

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

Wednesday, April 15, 2020, 6:00-7:30 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave., San Jose, CA 95119

Via Teleconference

(669) 900 6833  
Meeting ID: 348 952 823  
Password: 233367

## AGENDA

<b>1. Introduction</b>	Dr. Lin	6:00	5 min
<b>2. Public Comment</b> 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	6:05	5 min
<b>3. Meeting Minutes</b> Review minutes of the Q1 January 15, 2020 Utilization Management Committee (UMC) meeting <b>Possible Action:</b> Approve Q1 2020 UMC Meeting Minutes	Dr. Lin	6:10	5 min
<b>4. Chief Executive Officer Update</b> Discuss status of current topics and initiatives	Ms. Tomcala	6:15	10 min
<b>5. Chief Medical Officer Update</b> a. General Update b. COVID-19 update	Dr. Nakahira	6:25	10 min
<b>6. Old Business/Follow-Up Items</b> a. General Old Business	Dr. Boris	6:35	10 min
<b>7. UM Program Evaluation</b> Annual review of UM Program Evaluation <b>Possible Action:</b> Approve UM Program Evaluation	Dr. Boris	6:45	5 min
<b>8. UM Work Plan</b> Annual review of UM Work Plan <b>Possible Action:</b> Approve UM Work Plan	Dr. Boris	6:50	5 min
<b>9. Care Coordinator Guidelines</b> Annual review of Care Coordinator guidelines <b>Possible Action:</b> Approve Annual Care Coordinator guidelines	Mr. Perez	6:55	10 min

**10. Reports**

- a. Membership
- b. Over/Under Utilization by Procedure Type/Standard UM Metrics
- c. Dashboard Metrics
  - Turn-Around Time – Q1 2020
  - Call Center – Q1 2020
- d. Cal MediConnect and MediCal Quarterly Referral Tracking - Q1 2020
- e. Quality Monitoring of Plan Authorizations and Denials Letters (HS.04.01) – Q1 2020
- f. Inter-Rater Reliability (IRR) Report – Q2 2020 Delayed
- g. Behavioral Health UM Reports

Dr. Boris                      7:05                      15 min

**11. Adjournment**

Next meeting: Wednesday, July 15, 2020 at 6:00 p.m.

Ms. McKelvey              7:20                      10 min

Dr. Lin                              7:30

**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](http://www.scfhp.com).