

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

Wednesday, January 15, 2020, 6:30-8:00 PM
Santa Clara Family Health Plan, Redwood
6201 San Ignacio Ave., San Jose, CA 95119

AGENDA

1. Introduction	Dr. Lin	6:30	5 min
2. Public Comment 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 to 30 minutes	Dr. Lin	6:35	5 min
3. Meeting Minutes Review minutes of the Q4 October 16, 2019 Utilization Management Committee (UMC) meeting Possible Action: Approve Q4 2019 UMC Meeting Minutes	Dr. Lin	6:40	5 min
4. Chief Executive Officer Update Discuss status of current topics and initiatives	Ms. Tomcala	6:45	10 min
5. Chief Medical Officer Update a. General Update	Dr. Nakahira	6:55	10 min
6. Old Business/Follow-Up Items a. General Old Business b. Medical Covered Services Prior Authorization Grid	Dr. Boris	7:05	10 min
7. UMC Meeting Calendar – 2020 Consider the proposed UMC meeting calendar Possible Action: Approve UMC Meeting Dates as presented	Dr. Boris	7:15	5 min
8. UM Program Description - 2020 Annual review of UM Program Description Possible Action: Approve UM Program Description as presented	Dr. Boris	7:20	5 min
9. Annual Review of UM Policies a. HS.02 Medical Necessity Criteria b. HS.03 Appropriate Use of Professionals c. HS.04 Denial of Services Notification d. HS.05 Evaluation of New Technology e. HS.06 Emergency Services f. HS.07 Long-Term Care Utilization Review g. HS.08 Second Opinion h. HS.09 Inter-Rater Reliability	Dr. Boris	7:25	5 min

- i. HS.10 Financial Incentive
 - j. HS.11 Informed Consent
 - k. HS.12 Preventive Health Guidelines
 - l. HS.13 Transportation Services
- Possible Action:** Approve UM Policies as presented

10. New UM Policy	Dr. Boris	7:30	5 min
<ul style="list-style-type: none"> a. HS.14 System Controls <p>Possible Action: Approve new UM Policy as presented</p>			
11. Reports	Dr. Boris	7:35	15 min
<ul style="list-style-type: none"> a. Membership b. Standard Utilization Metrics c. Dashboard Metrics <ul style="list-style-type: none"> • Turn-Around Time – Q4 2019 • Call Center – Q4 2019 d. Quarterly Referral Tracking – Q4 2019 e. Quality Monitoring of Denial Letters (HS.04.01) – Q4 2019 f. Referral Tracking System (HS.04.02) - 2019 g. Physician Peer-to-Peer (HS.02.02) - 2019 h. Behavioral Health UM 	Ms. McKelvey	7:50	10 min
12. Adjournment	Dr. Lin	8:00	

Next meeting: Wednesday, April 15, 2020 at 6:30 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 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 Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com.