

Regular Meeting of the  
**Santa Clara County Health Authority  
Governing Board**

Thursday, September 22, 2022, 12:00 PM – 2:30 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave, San Jose, CA 95119

**Via Teleconference Only**

(408) 638-0968  
Meeting ID: 811 0228 8572  
Passcode: GovBd2022!  
<https://us06web.zoom.us/j/81102288572>

## AGENDA

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|---|----------------|--------------|--------------|
| <p><b>1. Roll Call</b><br/>Welcome new Governing Board Members,<br/>Jennifer Cloyd and Sarah Jeevanjee, MD.</p>   | <p>Ms. Lew</p> | <p>12:00</p> | <p>5 min</p> |
| <p><b>2. Public Comment</b><br/>Members of the public may speak to any item not on the agenda; two minutes per speaker. The Governing Board reserves the right to limit the duration of the public comment period to 30 minutes.</p>  | <p>Ms. Lew</p> | <p>12:05</p> | <p>5 min</p> |
| <p><b>3. Approve Consent Calendar and Changes to the Agenda</b><br/>Items removed from the Consent Calendar will be considered as regular agenda items.<br/><b>Possible Action:</b> Approve Consent Calendar</p> <p>a. Approve minutes of the June 23, 2022 <b>Governing Board Meeting</b></p> <p>b. Accept minutes of the July 28, 2022 <b>Executive/Finance Committee Meeting</b></p> <ul style="list-style-type: none"> <li>• Ratify approval of Claims Policies <ul style="list-style-type: none"> <li>○ CL.01 v5 Interest on the Late Payment of Claims</li> <li>○ CL.02 v4 Misdirected Claims</li> <li>○ CL.03 v5 Notice of Denial of Payment</li> <li>○ CL.04 v3 Skilled Nursing Facility</li> <li>○ CL.05 v3 Long Term Care</li> <li>○ CL.06 v5 Inpatient Admission</li> <li>○ CL.07 v6 Emergency Room Services</li> <li>○ CL.08 v4 General Physician Professional Services</li> <li>○ CL.09 v4 Claims Timeframes Turn-Around-Time</li> <li>○ CL.10 v4 Provider Dispute Resolution</li> <li>○ CL.11 v3 Ambulatory Surgery Center (ASC)</li> <li>○ CL.13 v5 Processing of Family Planning Claims</li> <li>○ CL.12 v3 Coordination of Benefits and Medicare_Medi-Cal Crossover Claims</li> <li>○ CL.14 v3 Processing of Radiology Claims</li> </ul> </li> </ul> | <p>Ms. Lew</p> | <p>12:10</p> | <p>5 min</p> |

- CL.15 v3 Processing of Anesthesia Claims
  - CL.16 v3 Processing of Drugs and Biologicals Claims
  - CL.17 v3 Processing of Durable Medical Equipment, Orthotics, and Prosthetics Claims
  - CL.18 v3 Processing of Home Health Claims
  - CL.19 v3 Processing of Rehabilitation Therapies Claims
  - CL.20 v5 Processing of Inpatient Psychiatric Facility and Outpatient Behavioral Mental Health Claims
  - CL.21 v5 Claims Processing & Adjudication
  - CL.22 v5 Processing of Abortion Claims
  - CL.23 v3 Overpayment Recovery
  - CL.24 v3 Timely Processing of Non-Clean Claims
  - CL.25 v4 Direct Member Reimbursement
  - CL.26 v3 Claim Development of Non-Clean Non-Contracted Medicare Claims
  - CL.27 v3 Non-Medical Transportation
  - CL.28 v2 Other Health Coverage Cost Avoidance and Post Payment Recovery
  - CL.29 v2 Third Party Tort Liability Reporting Requirements
  - Ratify approval of the May 2022 Financial Statements
  - Ratify approval of funding for the YMCA Diabetes Prevention Program from the Board Designated Innovation Fund
  - Ratify approval of funding for the South County Compassion Center Rental Assistance Program from the Special Project Fund for CBOs
- c. Accept minutes of the August 25, 2022 **Executive/Finance Committee** Meeting
- Ratify approval of the Network Detection and Prevention Update
  - Ratify approval of Governance Policy GO.01 v2 Organizational Policies
  - Ratify approval of Claims Policies
    - CL.02 v4 Misdirected Claims
    - CL.04 v3 Skilled Nursing Facility
    - CL.07 v6 Emergency Room Services
    - CL.10 v4 Provider Dispute Resolution
    - CL.28 v2 Other Health Coverage Cost Avoidance and Post Payment Recovery
  - Ratify approval of the County of Santa Clara Reentry Resource Center sponsorship
  - Ratify approval of the June 2022 Financial Statements
  - Ratify approval of an adjustment to the use and terms of funding for the FIRST 5 Integrated Behavioral Health Pilot Project from the Board Designated Innovation Fund
- d. Accept minutes of the August 31, 2022 **Compliance Committee** Meeting
- Accept Compliance Dashboard
  - Ratify approval of HIPAA Policies
    - HI.01 v2 Privacy Officer Assignment and Responsibilities
    - HI.02 v2 Privacy Training Requirements
    - HI.03 v2 Minimum Necessary Standards
    - HI.06 v3 Request for Access
    - HI.07 v3 Amendments to Protected Health Information
    - HI.08 v2 Accounting of Disclosures

- HI.10 v3 Uses by and Disclosures to Business Associates and Third Parties
  - HI.11 v3 De-Identification of Health Information
  - HI.12 v3 Uses and Disclosures of Limited Data Sets
  - HI.13 v2 Requests for Restrictions on Uses and Disclosures
  - HI.14 v2 Request for Confidential Communications
  - HI.16 v2 Reporting and Responding to Privacy Complaints
  - HI.18 v2 Safeguards
  - HI.19 v3 Notice of Privacy Practices
  - HI.20 v3 Personal Representatives
  - HI.22 v2 Individual Caller Identification
  - HI.24 v2 Communications with Minors
  - HI.25 v2 Leaving Message with PHI
  - HI.26 v2 Uses and Disclosures of Protected Health Information
  - HI.46 v2 Photographing, Video Recording, Audio Recording and Other Imaging
  - HI.51 v2 Breach Notification Requirements
- e. Accept minutes of the August 9, 2022 **Quality Improvement Committee Meeting**
- Ratify approval of the Cal MediConnect Availability of Practitioners Evaluation
  - Ratify approval of the Annual E-Mail Quality and Analysis Report
  - Ratify approval of the Santa Clara Family Health Plan Member Experience, including Behavioral Health: 2021 Analysis
  - Ratify approval of QI Policies
    - QI.17 Behavioral Health Care Coordination
    - QI.18 Sensitive Services, Confidentiality, Rights of Adults and Minors
    - QI.21 Information Exchange Between SCFHP & SCCBHSD
    - QI.25 Palliative Care
    - QI.34 Housing and Homelessness Incentive Program
  - Ratify approval of Committee Reports
    - Credentialing Committee - June 1, 2022
- f. Accept minutes of the August 10, 2022 **Provider Advisory Council Meeting**
- g. Accept minutes of the September 6, 2022 **Consumer Advisory Committee Meeting**
- h. Approve **Publicly Available Salary Schedule**
- i. Approve **D-SNP Encounter Submission Services Vendor Contract**
- j. Approve **D-SNP Customer Service Support Vendor Contract**
- k. Approve **2023 Board & Committee Meeting Calendar**
- l. Approve **continued use of teleconferencing** without providing public access to each teleconference location pursuant to Government Code Section 54953

**4. July 2022 Financial Statements**

Review July 2022 Financial Statements.

**Possible Action:** Approve the July 2022 Financial Statements

Mr. Jarecki 12:15 10 min

**5. Fiscal Year 2021-2022 Team Incentive Compensation**

Review performance on team incentive metrics.

**Possible Action:** Approve FY '21-'22 Team Incentive Payout

Ms. Tomcala 12:25 10 min

<p><b>6. Fiscal Year 2022-2023 Team Incentive Compensation</b> Consider proposed team incentive compensation program. <b>Possible Action:</b> Approve FY '22-'23 Team Incentive Compensation Program</p>	<p>Ms. Tomcala</p>	<p>12:35</p>	<p>10 min</p>
<p><b>7. Innovation Fund Expenditure Request</b> Consider designating funding for a health care scholarship program in honor of SCFHP's 25<sup>th</sup> Anniversary. <b>Possible Action:</b> Approve expenditure from the Board Designated Innovation Fund for a health care scholarship program</p>	<p>Ms. Byom</p>	<p>12:45</p>	<p>10 min</p>
<p><b>8. CEO Update</b> Discuss status of current topics and initiatives.</p>	<p>Ms. Tomcala</p>	<p>12:55</p>	<p>10 min</p>
<p><b>9. Compliance Report</b> Review and discuss compliance activities and notifications.</p>	<p>Mr. Haskell</p>	<p>1:05</p>	<p>5 min</p>
<p><b>10. Government Relations Update</b> Discuss local, state, and federal legislative and policy issues impacting the Plan and its members.</p>	<p>Mr. Haskell</p>	<p>1:10</p>	<p>10 min</p>
<p><b><u>Announcement Prior to Recessing into Closed Session</u></b> Announcement that the Governing Board will recess into Closed Session to discuss Item No. 11 below.</p>			
<p><b>11. Adjourn to Closed Session</b></p>		<p>1:20</p>	<p>60 min</p>
<p>a. <b><u>Existing Litigation</u></b> (Welfare and Institutions Code Section 54956.9(d)(1)): It is the intention of the Governing Board to meet in Closed Session to confer with Legal Counsel regarding litigation initiated by a vendor. Case name unspecified: disclosure of case name may jeopardize existing settlement negotiations.</p>			
<p>b. <b><u>Pending Litigation</u></b> (Government Code Section 54956.9(d)(1)): It is the intention of the Executive/Finance Committee to meet in Closed Session to confer with Legal Counsel regarding Kindred Hospital - San Francisco Bay Area v. Santa Clara Family Health Plan; Superior Court of the State of California for the County of Alameda Case No.: RG20076644</p>			
<p>c. <b><u>Contract Rates</u></b> (Welfare and Institutions Code Section 14087.38(n)): It is the intention of the Governing Board to meet in Closed Session to discuss Plan partner rates.</p>			
<p>d. <b><u>Public Employee Performance Evaluation</u></b> (Government Code Section 54957(b)): It is the intention of the Governing Board to meet in Closed Session to consider the performance evaluation of the Chief Executive Officer.</p>			
<p><b>12. Report from Closed Session</b></p>	<p>Ms. Lew</p>	<p>2:20</p>	<p>5 min</p>

**13. Annual CEO Evaluation Process**

Consider potential annual salary adjustment and incentive compensation for the Chief Executive Officer.

**Possible Action:** Approve annual compensation for the CEO

Ms. Lew

2:25

5 min

**14. Adjournment**

2:30

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Governing Board 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 Governing Board 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 Ashley Kerner 48 hours prior to the meeting at (408) 874-1896.
- To obtain a copy of any supporting document that is available, contact Ashley Kerner at (408) 874-1896. 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).