

Regular Meeting of the

## Santa Clara County Health Authority Utilization Management Committee

Wednesday, January 18, 2023, 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: 850 1223 8434

Passcode: **UMCMeet23!**

<https://us06web.zoom.us/j/85012238434>

## AGENDA

|   |              |      |       |
|---|--------------|------|-------|
| <b>1. Introduction</b>  | Dr. Lin      | 6:00 | 5 min |
| <b>2. Public Comment</b><br>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><br>Review minutes of the Q4 October 19, 2022 Utilization Management Committee (UMC) meeting<br><b>Possible Action:</b> Approve Q4 2022 UMC Meeting Minutes                        | Dr. Lin      | 6:10 | 5 min |
| <b>4. Chief Executive Officer Update</b><br>Discuss status of current topics and initiatives  | Ms. Tomcala  | 6:15 | 5 min |
| <b>5. Chief Medical Officer Update</b><br>a. General Update<br>b. Annual Confidentiality Agreements   | Dr. Nakahira | 6:20 | 5 min |
| <b>6. Utilization Management (UM) Program Description – 2023</b><br>Review of UM Program Description<br><b>Possible Action:</b> Approve recommended revisions to the UM Program Description                 | Dr. Boris    | 6:25 | 5 min |

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|--|-------------|------|--------|
| <p><b>7. BHT Program Description - 2023</b><br/>Annual review of BHT Program Description<br/><b>Possible Action:</b> Approve BHT Program Description</p>   | Dr. Boris   | 6:30 | 5 min  |
| <p><b>8. Annual Review of UM Policies</b><br/> a. HS.01 Prior Authorization<br/> b. HS.02 Medical Necessity Criteria<br/> c. HS.03 Appropriate Use of Professionals<br/> d. HS.04 Denial of Services Notification<br/> e. HS.05 Evaluation of New Technology<br/> f. HS.06 Emergency Services<br/> g. HS.07 Long-Term Care Utilization Review<br/> h. HS.08 Second Opinion<br/> i. HS.09 Inter-Rater Reliability<br/> j. HS.10 Financial Incentive<br/> k. HS.11 Informed Consent<br/> l. HS.12 Preventive Health Guidelines<br/> m. HS.13 Transportation Services<br/> n. HS.14 System Controls<br/> <b>Possible Action:</b> Approve recommended revisions of UM policies</p> | Dr. Huynh   | 6:35 | 5 min  |
| <p><b>9. Annual Review of Care Coordinator Guidelines</b><br/><b>Possible Action:</b> Approve recommended revisions of Care Coordinator Guidelines</p>   | Ms. Funches | 6:40 | 10 min |
| <p><b>10. Reports</b><br/> a. Membership<br/> b. Over/Under Utilization and Medical Deep Dive<br/> c. UM System Control Audit Report<br/> <b>Possible Action:</b> Approve UM System Control Audit Report<br/> d. Dashboard Metrics<br/> • Turn-Around Time – Q4 - 2022<br/> e. Cal MediConnect and Medi-Cal Quarterly Referral Tracking – Q4 – 2022<br/> f. Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q4 2022<br/> g. Delegation Oversight Dashboard<br/> h. Annual Physician Peer-to-Peer (HS.02.02) – 2022<br/> i. Behavioral Health UM</p>  | Dr. Boris   | 6:50 | 5 min  |
|  | Mr. Perez   | 6:55 | 5 min  |
|  | Mr. Perez   | 7:00 | 5 min  |
|  | Ms. Funches | 7:05 | 5 min  |
|  | Ms. Funches | 7:10 | 5 min  |
|  | Dr. Boris   | 7:15 | 5 min  |
|  | Ms. Chen    | 7:20 | 10 min |
| <p><b>11. Adjournment</b><br/>Next Meeting: Wednesday, April 19, 2023 at 6:00 p.m.</p>   | Dr. Lin     | 7:30 |        |

**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).