



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

Tuesday, August 10, 2021, 12:15 PM – 1:45 PM
 Santa Clara Family Health Plan - Teleconference
 6201 San Ignacio Ave, San Jose, CA 95119

MINUTES - Approved

Members Present

Thad Padua, MD, Chair
 Sherri Sager, Board Member
 Clara Adams, LCSW
 Pedro Alvarez, MD
 Dolly Goel, MD
 Michael Griffis, MD
 Bridget Harrison, MD
 Jimmy Lin, MD
 David Mineta, CEO, Momentum for Health
 Peter L. Nguyen, DO

Members Absent

Meg Tabaka, MD

Staff Present

Christine Tomcala, Chief Executive Officer
 Laurie Nakahira, DO, Chief Medical Officer
 Janet Gambatese, Director, Provider Network Operations
 Dang Huynh, PharmD, Director, Pharmacy & Utilization Management
 Johanna Liu, PharmD, Director, Quality & Process Improvement
 Lucille Baxter, Manager, Quality & Health Education
 Brandon Engelbert, Manager, Provider Network Operations
 Stephanie Vielma, Provider Performance Program Manager
 Rita Zambrano, Executive Assistant

Others Present

Angela Chen, Manger, Utilization Management
 Natalie McKelvey, Manager, Behavioral Health
 Neha Patel, Quality Improvement Registered Nurse

1. Roll Call / Establish Quorum

Thad Padua, MD, Chair, call the meeting to order at 12:27 pm. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the May 12, 2021 Provider Advisory Council (PAC) meeting were reviewed.

It was moved, seconded, and the May 12, 2021 Provider Advisory Council minutes were unanimously approved.

Motion: Mr. Mineta

Second: Dr. Lin

Ayes: Ms. Adams, Dr. Alvarez, Dr. Goel, Dr. Griffis, Dr. Harrison, Dr. Lin, Mr. Mineta, Dr. Nguyen, Dr. Padua, Ms. Sager

Absent: Dr. Tabaka

4. Chief Executive Officer Update

Christine Tomcala, Chief Executive Officer, presented the August 2021 Enrollment Summary, noting a total enrollment of 285,472 with 10,245 members in Cal Medi-Connect and 275,227 Medi-Cal members.

Ms. Tomcala reported that SCFHP has been selected to participate in the Disparities Leadership Program run by Massachusetts General Hospital, noting that Ngoc Bui-Tong, Vice President, Strategies and Analytics, and Johanna Liu, Director, Quality and Process Improvement, will represent SCFHP, focusing on a project to address comprehensive diabetes care in the Hispanic population. She noted that participating in this program allows us to learn and bring ideas back to our community.

5. Pharmacy

- a. Dang Huynh, PharmD, Director, highlighted the Top 10 Drugs by Therapeutic Prior Authorizations (PAs) for reporting period April 1, 2021 – June 30, 2021. Dr. Huynh noted that the PA volume for the Medi-Cal line of business increased by roughly 200 from last quarter. PAs for the Cal MediConnect line of business increased slightly by about 100. The drugs requested for PA were similar to the previous quarter.

Dr. Huynh presented the 2021 Q2 Top 10 Drugs by Total Cost and noted a significant increase in total cost from the previous quarter for Medi-Cal. He acknowledged the increase was due to a mix of various drugs in terms of utilization. In the Cal MediConnect line of business, there was an approximate \$400,000 increase in total cost due to diabetes medications and noted there was also an increase in claims.

- b. Dr. Huynh discussed biosimilars and interchangeability rules for biosimilars.

Dr. Huynh discussed the 90-day supply prescription benefit. He also noted that the plan will be working with pharmacy partners on the Medi-Cal Rx carve-out to assist with member transition for mail order and specialty drugs. SCFHP will also be working with SortPak to provide individual dosing packets at no additional cost to help members with complex medication regimens. The plan is drafting communications to providers and members to explain 90-day supply prescriptions, availability of prepackaged medication doses, and the mail order process.

Lastly, the plan identified Hispanic and Spanish-speaking members with a high A1C and is working with a vendor to send a Spanish-speaking glucose meter to members to monitor their blood glucose and potentially help lower their A1C. Dr. Huynh stated that he would bring more information at the next meeting.

6. Utilization Management (UM)

Dr. Huynh discussed the 90-day supply increasing utilization, noting that we are communicating with our pharmacy partners on the Medi-Cal carve-out. We are also working with SOLPAC to provide individual dosing packets at no cost to help members with complex dosing schedules. He noted that they are drafting communications to providers and members to explain the 90-day supply, prepackaging, and mail order process.

Lastly, we identify Hispanic and Spanish-speaking members with high A1C and work with a vendor to send a Spanish-speaking glucose meter to lower their A1C. Dr. Huynh stated that he would bring back more information at the next meeting.

7. Quality

- a. Johanna Liu, PharmD, Director, Quality and Process Improvement, presented the HEDIS MY 2020 results, noting the Plan's challenges due to the effects of the pandemic. There was limited staff, no on-site visits at provider offices, limited remote electronic medical record (EMR) access, and provider offices were slow to respond to medical record requests or we received no response. She spoke to the achievements noting the last-minute push to bring Post-partum care and Weight Assessment BMI percentile measures to percentile goal. A 95% retrieval rate was achieved with the medical record retrieval vendor. The HEDIS team reviewed over 7,000 charts to ensure vendor accuracy of abstraction. All medical record review milestones were ahead of the scheduled timeline.

Dr. Liu showed a comprehensive overview of all the medical measures in which we were held to the minimum performance level. We did not meet MPL for controlling high blood pressure, cervical cancer screening, chlamydia screening, and diabetes screening for people with Schizophrenia who are using antipsychotic medications. She stated that the belief is that the pandemic had a significant impact on the measures below the 50% percentile.

Dr. Liu reviewed the MC Auto-Assignment measures where you can see a decrease in performance across the measures compared to CY2019.

Dr. Liu reviewed our Medi-Cal performance trend using the new point system created to assess our performance. Measures at or above the 90th percentile receives 4 points; the 75th percentile receives 3; the 50th percentile receives 2; the 25th gets 1, and below the 25th, they receive 0. We ended CY2020 with an average point value of 2.24.

Dr. Liu reviewed the Medicare Star Rating measures. Medicare measure performance contributes to the Star Rating system. She explained that it is the system CMS uses to measure how well Medicare plans perform. Ratings range from one to five stars, with five being the highest score. She highlighted the few measures that have low Star ratings.

Dr. Liu presented the CMC Quality Withhold Measures including, Controlling Blood Pressure (CBP) Plan All-Cause Readmission (PCR) and Follow up After Hospitalization for Mental Illness – 30 day follow up (FUH-30) in which the same downward trend was shown.

Dr. Liu reported the current interventions provided for members. We send newsletter articles, incentive mailing, gaps in care inbound reminders, on-hold messaging, and outreach calls by bilingual staff. She noted interventions for Providers, fax memos, provider e-news, provider performance program, gaps in care lists, and report cards in the provider portal.

She noted additional interventions for groups with more significant gaps, targeting provider education to all networks that perform below the MPL, and collaboration on interventions. Additionally, we are targeting Ethnicity, language spoken, and age members with phone outreach by bilingual staff, conduct an interview and best practices literature search to determine other root causes, and HEDIS medical record review and identify root causes for member noncompliance.

- b. Lucille Baxter, Quality and Health Education Manager, presented the Member Incentives for 2021 and provided a link, <https://www.scfhp.com/for-members/wellness-rewards/>, to well-child/adolescent visits, well-woman screenings, diabetes care, and both prenatal and postpartum pregnancy visits. Ms. Baxter presented the SCFHP landing page noting the gift card redemptions options for members.

Ms. Baxter reviewed the diabetes self-management education (DSME), noting the group code (G0109) and individual code (G0109), which provides up to 10 hours of diabetes-related training within the 12 months following the submission of the first claim. Lastly, Ms. Baxter presented the medical nutrition therapy (MNT), noting the CPT codes and descriptions for 97802, 97803, and 97804. Both services require a referral by a physician provider or a qualified non-physician provider. MNT has to be rendered by a Registered Nurse.

8. Provider Network Operations Updates

Stephanie Vielma, Provider Performance Program Manager, presented the 2021 Provider Performance Program (PPP) update noting we continue to provide education & training, enhanced provider engagement in practice improvement, and retrieval of supplemental data file submissions. She stated how to improve the PPP rates and provided several resources:

Quality Improvement Program: <https://www.scfhp.com/for-providers/quality-improvement-program/>

Provider Performance Program Guide: <https://res.cloudinary.com/dpmykpsih/image/upload/santa-clara-site-299/media/6cffb3e6867b462f86c069bc37264a4f/ppp-program-guidepdf.pdf>

And to watch the Provider Performance Program training <https://vimeo.com/568652557>

Questions email: ProviderPerformance@scfhp.com

9. Old Business

There was no old business.



10. New Business

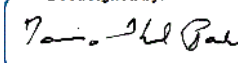
Lucille Baxter, Manager, Quality Improvements, presented Array, the newly contracted Medi-Cal telehealth provider, for mild to moderate behavioral health treatment as of August 1, 2021, noting Array's three types of services: Psychiatric Assessments, Medication Management, and Talk Therapy. Array serves the mild to moderate behavioral health treatment, serves ages five years and older who are currently in crisis and suicidal, and no prior authorization requests are required. Array also provides initial medication management, follow-up medication management, initial therapy, and follow-up therapy. Ms. Baxter pointed out that clinicians include adult psychiatrists, child and adolescent psychiatrists, psychiatric nurse practitioners, licensed therapists, counselors, and social workers. She provided the care navigator operating hours and contact information, the online appointment link, www.arraybc.com/patients, and the SCFHP case management phone number (877) 590-8999.

11. Discussion/Recommendations

There were no further discussions and /or recommendations.

12. Adjournment

The meeting was adjourned at 1:54 pm.

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2/18/2022

Dr. Thad Padua, Chair

Date