

Regular Meeting of the

Santa Clara County Health Authority Utilization Management Committee

Wednesday, January 20, 2021, 6:00 - 7:30 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave., San Jose, CA 95119

Via Teleconference

(669) 900-6833

Meeting ID: 993 0083 8824

Passcode: umc012021

<https://zoom.us/j/99300838824>

AGENDA

1. Introduction	Dr. Lin	6:00	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. Lin	6:05	5 min
3. Meeting Minutes Review minutes of the Q4 October 14, 2020 Utilization Management Committee (UMC) meeting. Possible Action: Approve Q4 2020 UMC Meeting Minutes	Dr. Lin	6:10	5 min
4. Chief Executive Officer Update Discuss status of current topics and initiatives.	Ms. Tomcala	6:15	5 min
5. Chief Medical Officer Update a. General Update b. Annual Confidentiality Agreements	Dr. Nakahira	6:20	10 min
6. UM Program Description – 2021 Annual review of UM Program Description Possible Action: Approve UM Program Description.	Dr. Boris	6:30	5 min
7. BHT Program Description - 2021 Annual review of BHT Program Description Possible Action: Approve BHT Program Description	Ms. McKelvey	6:35	5 min

8. Annual Review of UM Policies

Dr. Boris 6:40 10 min

- a. HS.01 Prior Authorization
- b. HS.02 Medical Necessity Criteria
- c. HS.03 Appropriate Use of Professionals
- 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.

9. Reports

- a. Membership
- b. Over/Under Utilization by Procedure Type/Standard UM Metrics
- c. Dashboard Metrics
 - Turn-Around Time – Q4 2020
- d. Cal MediConnect and Medi-Cal Quarterly Referral Tracking – Q4 2020
- e. Cal MediConnect and Medi-Cal Annual Referral Tracking - 2020
- f. Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q1 2021
- g. Inter-Rater Reliability (IRR) Report BH – 2021
- h. Annual Physician Peer-to-Peer (HS.02.02) - 2020
- i. Behavioral Health UM

Dr. Boris 6:50 5 min

Mr. Perez 6:55 10 min

Ms. Chen 7:05 10 min

Ms. McKelvey 7:15 5 min

Dr. Boris 7:20 5 min

Ms. McKelvey 7:25 5 min

Dr. Lin 7:30

10. Adjournment

Next meeting: Wednesday, April 21, 2021 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.