

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

Tuesday, February 11, 2020, 12:15 – 1:45 PM

Santa Clara Family Health Plan, Boardroom

6201 San Ignacio Ave, San Jose, CA 95119

MINUTES - Approved

Committee Members Present

Clara Adams, LCSW
Dolly Goel, MD
Michael Griffis, MD
Jimmy Lin, MD
David Mineta
Peter L. Nguyen, DO
Thad Padua, MD, Chair
Meg Tabaka, MD, Resident
Hien Truong, MD

Committee Members Absent

Bridget Harrison, MD
Sherri Sager

Staff Present

Angela Chen, Manager, UM
Brandon Engelbert, Manager, PNM
Janet Gambatese, Director, PNM
Dang Huynh, PharmD, Director, Pharmacy
Johanna Liu, Director, PharmD, Director,
Quality & Process Improvement
Laurie Nakahira, DO, CMO
Amy O'Brien, Administrative Assistant
Christine Tomcala, CEO

Staff Absent

Chris Turner, COO

1. Roll Call/Establish Quorum

Thad Padua, MD, Chair, called the meeting to order at 12:20 pm. Roll call was taken and a quorum was established.

Ms. Angela Chen, Manager, Utilization Management, SCFHP, was introduced as a new committee member.

2. Meeting Minutes

The previous minutes from November 13, 2019 were reviewed.

Dr. Padua called for a motion to approve the minutes from the November 13, 2019 PAC committee meeting. Dr. Nguyen moved to approve the minutes from the November 13, 2019 PAC committee meeting. Mr. Mineta seconded the motion. The motion passed 8-8.

3. Public Comment

There were no public comments.

4. Chief Executive Officer Update

Ms. Christine Tomcala, CEO, presented the January 2020 Enrollment Summary. She noted a total current enrollment of 239,836 members, with 8,490 members in the Cal MediConnect line of business and 231,346 members in the Medi-Cal line of business. Ms. Tomcala reported that the transition of Healthy Kids into the Medi-Cal program is complete, and there are no longer any members in the Healthy Kids program.

Ms. Tomcala provided an update on the status of the new Community Resource Center (CRC), noting the official name of the CRC will be the Santa Clara Family Health Plan Blanca Alvarado Community Resource Center. The CRC will be located at N. Capitol Avenue and McKee Road. Community Health Partnership will sublease a portion of the space for their office. The target date for opening is July 2020. Ms. Tomcala also provided an update on the California Advancing and Innovating Medi-Cal (CalAIM) initiative.

At this time, Dr. Nakahira provided a verbal update on Health Homes, and enhanced case management, gaps in care, homelessness, recuperative care, and medical respite and housing.

Ms. Tomcala confirmed for the Council that the new director of DHCS is Dr. Brad Gilbert.

5. Pharmacy

Mr. Huynh presented the drug utilization reports on the '2019 Q4 Top 10 Drugs by Total Cost' and 'Top 10 Drug Classes by Prior Authorization Volume' from October 1, 2019 through December 31, 2019. The total cost for the top 10 drugs is approximately \$7,797,312.00, with the largest portion of the cost attributable to diabetic test strips. Otherwise, the data has not significantly changed since the last meeting. Mr. Huynh also noted that the Plan awaits further information from DHCS regarding the Governor's new legislation that requires that all managed care pharmacy services transition from managed care to fee for service, otherwise known as 'Medi-Cal Rx', by January 1, 2021. Dr. Goel inquired as to whom the DHCS awarded the contract to manage its pharmacy benefit services statewide. Mr. Huynh clarified the contract was awarded to a subsidiary of Magellan Health. Dr. Goel further inquired as to the file format that will be used for electronic submission of pharmacy claims, and Mr. Huynh advised the file format will be NCPDP. Dr. Goel expressed her concerns with the claims filing process. A discussion ensued among Dr. Goel, Mr. Huynh, and Ms. Gambatese as to how this transition will affect claims processing. Ms. Tomcala reiterated that the Plan understands their concerns and appreciates their feedback.

6. Proposition 56

Dr. Laurie Nakahira provided an overview on the impact of Proposition 56 and Developmental and Trauma Screening. Effective January 1, 2020, the Governor has allotted \$60 million of funding to support developmental screenings for children up to age 30 months. Eligible supplemental funding for Medi-Cal Managed Care plans include physician services; developmental and trauma screenings; family planning and abortion services; and value-based programs. Dr. Nakahira discussed the developmental screening criteria, as well as developmental surveillance and screenings pertinent to AAP/Bright Futures recommendations. Dr. Nakahira outlined the provider documentation requirements and the proposed clinic workflow. Her overview also included the steps for claims processing and supplemental payments. Council members voiced their concerns with the proposed trauma screening tools and the potential for patient triggers. Dr. Nakahira explained the rationale behind the trauma screenings and the desired outcomes of the trauma screening process.

7. Utilization Management Revised Pre-Authorization Form

Ms. Angela Chen, Manager, Utilization Management, presented an overview of the finalized 2020 Medical Services Prior Authorization Request Form. Dr. Nguyen inquired as to whether or not the form can be completed online. Ms. Chen advised that, at this time, it is too cumbersome of a process to complete the form online. Dr. Goel inquired as to what the Plan uses to report, and Ms. Chen advised the Plan utilizes the QNXT program.

8. Quality

Ms. Johanna Liu, PharmD, Director of Quality & Process Improvement, presented the 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS) results to the Council. Ms. Liu explained that CAHPS is a consumer satisfaction survey that is mandated by CMS and whose results impact NQQA accreditation and CMS Star ratings. Ms. Liu gave an overview of the methodology used to collect survey results, and she advised that the Plan's response rate was 28.8%, up 2.7% points from the 2018 response rate. The CA MMP average response rate in 2019 was 27.9%. Dr. Goel inquired as to how the Plan received such a high response rate. Ms. Liu advised the Plan conducted extensive marketing outreach. Ms. Liu went on to discuss SCFHP's overall performance, which was similar to 2018. Ms. Liu then presented the statistics for overall provider performance, as well as the overall CAHPS ratings from 2018 to 2019. Ms. Liu highlighted the opportunities for improvement and concluded by outlining the next steps for improving scores for 2020. Ms. Liu next gave an overview of the Provider Performance Program (PPP) for 2020. Ms. Liu detailed the goals for the PPP for 2020. Ms. Liu also presented details on the DHCS Quality Advancements from 2019.

In addition, Ms. Liu summarized the 36 measures for the DHCS Managed Care Accountability Set (MCAS) for Medi-Cal Managed Care Health Plans (MCPs) for measurement year 2020 and reporting year 2021. Her overview also included the MCAS for Population-Specific Health Plans (PSPs) for measurement year 2020, and reporting year 2021. Ms. Liu's overview also reviewed the Managed Long-Term Services and Supports Plans (MLTSSPs) for measurement year 2020 and reporting year 2021.

9. Provider Network Management Updates

Mr. Welch provided a verbal update on the new pay-for-performance report card.

10. Future Agenda Items

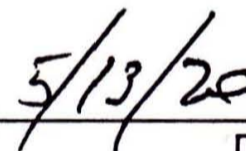
Ms. Gambatese suggested provider education as a topic for the next PAC meeting. Mr. Huynh will provide an update on the status of the Prior Authorization portal. Mr. Mineta would like to see the CMS Enterprise Portal as a topic for further discussion at the next meeting.

11. Adjournment

The meeting adjourned at 1:45 p.m. The next meeting is scheduled for May 13, 2020.



Dr. Thad Padua, Chair



Date