

Regular Meeting of the

## Santa Clara County Health Authority Utilization Management Committee

Wednesday, January 19, 2022, 6:00 PM – 7:30 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave., San Jose, CA 95119

### Via Zoom

(669) 900-6833  
Meeting ID: 813 0158 9719  
Passcode: **umc012022**  
<https://us06web.zoom.us/j/81301589719>

## 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 Q4 October 20, 2021 Utilization Management Committee (UMC) meeting. <b>Possible Action:</b> Approve Q4 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 b. Annual Confidentiality Agreements	Dr. Nakahira	6:20	10 min
<b>6. Old Business Update</b> a. COVID-19 Reporting	Dr. Boris	6:30	5 min
<b>7. UM Program Description – 2022</b> Annual review of UM Program Description. <b>Possible Action:</b> Approve UM Program Description.	Dr. Boris	6:35	5 min
<b>8. BHT Program Description - 2022</b> Annual review of BHT Program Description. <b>Possible Action:</b> Approve BHT Program Description.	Ms. McKelvey	6:40	5 min
<b>9. Annual Review of UM Policies</b> a. HS.01 Prior Authorization b. HS.02 Medical Necessity Criteria c. HS.03 Appropriate Use of Professionals	Dr. Huynh	6:45	5 min

- d. HS.04 Denial of Services Notification
- e. HS.05 Evaluation of New Technology
- f. HS.06 Emergency Services
- g. HS.07 Long-Term Care Utilization Review
- h. HS.08 Second Opinion
- i. HS.09 Inter-Rater Reliability
- j. HS.10 Financial Incentive
- k. HS.11 Informed Consent
- l. HS.12 Preventive Health Guidelines
- m. HS.13 Transportation Services
- n. HS.14 System Controls

**Possible Action:** Approve annual review of UM policies.

**10. Care Coordinator Guidelines**

Mr. Perez 6:50 5 min

- a. Review of New Care Coordinator Guidelines
- b. Community Based Adult Services (CBAS)

**Possible Action:** Approve Care Coordinator Guidelines.

**11. Reports**

- a. Membership
- b. Over/Under Utilization by Procedure Type/Standard UM Metrics
- c. Dashboard Metrics
  - Turn-Around Time – Q4 - 2021
- d. Cal MediConnect and Medi-Cal Quarterly Referral Tracking – Q4 – 2021
- e. Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q4 2021
- f. Delegation Oversight Dashboard
- g. Annual Physician Peer-to-Peer (HS.02.02) – 2021
- h. Behavioral Health UM

Dr. Boris 6:55 10 min

Mr. Perez 7:05 5 min

Ms. Vu 7:10 5 min

Dr. Huynh 7:15 5 min

Dr. Boris 7:20 5 min

Ms. McKelvey 7:25 5 min

**12. Adjournment**

Dr. Lin 7:30

Next Meeting: Wednesday, April 20, 2022 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).