



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

Tuesday, November 10, 2020, 12:15 – 1:45 PM
Santa Clara Family Health Plan - Teleconference
6201 San Ignacio Ave, San Jose, CA 95119

MINUTES - Approved

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
Meg Tabaka, MD

Staff Present

Christine Tomcala, Chief Executive Officer
Laurie Nakahira, DO, Chief Medical Officer
Dang Huynh, PharmD, Director, Pharmacy & Utilization Management
Janet Gambatese, Director, Provider Network Operations
Johanna Liu, PharmD, Director, Quality & Process Improvement
Brandon Engelbert, Manager, Provider Network Operations
Emily Schlothman, Provider Performance Program Manager
Stephanie Vielma, Provider Performance Program Manager
Jayne Giangreco, Manager, Administrative Services
Robyn Esparza, Administrative Assistant

1. Roll Call/Establish Quorum

Thad Padua, MD, Chair, called the meeting to order at 12:15 pm. Roll call was taken and a quorum was established.

2. Meeting Minutes

The minutes of the August 28, 2020 Provider Advisory Council (PAC) meeting were reviewed.

It was moved, seconded, and the August 28, 2020 Provider Advisory Council (PAC) were unanimously approved.

Motion: Dr. Padua

Second: Dr. Nguyen

Ayes: Dr. Lin, Ms. Adams, LCSW, Dr. Goel, Dr. Griffis, Dr. Harrison, Dr. Lin, Dr. Nguyen, Mr. Mineta, Dr. Padua, Ms. Sager, Dr. Tabaka

3. Public Comment

There was no public comment.

4. Chief Executive Officer Update

Christine Tomcala, CEO, presented the October 2020 Enrollment Summary, noting total enrollment of 266,060, with 9,570 members in Cal MediConnect and 256,490 members in Medi-Cal. The increase is primarily due to the State's suspension of redeterminations during the public health emergency, rather than enrollment of new members. When the COVID emergency is over, there likely will be a phased process to catch up on the redeterminations over a period of months.

Ms. Tomcala announced that construction of the Blanca Alvarado Community Resource Center (CRC) is essentially complete. The building is closed to the public because of COVID, but the Plan is looking forward to partnering with community organizations to create a resource center that serves our members and the broader safety-net community. It is located at North Capitol and McKee Roads, adjacent to public transportation and shopping opportunities, offering easy access to members of the community. The CRC includes three meeting spaces, which can be opened up to create one large space. The Plan anticipates holding health education classes, fitness classes, and making the meeting space available to community organizations.

5. Pharmacy

Dr. Dang Huynh, Director, Pharmacy and Utilization Management, presented the drug utilization reports for the '2020 Q3 Top 10 Drugs by Total Cost' and 'Top 10 Drug Classes by Prior Authorization Volume' for reporting period of July 1, 2020 – September 30, 2020. Biologics, diabetic medications, cancer drugs, blood clotting agents, and Hep C medication remain on the report for Medi-Cal. The top 10 drugs accounts for about \$8.8 million of \$34.7 million of the total cost for the quarter. CMC line of business had no major changes. The total cost is \$12.4 million and top ten is about \$2.4 million.

With regard to Prior Authorization, the plan saw an increase in prior authorization requests due to COVID. Dr. Huynh pointed out and highlighted is Myrbetriq currently ranked sixth previously ranked at 33rd. The plan also saw quite a few increase in prior authorization for the Assure Platinum Test Strips from our LTC facilities where these Assure Test Strips can be used in the same meter. Dr. Huynh also noted the same drugs high risk drugs for the elderly and opioid drugs exception requests. The plan saw just a couple increase in drug classes because the prior authorization volume is so low for our top 10 and for our overall CMC line of business. Just a couple of prior authorizations will shift ranking.

Medi-Cal RX Update:

Dr. Huynh presented the council with a Medi-Cal Rx Update. He noted that the pharmacy benefit of Medi-Cal is being carved back to the State, starting January 1, 2021. There was discussions about potential delays, but the State informs everything looks to be on track. Our IT team is working diligently to accept incoming files so we're able to process those and also send those to our delegates in the near future.

Adherence Report Update:

Dr. Huynh reported there is nothing to present at this related to the Adherence Report Update as it is still a work in progress.

6. Quality

Health Disparities by Race / Ethnicity:

Dr. Johanna Liu, Director, Quality and Process Improvement, gave a presentation on CY19 HEDIS MPL Measures Disparity Analysis. She noted the study looked at if there is there an ethnic or language disparity from the CY19 HEDIS results. Observations from the data showed: (1) Caucasian group was the lowest performing at 11 measures, followed by African American group in 9 measures; (2) Chinese group was the lowest performing in only 1 measure; (3) African American group was one of the lowest performing groups in 5 out of 6 children's measures; (4) English speaking was one of the lowest performing groups in 6 measures, followed by Tagalog in 5 measures; and (5) Chinese speaking group was lowest performing in only 1 measure. Additional analysis will be performed to test statistical significance.

Dr. Liu, noted there is work underway, including the following: (1) Meet with cultural champions in our community to identify additional barriers and opportunities; (2) Targeted Member Phone Outreach to groups that did not perform above MPL to offer health education classes and materials and increase awareness of member incentives; (3) Launching Diabetes Care Project targeting Hispanic members with poor diabetes control and offering them a glucose testing machine that speak Spanish to be filled at a pharmacy that providers counseling and automatic refill reminders; (4) Collaborating with Black Infant Health Program and sending data on eligible African American women for program referral and outreach; and (5) Discussion of feasibility to achieve NCQA Distinction of Multicultural Healthcare

CAHPS Presentation:

Dr. Johanna Liu, Director, Quality and Process Improvement, gave a presentation on the CAHPS 2020 results. She provided the following overview: CAHPS is a consumer satisfaction survey that the health plan is required to administer annually by the Centers for Medicare and Medicaid Services (CMS); SCFHP contracts with a vendor to conduct the survey; Results impact NCQA accreditation and health plan ratings; COVID-19 has had a significant impact on CAHPS survey process and reporting for 2020. She reviewed the 2020 CAHPS Timeline from the initial SCFHP Postcard #1 on January 1, 2020 through the availability of the SPH CAHPS Report on August 28, 2020. She noted there was a slight increase in the response rate of 28.8% from the 2019 CAHPS Response Rate to 29.1% for 2020. Dr. Liu reviewed, in detail, the finding for Estimated NCQA Health Plan Ratings, Estimated 2021 CMS Medicare Star Ratings, and Comparison to CMS Medicare Star Cut Points (From Fall 2019). She noted the Focus Areas of Improvement and the Next Steps, including: Present findings at committees and internal meetings: SCFHP Executive Team; Quality Strategy Workgroup; Consumer Advisor Board Meeting (CAB); Provider Advisory Council (PAC); Timely Access and Availability (TAA) Workgroup; Develop CAHPS 2021 strategy and work plan in early November 2020; Conduct qualitative analyses and identify interventions to address opportunities for improvement; Collaborate with Marketing to continue 2021 CAHPS campaign promotion and evaluate other opportunities, such as utilizing social media platforms for outreach; Explore providing CAHPS survey in Tagalog language.

7. Utilization Management:

Provider Portal Pre-Auth Pilot:

Dr. Huynh spoke to the Provider Portal Prior Authorization Pilot status. He informed council they have been reviewing prior authorization via the Provider Portal for medical services for Utilization Management (UM). Dr. Huynh noted internal testing has shown that the platform works. He and Mr. Brandon Engelbert, Manager, PNO, is soliciting providers to help test it by actually using it and provide us with any potential feedback so we can identify if any tweaks need to be made on the back end. Dr. Jimmy Lin and Dr. Bridget Harrison already agreed to participate. If any other council member interested, please let either Dr. Huynh or Mr. Engelbert know.

Dr. Huynh noted a document is being developed to outline how to fill out the online portal prior authorization forms.

Blood Pressure Monitor Access:

Dr. Dang Huynh, Director of Pharmacy & Utilization Management, advised the Plan has a blood pressure monitor ordering form. So if you haven't seen it or you need a copy of it, please reach out to himself or Mr. Brandon Engelbert, Manager, Provider Network Operations, so it can be sent over to you.

8. Provider Network Operation Updates

Tele-Health Billing and Reimbursement:

Ms. Janet Gambatese, Director, Provider Network Operations (PNO) provided a presentation on Telehealth Billing and Reimbursement, giving a summary of details of billing and reimbursement. She noted that SCFHP will reimburse providers at contracted rates for covered services, whether the services were performed in person or through Telehealth. The guidance we have been giving SCFHP providers is to complete the elements you're able to be a Telehealth and document what requires follow up at the second in person visit. In the initial Telehealth visit, you can cover health history, developmental surveillance, anticipatory guidance, preventive counseling, identification in care gaps, and place orders for labs, vaccines and other needed screenings. The second in person visit completes the remaining components of the preventative medical services that were not covered in the Telehealth visit, such as giving vaccines, doing a physical exam doing testing (i.e., urine), and other age-appropriate screenings.

She noted that resources are available on the Santa Clara Family Health Plan website: SCFHP.com. Go to Provider Resources, Provider Memos (Provider Memo "Telehealth Reimbursement 03/27/2020) and Tip Sheets. Information is also located under Quality Improvement Program, where the HEDIS 2020 Coding Booklet and Provider Performance Program (PPP) 2020 Technical Specifications are located. Another resource option would be to email our Provider Performance Program Managers at ProviderPerformance@scfhp.com

Accessing Provider Report Cards:

Ms. Janet Gambatese also shared how providers access their report card / Gaps in Care (GIC) list by going to the Provider Portal link and selecting "Alerts" tab. Gaps in Care Report can be located in the "Your Action Items" and the Provider Performance Program can be located in the "Your Report Card," where providers can check their progress on SCFHP identified initiatives.

9. Old Business

Dr. Laurie Nakahira, Chief Medical Officer, advised the committee on the previously discussed Continuing Medical Education (CME) planning. Unfortunately, we had a provider, who we were hoping to have a CME in September or October, but that fell through. She noted we are still planning on having a CME in the first quarter of 2021 focusing on behavioral health with anxiety and/or depression as the educational topic. Information will be sent on it when we have that arranged.

10. New Business

Credentialing Issue:

Dr. Laurie Nakahira, CMO, advised the committee that there was a question at last meeting that was brought up about possible credentialing issues. She confirmed Credentialing received a list of providers that Dr. Bridgett Harrison brought up at the last meeting. The issue was researched and Dr. Nakahira indicated she couldn't speak to it specifically, but will speak with Dr. Harrison about it off line. Dr. Nakahira noted that most of the Health Plan's credentialing has been done within two to three months for receipt; however, it was identified that a couple did, in fact, fall through the cracks. One of the incidents was due to the credentialing packet arriving via secure email. In the second case, it was identified that provider was not a Medi-Cal provider which did delay their credentialing application.

Dr. Nakahira informed of the Health Plan's credentialing processes moving forward. She noted we are currently looking into how to make sure that some of these providers who are sending us their packets doesn't fall through the cracks. So we are talking about doing a checklist and a follow up with the credentialing entity and who are coming through the Credentialing Committee so we can give you an estimated time of when the packet was actually completed. When it's going to go to the Credentialing Committee so you have a little bit of a more of an idea of when that provider will be credentialed. In addition, If there are any holdups and/or any other requests that we need to fulfill the packet, we will let you know about that so that keeps everybody in the loop.



2021 Meeting Calendar

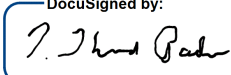
Dr. Laurie Nakahira, CMO, advised the committee that included in today’s meeting packet is the 2021 SCFHP meeting calendar, which includes all Health Plan meetings. There were some overlaps between the Provider Advisor Council (PAC) and the Quality Improvement Committee (QIC). The PAC meeting will continue to meeting quarterly, on the third Wednesday of the month, with the exception of August when the meeting will be held on Tuesday, August 10, 2021. The next meeting for PAC will be held on Wednesday, February 10, 2021.

11. Discussion / Recommendations

Bridget Harrison acknowledged her appreciation to the council for addressing her three questions over the last three months.

12. Adjournment

The meeting adjourned at 1:35 p.m. The next meeting is scheduled for Wednesday, February 10, 2021.

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Dr. Thad Padua, Chair

2/16/2021

Date