

Regular Meeting of the

## Santa Clara County Health Authority Provider Advisory Council

Wednesday, August 12, 2020, 12:15 PM – 1:45 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave., San Jose, CA 95119

### VIA Teleconference

(669) 900-6833

Meeting ID: 972 4379 0640

<https://zoom.us/j/97243790640>

## AGENDA

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### 1. Roll Call / Establish Quorum

- Introduction of New Council Member:

Dr. Pedro Alvarez

→**Possible Action:** Approve membership

Dr. Padua, Chair 12:15 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. Padua, Chair 12:20 5 min

### 3. Meeting Minutes

Review minutes of the May 13, 2020 Provider Advisory Committee

→**Possible Action:** Approve minutes

Dr. Padua, Chair 12:25 5 min

### 4. Chief Executive Officer Update

Discussion on SCFHP membership and current topics

- Membership Reports

Ms. Tomcala 12:30 10 min

### 5. Pharmacy

- Discussion on Drug Reports
- Medi-Cal Rx Carve Out
- Adherence Reports

Dr. Huynh 12:40 15 min

### 6. Quality

- HEDIS CY19 Results
- Screening Workgroup

Dr. Liu 12:55 15 min

<b>7. Utilization Management</b>			
• Prior Authorization Data for Q2	Ms. Chen	1:10	5 min
<b>8. Provider Network Operations (PNO) Updates</b>			
• Provider Performance Program (PPP) Updates	Ms. Gambatese	1:15	5 min
• Report Cards / Gaps in Care (GIC) / Individual Health Assessments (IHAs)	Ms. Schlothan	1:20	5 min
<b>9. Old Business</b>			
• CME Update	Dr. Nakahira	1:25	5 min
<b>10. New Business</b>			
• Provider Relief Funds Information	Dr. Nakahira	1:30	5 min
• 2021 Calendar Dates (Feb 10th, May 12th, Aug 10th, and Nov 10th)	Dr. Nakahira	1:35	5 min
<b>11. Discussion / Recommendations</b>	All	1:40	5 min
<b>12. Adjournment</b>	Dr. Padua, Chair	1:45	

**Next Meeting: Tuesday (Due to Veterans' Day Holiday), November 10, 2020**

### **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 Robyn Esparza 48 hours prior to the meeting at (408) 874-1780.
- To obtain a copy of any supporting document that is available, contact Robyn Esparza at (408) 874-1780. 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).

# Pedro Alvarez

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[pedro.alvarezmarin1@gmail.com](mailto:pedro.alvarezmarin1@gmail.com)

## EDUCATION

- Post Graduate Training
  - Stanford – O'Connor Family Medicine Residency, June 2018 – June 2021
- Doctor of Medicine
  - UC Irvine School of Medicine, July 2013 – June 2018
- Master's in Public Health
  - UC Berkeley School of Public Health, May 2017
- Post Baccalaureate Program
  - UC Irvine, May 2013
- Bachelor of Science in Biopsychology
  - UC Santa Barbara, June 2011

## LANGUAGE

- Spanish - Native

## PROFESSIONAL EXPERIENCE

Spanish Diabetes Classes - Indian Health Center 2018 - Present

*Presenter, Developed Curriculum/Classes*

- Lead group visits with Spanish speaking diabetic patients
- Presented on topics regarding nutrition, healthy activity, and medication management
- Conducted descriptive CQI study to assess the health and screening milestones of Spanish speaking diabetic patients at our clinic

Andrew Hill High School Health Coaches - Andrew Hill High School - 2018 - Present

- Program focused on teaching high school students to become health coaches for individuals with chronic diseases and creating positive change
- Gave lectures to high school students on topics regarding diabetes, hypertension, nutrition, and how to become a health coach for other with chronic disease

Structural Competency curriculum – UC Irvine School of Medicine 2016 – 2018

*Task Force member*

- Collaborated with multiple institutions to bring a new curriculum to UC Irvine school of medicine.
- Curriculum emphasizes the structural and social determinants of health.

WIC Enrollment Needs Assessment – Marin County, CA, January 2017 – May 2017 *Needs Assessment Consultant*

- Conducted focus groups, analyzed transcripts, and made recommendations to Marin County WICs program to increase enrollment.

City Hope Program Evaluation – San Francisco, CA, January 2017 – May 2017 *Program Evaluation Consultant*

- Created Program Evaluation for Safe Sober Social Events at City Hope to understand the outcomes of such events on the Tenderloin District residents

Cuerpo Mente y Alma - Radio Santa Ana, CA, 2014-2015 *Writer, editor, voice-talent*

- Created, taped, edited and organized episodes for a Spanish radio show dealing with topics on health and wellness broadcast semimonthly. Created and submitted a successful grant proposal.

UCI TEDx - 2015

*Medical Student Assistant*

- Assisted in presentation and ultrasound demonstration.

Lestonnac Free Clinic - Orange, CA, 2013-2015 *Student Doctor Volunteer*

- Assisted in patient care by interviewing patients and developing plans for disease management and treatment.

Ventura County Medical Center - Ventura, CA - Summer 2010 *Summer Scholars Intern*

- Shadowed Physicians during clinical rotations, translated for non-English speaking patients during interviews physicians, researched weight loss programs for childhood obesity, organized results, and presented it to the medical community.

CampMed - Irvine, CA - 2014, 2015 *Camp counselor*

- I was responsible for a group of 5-6 high schoolers, led a workshop on heart anatomy, and mentored a high school student.

Latino Medical Student Association UC Irvine Chapter - Irvine, CA - 2013-2014 *Board member - Medical Spanish Instructor*

- Created lectures, handouts, patient encounters, and led classes for medical students on the topic of medical Spanish, collaborated to create conferences and workshops.

## RESEARCH EXPERIENCE

Photovoice: Latina Migrant Stories – UC Berkeley School of Public Health, CA, 2017

- Masters capstone project
- Community Based Participatory Research (CBPR) involving domestic workers in the San Francisco Mission district. This project looked into the health issues prioritized, the understanding, and the proposed solutions by the community.
- Skills obtained: IRB process completion, literature review, study design, qualitative data analysis, oral presentation

Nicaragua CKD research - Universidad Nacional Autónoma de Nicaragua clinica CISTA - In Leon, Nicaragua - 2014

- Spent three weeks in Nicaragua doing medical record abstraction and surveying communities in order to look for a link between the sugarcane industry and Chronic Kidney Disease.

Emergency Ultrasound Research Opportunity- UC Irvine School of Medicine, CA, 2012 - 2013

- Researched literature, shadow physicians at UC Irvine Medical Center, served as an ultrasound model for teaching purposes.

Si Se Puede- Ventura County Medical Center, Ventura CA, 2010 Evaluated children's weight loss program, compared children BMIs pre- and post-program. Presented results to the medical community.

## TEACHING

Tutoring - UC Irvine School of Medicine, Irvine CA, September 2014 - February 2015

- Tutored first year medical students on physiology, biochemistry, and genetics by creating presentations and leading review sessions.

Advanced Medical Spanish Instructor - UC Irvine School of Medicine, Irvine CA, 2013-2014

- Taught advanced medical Spanish to first year medical students, created lectures, handouts, and patient encounters.

Ultrasound instructor – UC Irvine School of Medicine, Irvine CA, 2013 – 2018

- Instructed technique, clinical relevance and value of point-of-care ultrasound.
- Instructed high school students, medical students (home & away institutions), and conference member attendees

## PROFESSIONAL MEMBERSHIPS

American Medical Association, 2014 - present

American Academy of Family Physicians, 2015-present

## AWARDS

Family Medicine Leads Scholarship recipient, 2017

Kaiser Permanente Public Health Scholarship, 2017

Inland Empire Scholarship recipient, 2014

Student National Medical Association & Doctors 4 Diversity Certificate of Appreciation, 2014

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

Tuesday, May 13, 2020, 12:15 – 1:45 PM  
Santa Clara Family Health Plan, Teleconference  
6201 San Ignacio Ave, San Jose, CA 95119

## **MINUTES - Draft**

### **Committee Members Present**

Thad Padua, MD, Chair  
Clara Adams, LCSW  
Dolly Goel, MD  
Michael Griffis, MD  
Bridget Harrison, MD  
Jimmy Lin, MD  
David Mineta  
Peter L. Nguyen, DO  
Sherri Sager  
Hien Truong, MD

### **Staff Present**

Christine Tomcala, CEO  
Laurie Nakahira, DO, CMO  
Chris Turner, COO  
Dang Huynh, PharmD, Director, Pharm  
Janet Gambatese, Director, PNM  
Johanna Liu, PharmD, Director, Quality &  
Process Improvement  
Angela Chen, Manager, UM  
Brandon Engelbert, Manager, PNM  
Angelique Tran, Supervisor Prior  
Authorization  
Robyn Esparza, Administrative Assistant

### **Committee Members Absent**

Meg Tabaka, MD, Resident

#### **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.

#### **2. Meeting Minutes**

The previous minutes from February 11, 2020 were reviewed. Dr. Padua called for a motion to approve the minutes from the February 11, 2020 Provider Advisory Council (PAC) meeting. Dr. Lin moved to approve the minutes. Dr. Nguyen seconded the motion. The motion passed 9 out of 9.

#### **3. Public Comment**

There was no public comment.

#### 4. Chief Executive Officer Update

Christine Tomcala, CEO, presented the April 2020 Enrollment Summary, noting total enrollment of 243,774, with 8,725 members in Cal MediConnect and 235,049 members in Medi-Cal (MC). Ms. Tomcala shared that the Plan is seeing an increase in MC membership, largely due to the State temporarily suspending disenrollment of members due to COVID-19. The Plan's current May enrollment stands at 249,500 members.

Ms. Tomcala presented a table outlining SCFHP's responses to the COVID-19 crisis. She briefed the council on the Plan's efforts related to the crisis.

#### 5. Quality

Johanna Liu, PharmD, Director of Quality & Process Improvement provided the council with an update on the HEDIS process. Dr. Liu noted that due to COVID-19virus, there are some unprecedented allowances. With regard to the Cal MediConnect line of business, CMS advised the Plan that they are not requiring the Plan to report on HEDIS for measurement year 2019. The announcement took place in the middle of the medical record review season, so we stopped outreach for medical records after the announcement. We continued to collect data for providers or groups that we had access to their EMR, and for charts that were already submitted to us for the purpose of internal quality measurement and improvement. So, that did put us at risk of having incomplete medical records from our HEDIS season. Regarding Medi-Cal, we are still required to report by DHCS, but they also made some allowances. We are allowed to substitute out hybrid measures, using our previous year's rate. Hybrid measures are those measures that are a combination of our claims and encounter data plus medical record review data. There also was an APL that came out recently that said they will not hold us to 50th percentile benchmarks for hybrid measures. Previously, they had said that we would receive sanctions, including monetary penalties if we didn't meet that 50th percentile. So, we have put our pencils down so to speak in that all of the data collection and measuring has been completed for calendar year 2019. Now, we are in audit phase of the HEDIS season, where we need to show that our data is correct and the charts were reviewed appropriately and all of that to our HEDIS auditors. After that, we will finalize rates and scores for this year. Dr. Liu inquired if the council had any questions for her.

Dr. Griffis inquired when Dr. Liu expects to have the report card over to Physicians Medical Group for 2019. Dr. Liu noted that we normally wait until the auditors have sort of approved and locked our rate before we do an official report card. She believes there's going to be some unofficial numbers coming out soon just for the sake of process improvements and discussion, but then after we do lock our rates, we do share their final rates with you probably in July. Dr. Griffis inquired about the rate lock for NCQA and HSAG for Medi-Cal. Dr. Liu noted that the Plan is locked in the sense of what we submitted to them already. We are not allowed to alter that during the audit process. However, if they find errors, we may have to do kind of take back some of what we claimed like a corrected chart for example. So, all will not be finalized until like mid-June.

#### 6. Utilization Management Revised Pre-Authorization Form

Angela Chen, Manager, Utilization Management, provided the council with an update on the status of the Prior Authorization Portal. Ms. Chen noted that we are back up and running as of 05/01. We are seeing a slow ramp up in the prior authorization requests that we're receiving, but we are tracking it on a daily basis to see what the trends look like and how it compares to what it was before the PA suspension. She noted the last time, we had shared our new Prior Authorization Request form and we were talking about our working with it and getting our provider portal up and running. We are continuing to test entering the authorizations on the provider portal. We are noticing some glitches here and there, but we are working with I.T. very closely to work out those out with HealthX, and we will have more of an update at the next meeting.

#### 7. Provider Network Management Updates

Brandon Engelbert, Provider Network Manager, advised the council on Provider Training and Education endeavors. With respect to training and with the current landscaping shifting ever so slightly, he noted the PNM Department is working on the process of refining a virtual outreach process with plans of going virtual

in the near future. And, hopefully, as situations arise, perhaps to that we wander into the territory of meeting with providers on an individual or collective basis, depending on the subjects or the topics to cover. He noted PNM is working on the 2020 Provider Performance Program and another kind of mission critical targeted training outreach campaigns.

Dr. Laurie Nakahria, CMO, advised the council of an upcoming provider education related to lead screening for children. She noted we there will be information coming out to providers about what's coming up from the legislation on providing lead screening for our children the first year at 12 months and at 24 months.

#### **8. Old Business**

There was no new old business items presented.

#### **9. New Business**

Dr. Nakahira, CMO, lead a discussion on Continuing Medical Education (CME). She noted the Plan hasn't had a CME in about 15 months and wanted to bring this to PAC and talk about what subjects or areas of interest there are for a topic of interest. The last CME was related to ABA services, which had a great turn out. The Plan was to have one in the third quarter of this year, but is unsure how we're going to be able to provide that due to COVID. She noted the Plan would like to address behavioral health, especially in this time of social isolation, depression, and anxiety with COVID, how to get services, what services can be provided to primary care, and how to get services within our community within both lines of business of Medi-Cal and CMC. Dr. Nakahira would like to open it up to the council to see if there is anything in particular that they'd like to have us address in the future with CME planning.

Dr. Padua agrees with planning around behavioral health and anxieties since the clinic is seeing a lot of it. For the primary care physician, it might be a topic that providers will be interested in, trying to help members deal with stressors of COVID. Dr. Lin suggested doing both anxiety and mild to moderate depression.

Dr. Nakahira inquired if providers in the community would be willing to receive this education in a virtual setting via Zoom if the Plan is unable to provide the CME in a typical in-person setting due to COVID. Dr. Harrison suggested education on best practices of telehealth. She shared that her hospital residents put together something really helpful and useful. A lot of providers are conducting telehealth for the first time. Ms. Clara Adams shared that she does approximately 35 telehealth visits a week. She noted she is seeing a variety of stressors with anxiety being the main one. She noted a lot of patients do not have access to the internet for the purpose video appointments. She stressed having to be creative in how to communicate with them. Providers are trying to assess patients over the phone, just to make sure that they're doing okay. There are some instances where she is actually talking to people a couple of times a week because they're trying to deal with life and finances, and not being able to see her in person. She thinks providers need to have some support in how to work with the client population, which the council collectively agreed.

#### **10. Adjournment**

The meeting adjourned at 1:20 p.m. The next meeting is scheduled for August 12, 2020.

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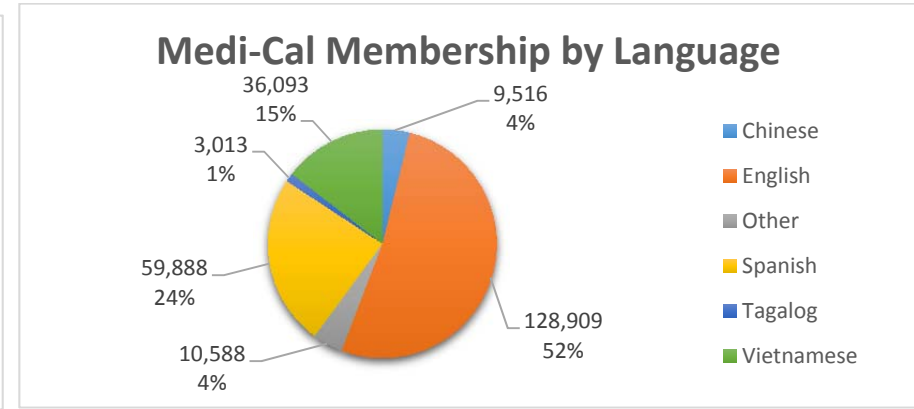
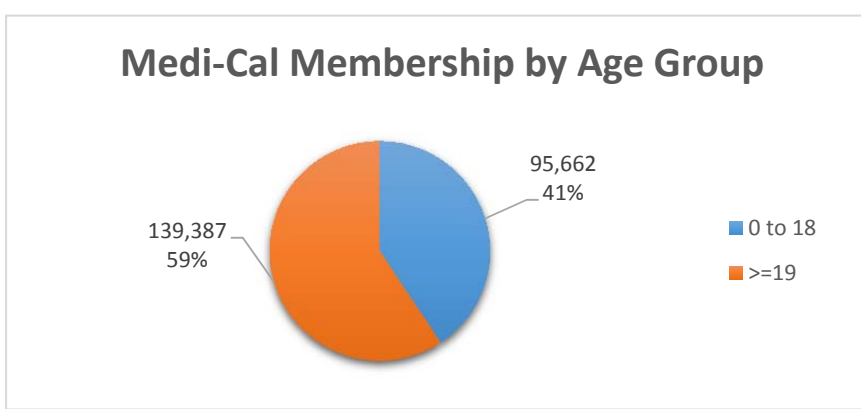
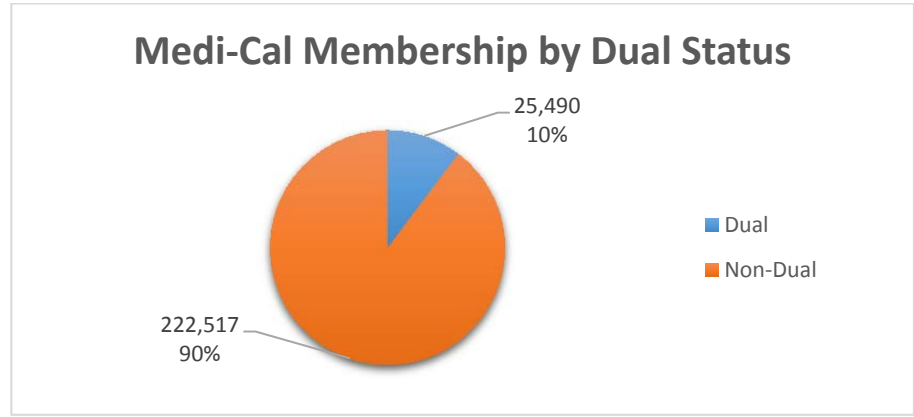
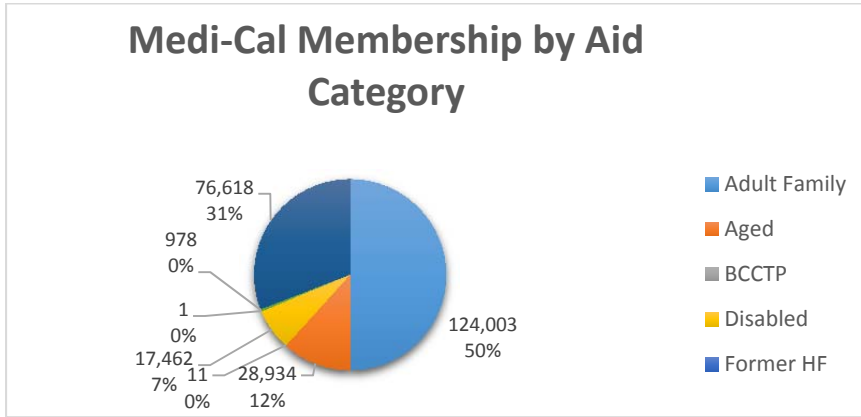
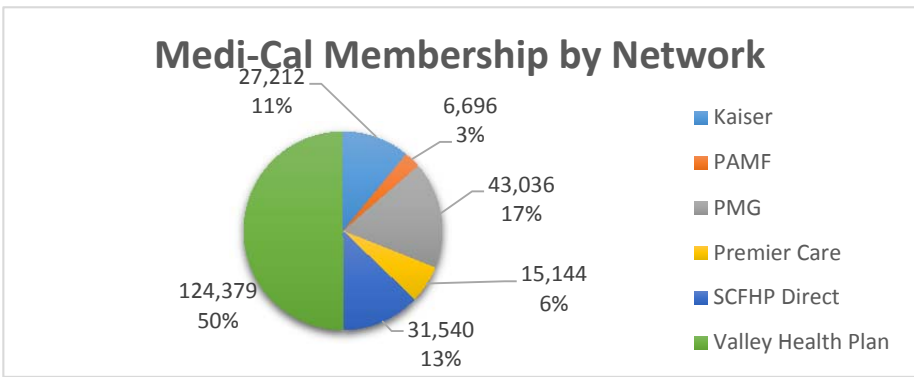
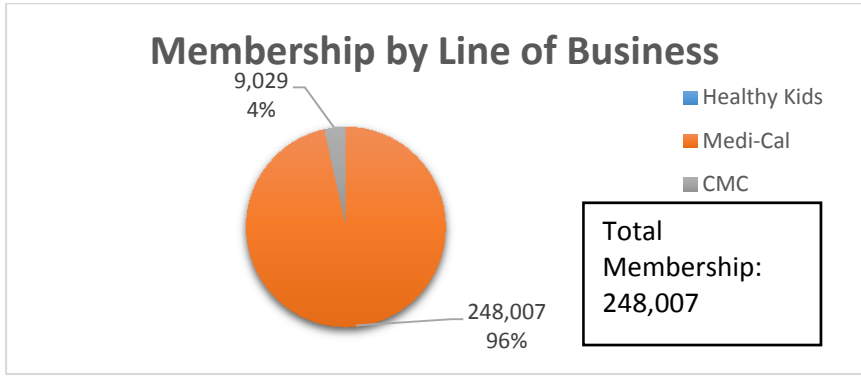
Dr. Thad Padua, Chair

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Date



**ENROLLMENT SUMMARY  
JULY 2020**



Medi-Cal Membership by Age Group and Network  
July 2020

Age Group	SCFHP	VHP	Kaiser	PAMF	PMG	Premier	Total	%
	Direct					Care		
0 to 6	1,741	13,792	3,929	517	5,958	1,051	26,988	10.9%
6 to 17	5,258	30,878	8,240	1,597	16,041	4,122	66,136	26.7%
18 to 34	4,360	31,479	6,138	1,218	8,615	3,273	55,083	22.2%
35 to 44	1,736	10,994	2,315	454	2,891	1,282	19,672	7.9%
45 to 54	1,781	10,571	2,035	482	3,691	2,284	20,844	8.4%
55 to 64	2,290	13,912	2,132	649	4,151	2,597	25,731	10.4%
65 to 74	6,222	6,973	883	372	1,061	390	15,901	6.4%
75 to 84	5,312	4,253	959	875	536	120	12,055	4.9%
>= 85	2,840	1,527	581	532	92	25	5,597	2.3%
<b>Grand Total</b>	<b>31,540</b>	<b>124,379</b>	<b>27,212</b>	<b>6,696</b>	<b>43,036</b>	<b>15,144</b>	<b>248,007</b>	100.0%
Percentage	12.7%	50.2%	11.0%	2.7%	17.4%	6.1%	100.0%	

## Santa Clara Family Health Plan 2020 Q2 Top 10 Drugs by Total Cost

Fill date: 4/1/2020 – 6/30/2020

### SAC01 – Medi-Cal

	Drug Category	Total Cost	Patient Paid	Plan Paid	% of Total Plan Paid	Generic % of Plan Paid	Total Claims	% of Total Claims	Generic % of Total Claims	Plan Paid / Day	Plan Paid / Claim
1	<a href="#">HUMIRA PEN 40 MG/0.8 ML</a>	\$1,506,173	\$0.00	\$1,506,173	4.7%	0.0%	261	0.1%	0.0%	\$206.49	\$5,770.78
2	<a href="#">TRULICITY 1.5 MG/0.5 ML PEN</a>	\$1,353,997	\$0.00	\$1,353,997	4.2%	0.0%	1,429	0.3%	0.0%	\$29.69	\$947.51
3	<a href="#">FREESTYLE LITE TEST STRIP</a>	\$1,009,473	\$0.00	\$1,009,473	3.1%	0.0%	7,674	1.7%	0.0%	\$3.06	\$131.54
4	<a href="#">BASAGLAR 100 UNIT/ML KWIKPEN</a>	\$891,521	\$0.00	\$891,521	2.8%	0.0%	3,551	0.8%	0.0%	\$7.79	\$251.06
5	<a href="#">TRULICITY 0.75 MG/0.5 ML PEN</a>	\$680,134	\$0.00	\$680,134	2.1%	0.0%	768	0.2%	0.0%	\$30.03	\$885.59
6	<a href="#">ENBREL 50 MG/ML SURECLICK</a>	\$514,086	\$0.00	\$514,086	1.6%	0.0%	94	0.0%	0.0%	\$195.32	\$5,469.00
7	<a href="#">HUMIRA(CF) PEN 40 MG/0.4 ML</a>	\$510,601	\$0.00	\$510,601	1.6%	0.0%	86	0.0%	0.0%	\$212.04	\$5,937.22
8	<a href="#">JARDIANCE 25 MG TABLET</a>	\$506,377	\$0.00	\$506,377	1.6%	0.0%	585	0.1%	0.0%	\$17.91	\$865.60
9	<a href="#">XARELTO 20 MG TABLET</a>	\$502,017	\$0.00	\$502,017	1.6%	0.0%	750	0.2%	0.0%	\$16.21	\$669.36
10	<a href="#">STELARA 90 MG/ML SYRINGE</a>	\$488,097	\$0.00	\$488,097	1.5%	0.0%	22	0.0%	0.0%	\$378.37	\$22,186.21
Totals for Top 10		\$7,962,475	\$0.00	\$7,962,475	24.6%	0.0%	15,220	3.3%	0.0%	\$13.60	\$523.16
Totals for SAC		\$32,319,645	\$0.00	\$32,319,680	100.0%	26.5%	455,960	100.0%	90.3%	\$1.92	\$70.88

### SAC06 – Cal MediConnect

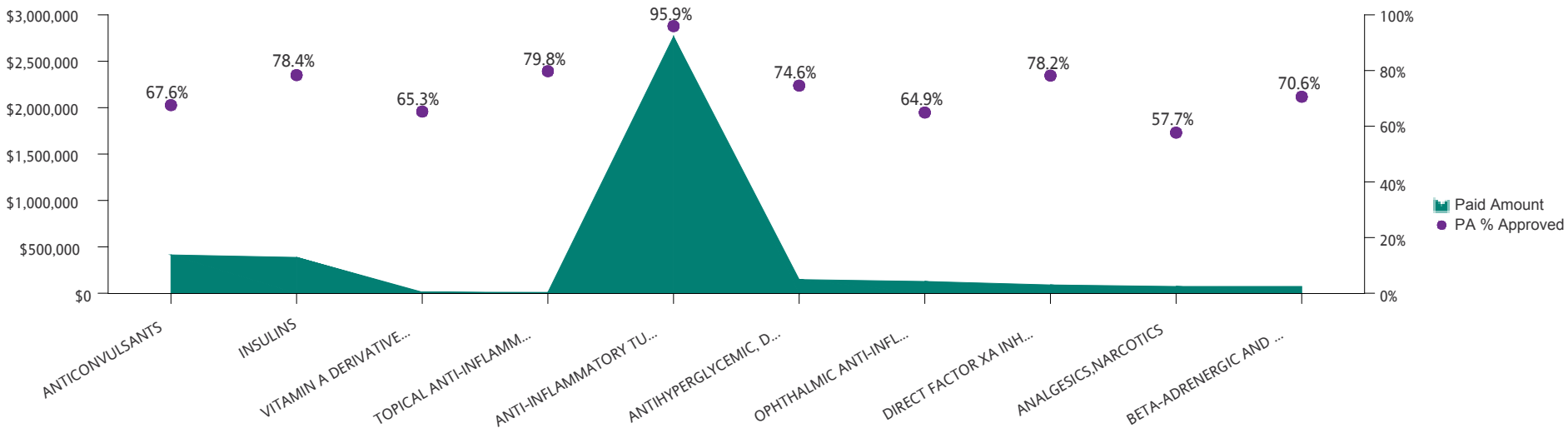
	Drug Category	Total Cost	Patient Paid	Plan Paid	% of Total Plan Paid	Generic % of Plan Paid	Total Claims	% of Total Claims	Generic % of Total Claims	Plan Paid / Day	Plan Paid / Claim
1	<a href="#">JANUVIA 100 MG TABLET</a>	\$316,802	\$1,164	\$315,638	2.8%	0.0%	349	0.4%	0.0%	\$14.61	\$904.41
2	<a href="#">BIKTARVY 50-200-25 MG TABLET</a>	\$309,195	\$39	\$309,156	2.7%	0.0%	99	0.1%	0.0%	\$104.80	\$3,122.79
3	<a href="#">FREESTYLE LITE TEST STRIP</a>	\$287,661	\$0.00	\$287,661	2.5%	0.0%	1,806	2.2%	0.0%	\$2.72	\$159.28
4	<a href="#">TRULICITY 1.5 MG/0.5 ML PEN</a>	\$267,078	\$755	\$266,323	2.3%	0.0%	249	0.3%	0.0%	\$27.04	\$1,069.57
5	<a href="#">INVEGA SUSTENNA 234 MG/1.5 ML</a>	\$239,358	\$82	\$239,276	2.1%	0.0%	85	0.1%	0.0%	\$101.26	\$2,815.01
6	<a href="#">XELJANZ 5 MG TABLET</a>	\$228,177	\$12	\$228,165	2.0%	0.0%	50	0.1%	0.0%	\$152.11	\$4,563.31
7	<a href="#">RESTASIS 0.05% EYE EMULSION</a>	\$182,893	\$1,022	\$181,871	1.6%	0.0%	284	0.3%	0.0%	\$17.80	\$640.39
8	<a href="#">LANTUS SOLOSTAR 100 UNIT/ML</a>	\$175,538	\$1,387	\$174,151	1.5%	0.0%	403	0.5%	0.0%	\$7.78	\$432.14
9	<a href="#">TRADJENTA 5 MG TABLET</a>	\$174,458	\$606	\$173,852	1.5%	0.0%	176	0.2%	0.0%	\$14.32	\$987.79
10	<a href="#">HUMIRA PEN 40 MG/0.8 ML</a>	\$151,067	\$4	\$151,063	1.3%	0.0%	25	0.0%	0.0%	\$215.80	\$6,042.51
Totals for Top 10		\$2,332,226	\$5,071	\$2,327,155	20.4%	0.0%	3,526	4.2%	0.0%	\$12.29	\$660.00
Totals for SAC		\$11,406,152	\$23,180	\$11,382,961	100.0%	11.8%	83,449	100.0%	84.3%	\$2.63	\$136.41

# Therapeutic PAs

SAC01 - Medi-Cal

Report Period: 04/01/2020 to 06/30/2020  
 Comparison Period: 04/01/2019 to 06/30/2019

Top Drug Classes by PA Volume



Top Drugs by PA Volume

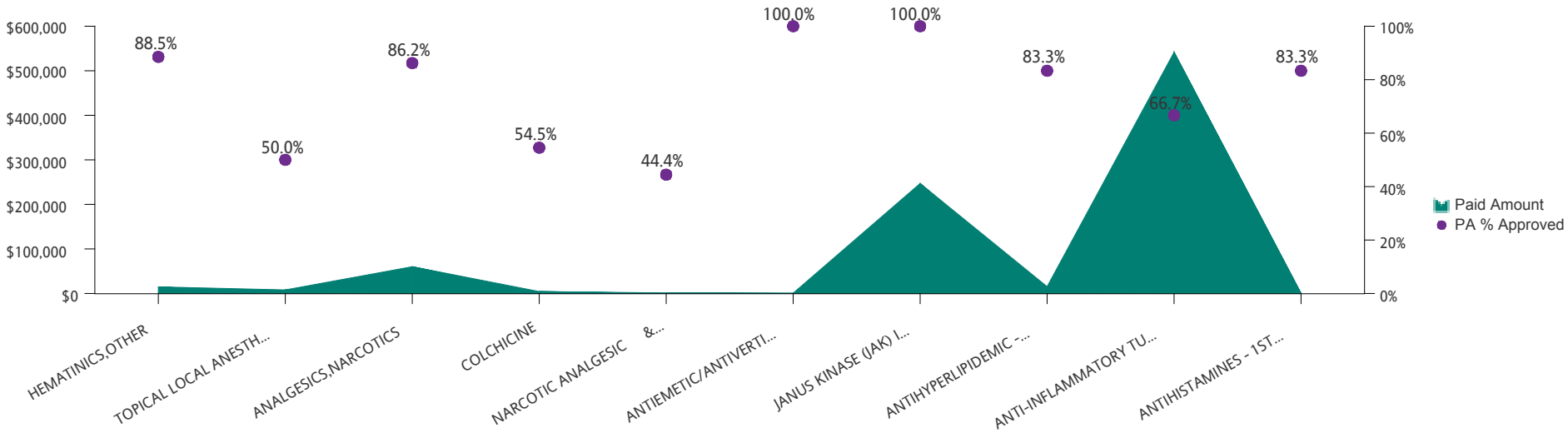
Rank	Prior Rank	Drug Name	PA Count	% Approved	Rx Count	Plan Paid	Paid per Rx
1	3	TRETINOIN	86	66.3%	86	\$15,755.48	\$183.20
2	2	DICLOFENAC SODIUM	72	80.6%	212	\$9,084.15	\$42.85
3	12	ELIQUIS	52	78.8%	144	\$86,373.51	\$599.82
4	13	RESTASIS	38	73.7%	153	\$96,118.80	\$628.23
5	23	ENTRESTO	34	76.5%	128	\$89,195.27	\$696.84
6	9	HUMIRA PEN	32	100.0%	209	\$1,182,895.14	\$5,659.79
7	11	XIFAXAN	28	96.4%	127	\$343,168.53	\$2,702.11
8	7	JANUVIA	28	71.4%	126	\$63,743.78	\$505.90
9	42	FLOVENT HFA	27	74.1%	119	\$31,173.97	\$261.97
10	37	CLOBETASOL PROPIONATE	26	38.5%	20	\$1,052.97	\$52.65
<b>Totals for Top 10</b>			<b>423</b>	<b>75.4%</b>	<b>1,324</b>	<b>\$1,918,561.60</b>	<b>\$1,449.06</b>
<b>Totals for All</b>			<b>2,885</b>	<b>65.2%</b>	<b>9,245</b>	<b>\$14,998,730.81</b>	<b>\$1,622.36</b>

# Therapeutic PAs

## SAC06 - Cal MediConnect

Report Period: 04/01/2020 to 06/30/2020  
 Comparison Period: 04/01/2019 to 06/30/2019

Top Drug Classes by PA Volume



Top Drugs by PA Volume

Rank	Prior Rank	Drug Name	PA Count	% Approved	Rx Count	Plan Paid	Paid per Rx
1	4	PROCRIT	34	100.0%	11	\$7,298.04	\$663.46
2	1	LIDOCAINE	31	54.8%	60	\$8,016.22	\$133.60
3	21	RETACRIT	25	80.0%	19	\$7,543.49	\$397.03
4	304	COLCHICINE	22	54.5%	20	\$4,355.88	\$217.79
5	304	PROMETHAZINE HCL	11	100.0%	1	\$3.69	\$3.69
6	11	ONDANSETRON HCL	7	100.0%	6	\$675.68	\$112.61
7	3	HYDROCODONE-ACETAMINOPHEN	7	85.7%	34	\$713.14	\$20.97
8	49	CYCLOBENZAPRINE HCL	7	57.1%	2	\$4.80	\$2.40
9	16	BUPRENORPHINE	7	85.7%	47	\$17,978.74	\$382.53
10	31	XIFAXAN	6	100.0%	65	\$126,572.60	\$1,947.27
<b>Totals for Top 10</b>			<b>157</b>	<b>78.3%</b>	<b>265</b>	<b>\$173,162.28</b>	<b>\$653.44</b>
<b>Totals for All</b>			<b>620</b>	<b>65.5%</b>	<b>1,872</b>	<b>\$3,030,939.71</b>	<b>\$1,619.09</b>



# HEDIS 2020 Results

Quality Improvement | Cecilia Le

# Agenda

- Challenges
- Achievements
- MCAL: Auto Assignment Measures
- CMC: Quality Withhold Measures
- Next Steps

# HEDIS Reporting

## Challenges:

- New vendor transition: data integration between Admin and Medical Record Software vendor
- Challenges with admin vendor software syncing medical record chart data
- Difficulty retrieving medical records due to COVID

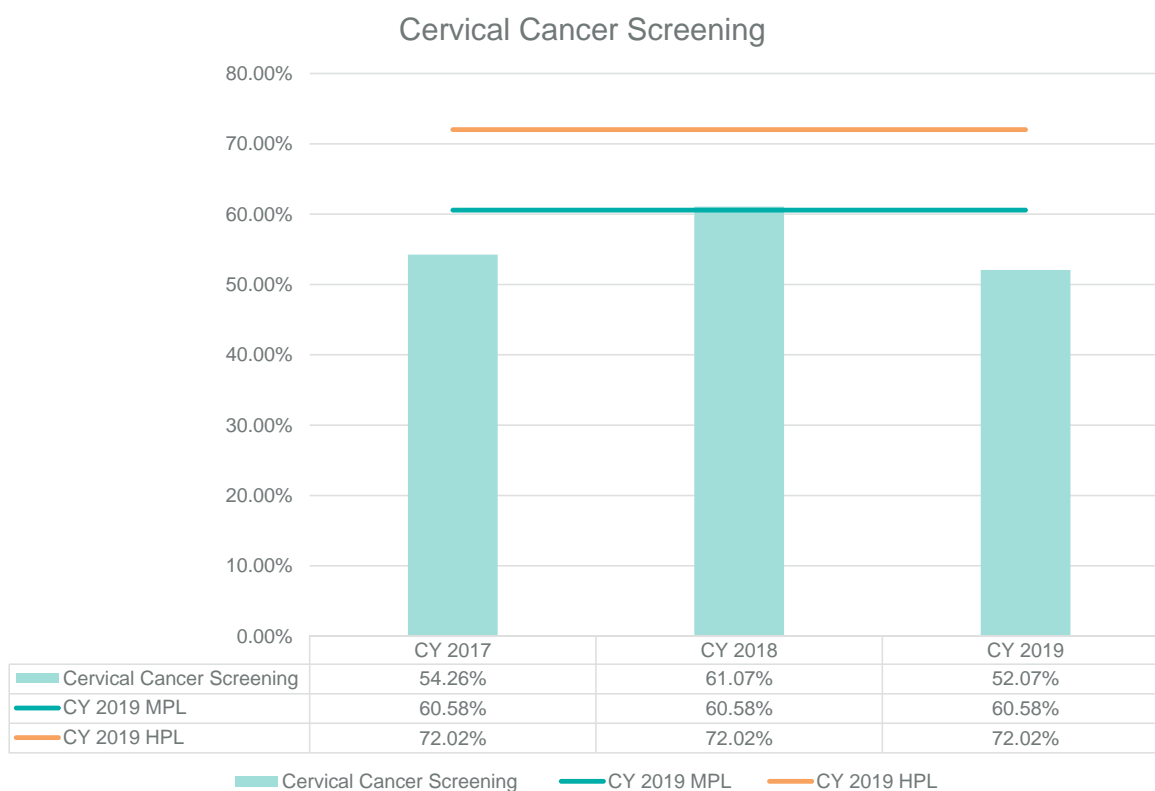


# HEDIS Reporting

## Achievements:

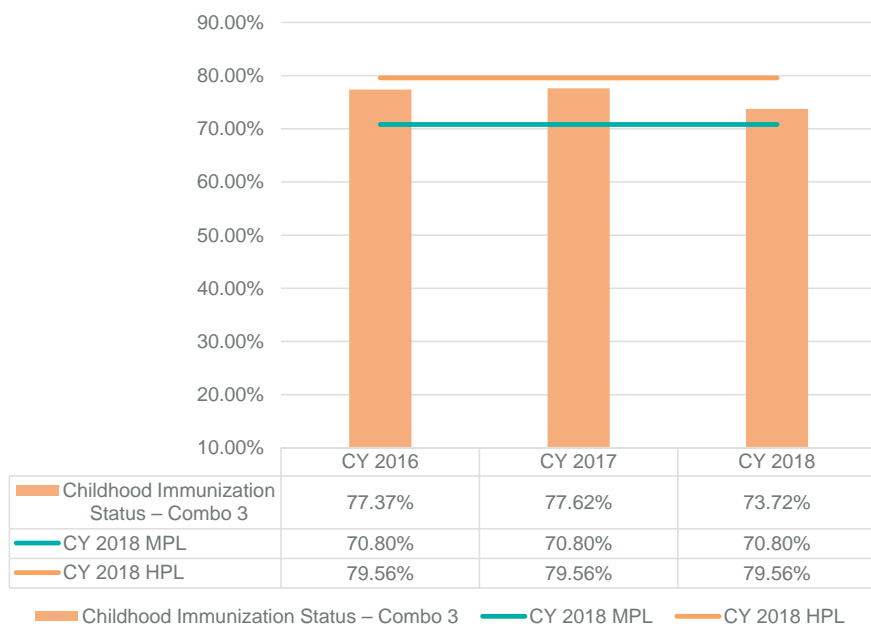
- Successful implementation with 3 new vendors
  - CitiusTech
  - CareSeed
  - Guardian Angel
- Incorporation of 13 new supplemental data sources
- 100% Valley Health EMR Abstraction

# MCAL – Cervical Cancer Screening (CCS)

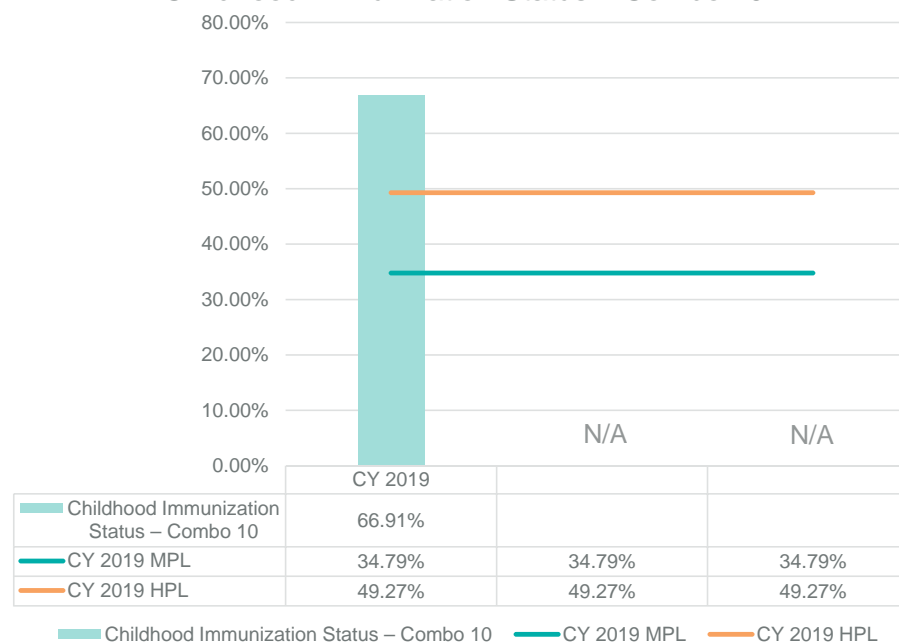


# MCAL – Childhood Immunization Status – Combo 10 (CIS-10)

Childhood Immunization Status – Combo 3

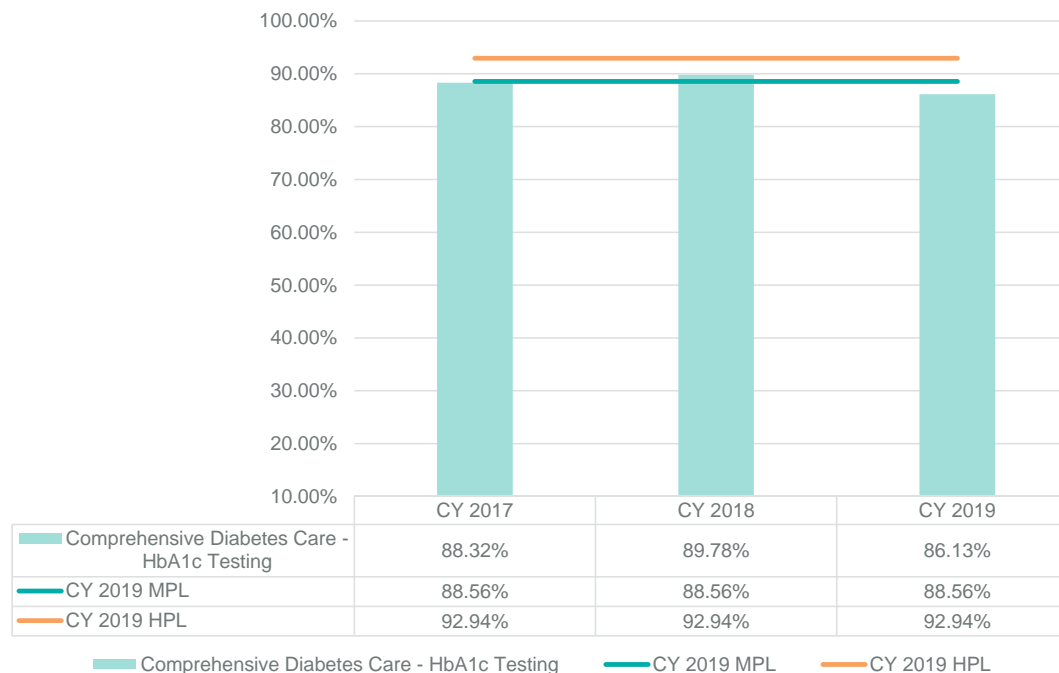


Childhood Immunization Status – Combo 10

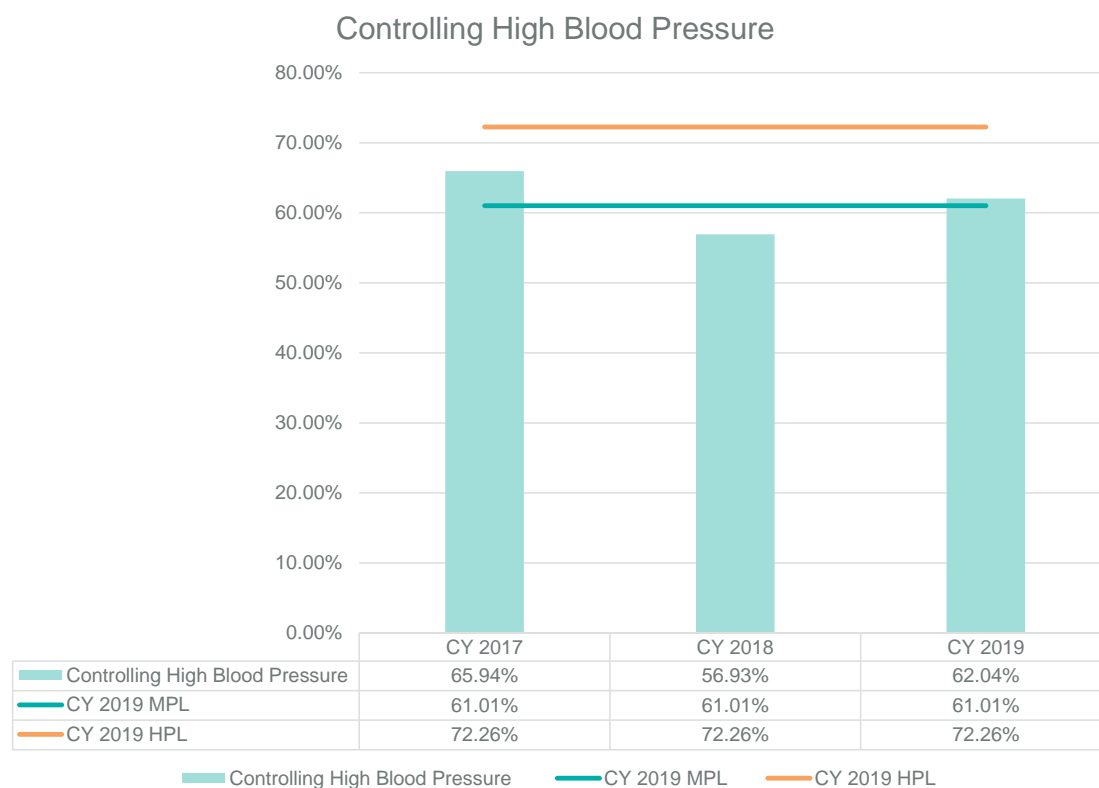


# MCAL – HbA1c Testing (CDC-HT)

Comprehensive Diabetes Care - HbA1c Testing

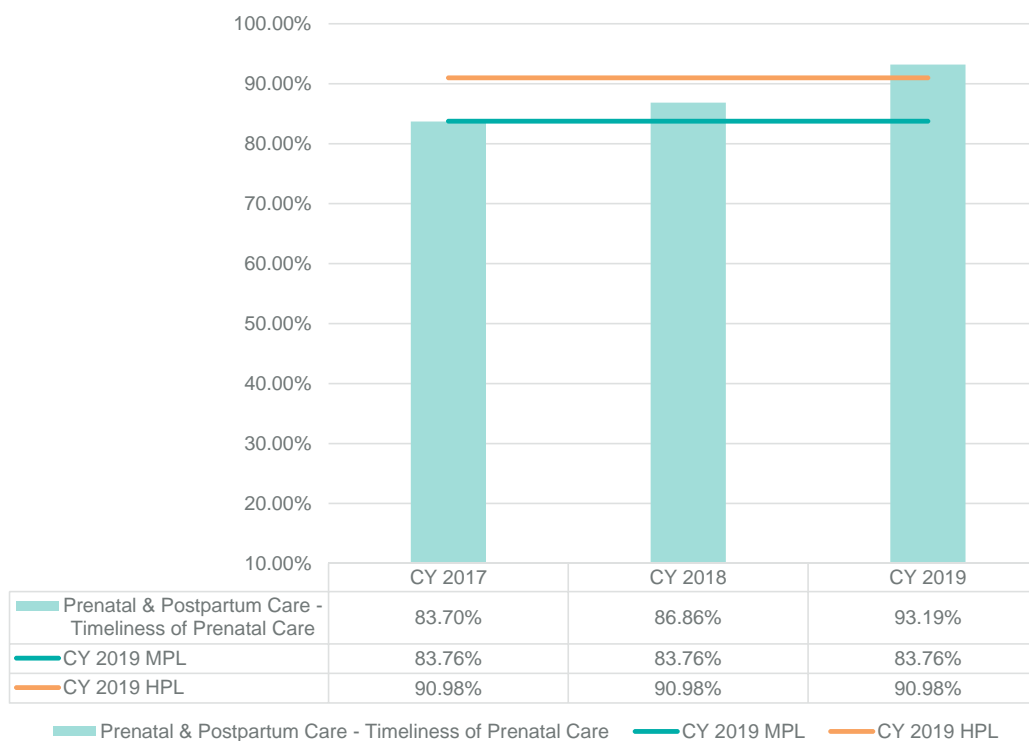


# MCAL – Controlling Blood Pressure (CBP)



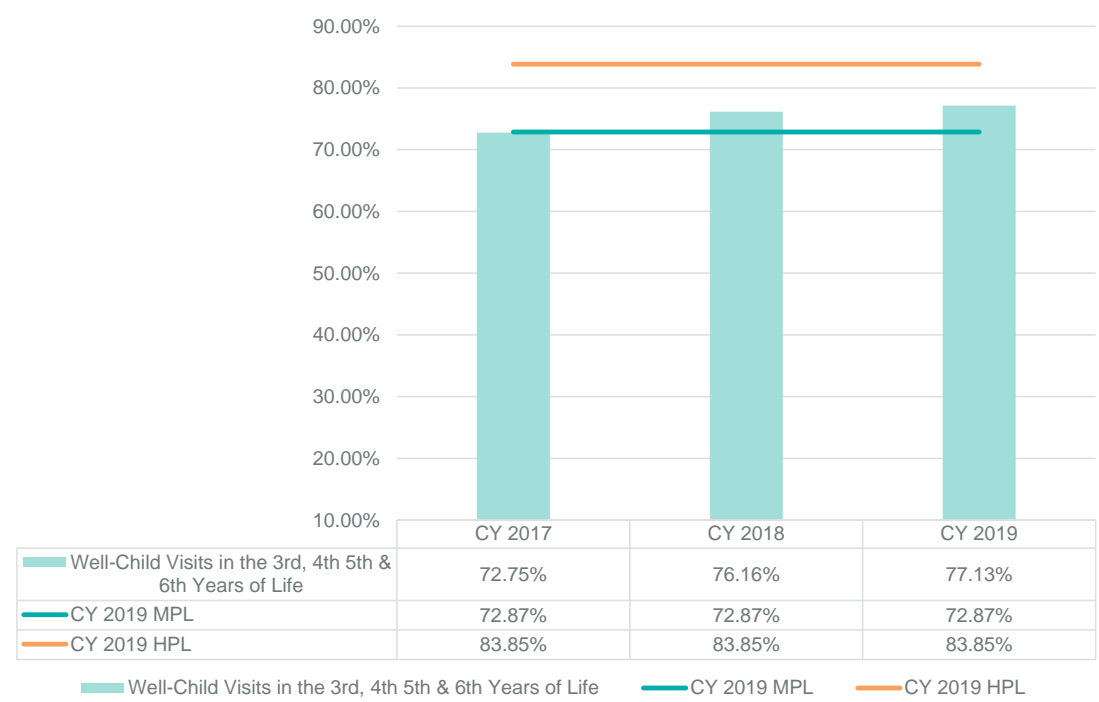
# MCAL – Timeliness of Prenatal Care (PPC-Pre)

Prenatal & Postpartum Care - Timeliness of Prenatal Care

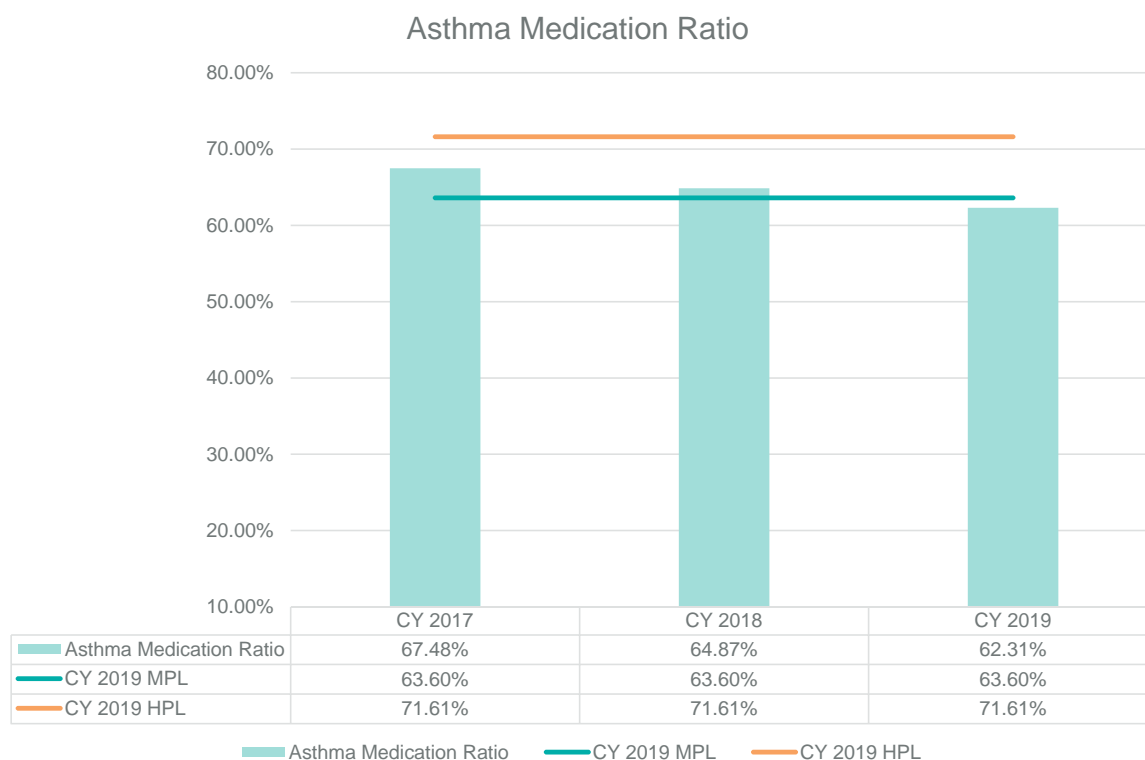


# MCAL – Well-Child Visits in the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Years of Life (W34)

Well-Child Visits in the 3rd, 4th 5th & 6th Years of Life

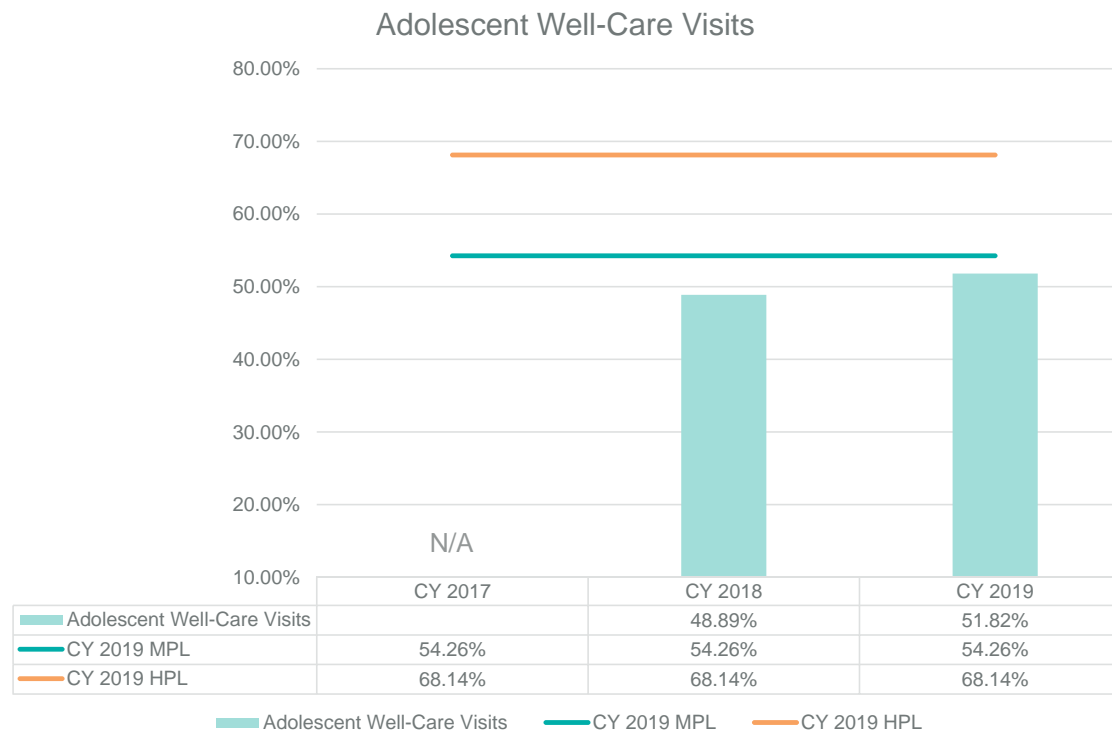


# MCAL – Asthma Medication Ratio (AMR)





# MCAL – Adolescent Well-Care Visits (AWC)



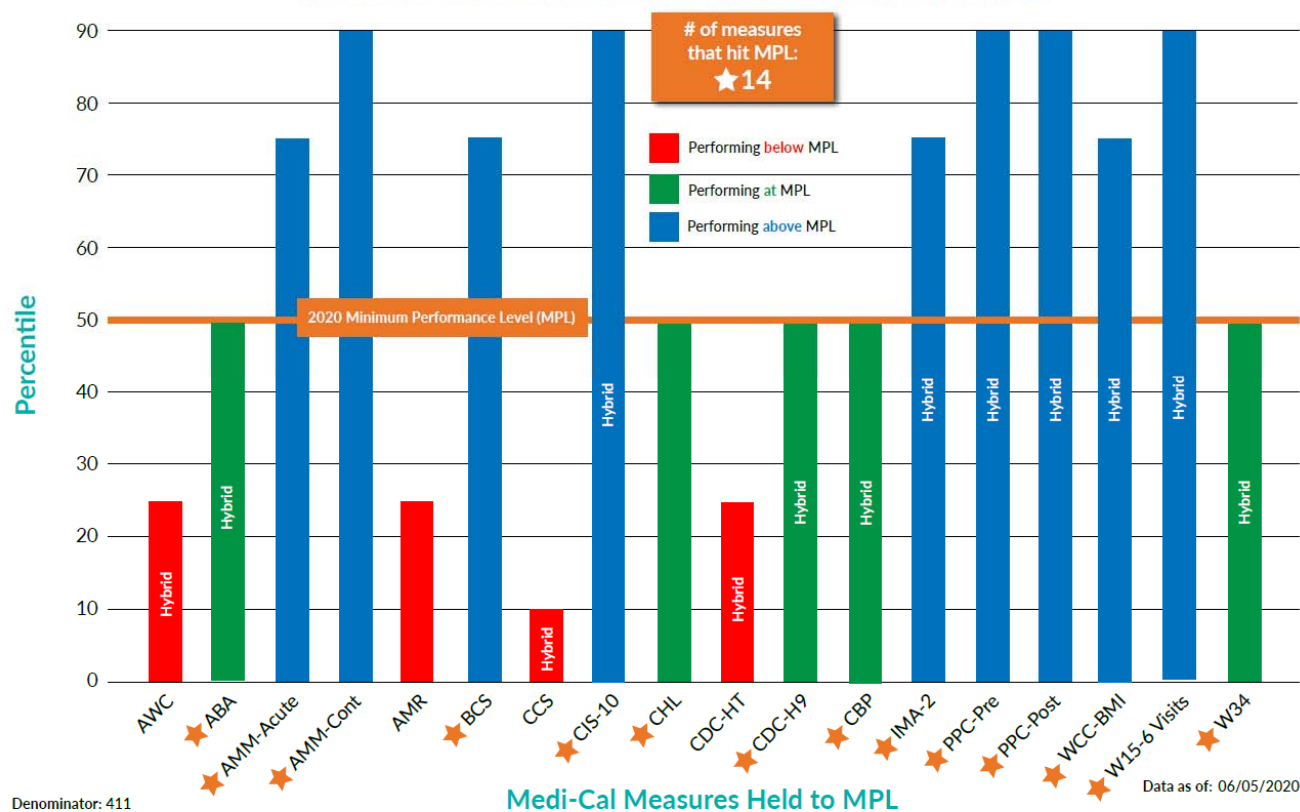
# How did we do overall? – Medi-Cal

Point Value	Percentile	All HEDIS Measures			Measures Held to MPL		
		CY 2017	CY 2018	CY 2019	CY 2017	CY 2018	CY 2019
4	>= 90th	1	1	5	1	1	5
3	75th	7	3	5	7	3	5
2	50th	11	13	5	11	11	4
1	25th	1	8	7	1	4	3
0	< 25th	5	0	2	1	0	1
<b>Total Measures</b>		25	25	24	21	19	18
<b>Average Point Value</b>		1.92	1.88	2.17	2.29	2.05	2.56

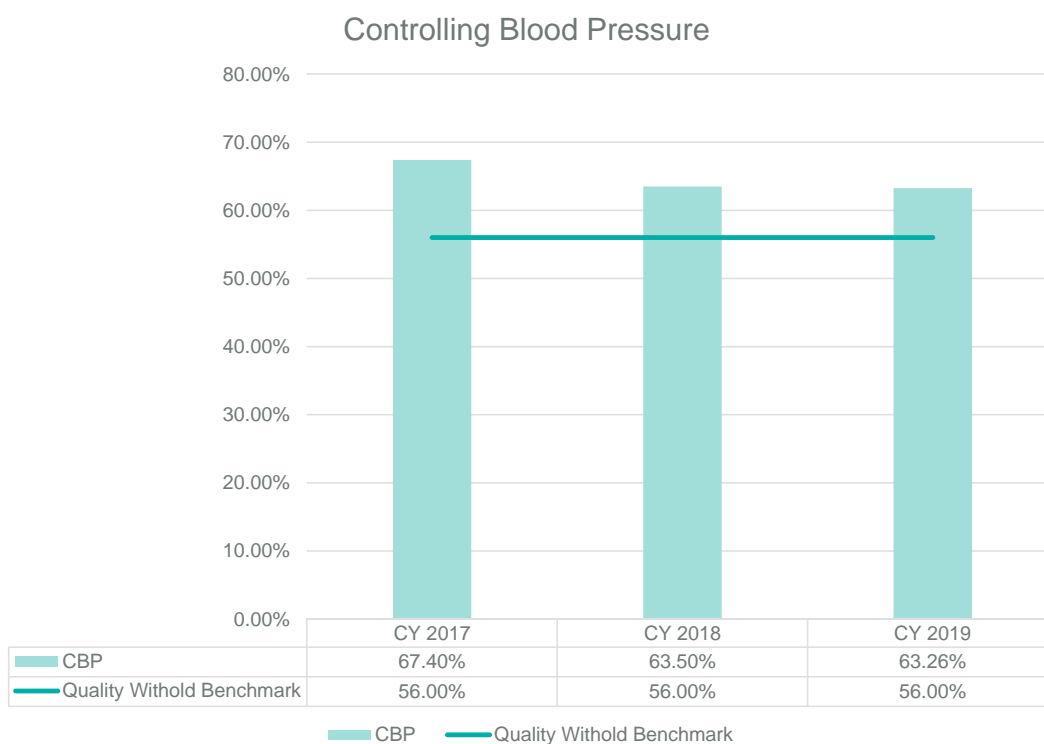
**Note:** Utilization measures, first year measures and measures considered as CMS Core Measures are not included in calculations.

# How did we do overall? – Medi-Cal

## HEDIS 2020 Final Measure Percentiles

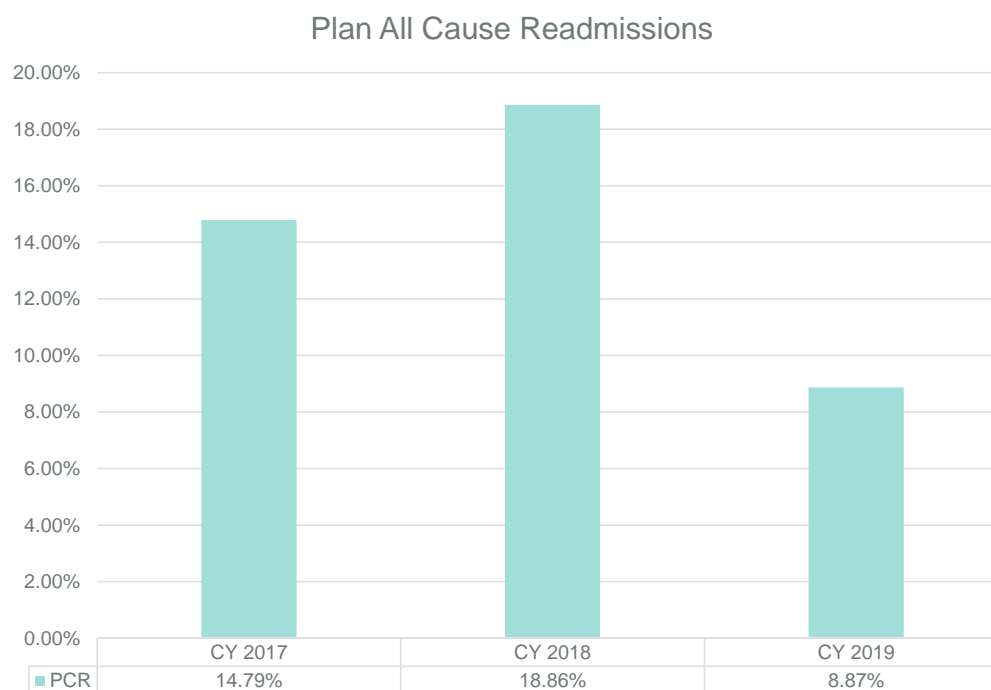


# CMC – Controlling Blood Pressure (CBP)



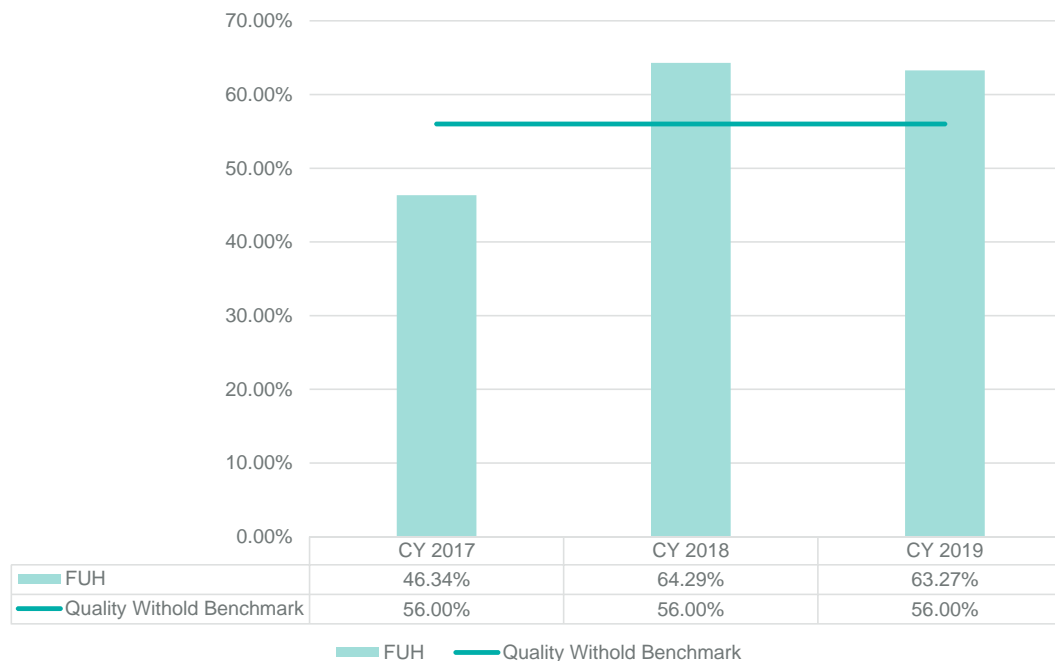
# CMC - Plan All Cause Readmissions (PCR)

- NCQA determined this measure to be a break in trending for all product lines



# CMC - Follow up After Hospitalization for Mental Illness – 30 day follow up (FUH)

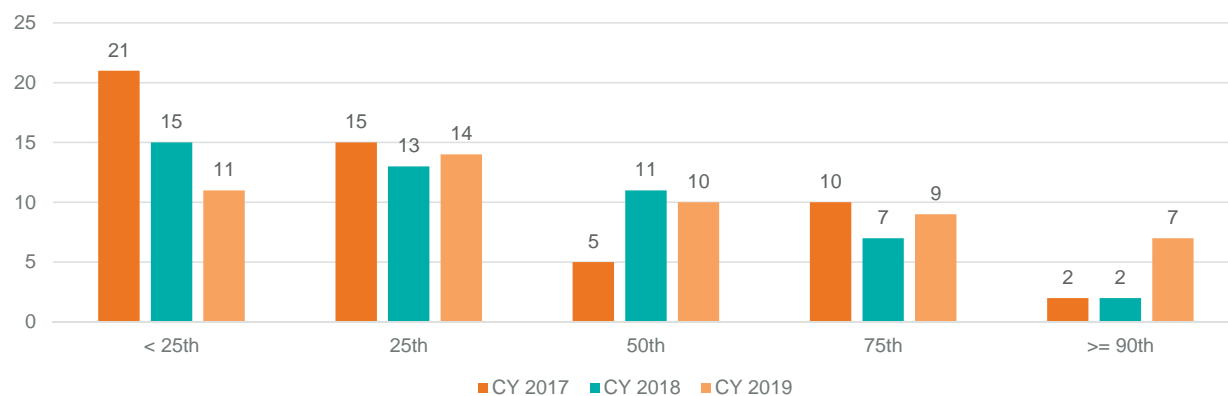
Follow up After Hospitalization for Mental Illness – 30 day follow up



# How did we do overall? - CMC

Point Value	Percentile	CY 2017	CY 2018	CY 2019
4	>= 90th	2	2	7
3	75th	10	7	9
2	50th	5	11	10
1	25th	15	13	14
0	< 25th	21	15	11
<b>Total Measures</b>		53	48	51
<b>Average Point Value</b>		1.19	1.33	1.75

Measures Within Each Percentile



# Next Steps

## Medi-Cal

- Wellness rewards for targeted measures:
  - Asthma Medication Ratio
  - Comprehensive Diabetes Care
  - Cervical Cancer Screening
  - Adolescent Well-Care Visit
- Member phone outreach reminders
- Member on-hold messaging

## Cal MediConnect

- Member phone outreach reminders
- Member on-hold messaging





Santa Clara Family  
Health Plan™

Questions?

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Provider Network Management  
**Date:** July 28, 2020  
**Subject:** Relief funds available for Medi-Cal providers

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Dear valued provider,

The U.S. Department of Health and Human Services (HHS) created the Provider Relief Fund, a \$15 billion aid package made available to eligible Medi-Cal providers. This funding is specifically intended to supply relief to Medi-Cal and Children's Health Insurance Program (CHIP) providers experiencing lost revenues or increased expenses due to COVID-19.

To be eligible for this funding, you must:

- Not have received payments from the \$50 billion Provider Relief Fund General Distribution, **and**
- Have directly billed Medi-Cal/CHIP programs or managed care plans for healthcare-related services between January 1, 2018, and May 31, 2020.

Additional program details and eligibility criteria are available at <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/index.html>.

This communication is for informational purposes. While Santa Clara Family Health Plan (SCFHP) is neither able to answer program-specific questions nor guide providers through the Provider Relief Fund process, you are always welcome to write us at [ProviderServices@scfhp.com](mailto:ProviderServices@scfhp.com) with any questions, comments, or concerns.

Thank you for caring for our members during this unprecedented time. Your partnership with SCFHP is appreciated.



# **PROVIDER ADVISORY COUNCIL**

## **2021 MEETING CALENDAR**

**SANTA CLARA FAMILY HEALTH PLAN  
6201 SAN IGNACIO AVE, SAN JOSE, CA 95119**

**BOARD ROOM CONFERENCE ROOM  
12:15 – 1:45**

Wednesday, February 10<sup>th</sup>

Wednesday, May 12<sup>th</sup>

Tuesday, August 10<sup>th</sup>

Wednesday, November 10<sup>th</sup>