at a future meeting.

8. **Quality and Pharmacy**

Ms. Johanna Liu, Director of QI and Pharmacy, presented the drug reports on the Top 10 Drugs by Total Cost and by Prior Authorization for the date range of 01/01/17 – 03/31/17.

9. **ADJOURNMENT**

It was moved, seconded, and approved to adjourn the meeting at 1:40pm. The next meeting is scheduled for August 3, 2017.



Dr. Lily Boris, PAC Committee Acting Chair

2-1-18

Date