

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

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

Via Teleconference  
(669) 900-6833  
Meeting ID: 934 0906 4968  
<https://zoom.us/j/93409064968>

## 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 Q2 April 15, 2020 Utilization Management Committee (UMC) meeting <b>Possible Action:</b> Approve Q2 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	5 min
<b>5. Chief Medical Officer Update</b> a. General Update	Dr. Nakahira	6:20	10 min
<b>6. Old Business/Follow-Up Items</b> a. General Old Business b. LTC Statistics c. Home Health Comparison for Care Coordinator Guidelines	Dr. Boris	6:30	10 min
<b>7. UM Manager/Director “Second Review” of Denial Letters</b> Consider the possible suspension of the UM Manager/Director “second review” of denial letters <b>Possible Action:</b> Approve the suspension of the UM Manager/Director “Second Review of Denial Letters	Mr. Perez	6:40	5 min
	Ms. Chen	6:45	10 min

<b>8. Reports</b>	Dr. Boris	6:55	5 min
<b>a.</b> Membership			
<b>b.</b> Over/Under Utilization by Procedure Type/Standard UM Metrics			
<b>c.</b> Dashboard Metrics	Mr. Perez	7:00	5 min
• Turn-Around Time – Q2 2020			
• Call Center – Q2 2020			
<b>d.</b> Cal MediConnect and MediCal Quarterly Referral Tracking – Q2 2020	Ms. Chen	7:05	10 min
<b>e.</b> Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q2 2020			
<b>f.</b> Inter-Rater Reliability (IRR) Report – Q2 2020 Delayed	Ms. Chen	7:15	5 min
• IRR UM			
• IRR BH	Ms. McKelvey	7:20	5 min
<b>g.</b> Behavioral Health UM	Ms. McKelvey	7:25	5 min
<b>9. Adjournment</b>	Dr. Lin	7:30	
Next meeting: Wednesday, October 14, 2020 at 6:00 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](http://www.scfhp.com).