

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

Thursday, March 25, 2021, 12:00 PM – 2:30 PM
Santa Clara Family Health Plan
6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference
(669) 900-6833
Meeting ID: 935 8099 0919
Passcode: GOVBD0321
<https://zoom.us/j/93580990919>

AGENDA

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|--|----------------|-------|-------|
| 1. Roll Call | Mr. Brownstein | 12:00 | 5 min |
| 2. Public Comment
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. | Mr. Brownstein | 12:05 | 5 min |
| 3. Approve Consent Calendar and Changes to the Agenda
Items removed from the Consent Calendar will be considered as regular agenda items.
Possible Action: Approve Consent Calendar | Mr. Brownstein | 12:10 | 5 min |
| <ul style="list-style-type: none"> a. Approve minutes of the December 17, 2020 Governing Board Meeting b. Approve minutes of the March 11, 2021 Special Governing Board Meeting c. Accept minutes of the January 28, 2021 Executive/Finance Committee Meeting <ul style="list-style-type: none"> • Ratify approval of Claims Policies: <ul style="list-style-type: none"> ○ CL.07 Emergency Room Services ○ CL.13 Processing of Family Planning Claims ○ CL.22 Processing of Abortion Claims ○ CL.27 Non-Medical Transportation Services • Ratify approval of the November 2020 Financial Statements • Review Quality Updates: <ul style="list-style-type: none"> ○ CMC 2019 Population Health Management Impact Analysis ○ CY'19 Med-Cal HEDIS Network Comparison Rates d. Accept minutes of the February 25, 2021 Executive/Finance Committee Meeting <ul style="list-style-type: none"> • Ratify approval of Claims Policies: <ul style="list-style-type: none"> ○ CL.01 Interest on the Late Payment of Claims ○ CL.02 Misdirected Claims | | | |

- o CL.03 Notice of Denial of Payment
 - o CL.09 Claims Timeframes Turn-Around-Time
 - o CL.21 Claims Processing & Adjudication
 - Ratify acceptance of the Network Detection and Prevention Update
 - Review Quality Update: Discuss CMC 2020 CAHPS results and Strategy
 - Ratify approval of the December 2020 Financial Statements
 - e. Accept minutes of the February 25, 2021 **Compliance Committee Meeting**
 - f. Accept minutes of the February 9, 2021 **Quality Improvement Committee Meeting**
 - Ratify approval of the Assessment of Network Adequacy MY2020
 - Ratify approval of the Quality Improvement (QI) Program Description 2021
 - Ratify approval of the Health Education (HE) Program Description 2021, HE Work Plan 2021, and HE Evaluation 2020
 - Ratify approval of the Cultural and Linguistics (C&L) Program Description 2021, C&L Work Plan 2021, and C&L Evaluation 2020
 - Ratify approval of the Population Health Assessment
 - Ratify approval of the Clinical, Behavioral, and Medical Preventative Practice Guidelines
 - Ratify approval of QI Policies:
 - o QI.05 Potential Quality of Care Issues
 - o QI.07 Physical Access Compliance
 - o QI.10 Initial Health Assessment (IHA) and Staying Healthy Assessment (SHA)
 - o QI.13 Comprehensive CM
 - o QI.29 Nurse Advice Line
 - Ratify approval of the Grievance and Appeals Reports Q4 2020
 - Ratify acceptance of Committee Reports
 - o Pharmacy and Therapeutics (P&T) Committee Minutes – September 17, 2020
 - o P&T Committee Minutes – December 17, 2020
 - o Utilization Management Committee - October 14, 2020
 - o Credentialing Committee – December 2, 2020
 - g. Accept minutes of the February 10, 2021 **Provider Advisory Council Committee Meeting**
 - h. Accept minutes of the March 9, 2021 **Consumer Advisory Committee Meeting**
 - i. Approve **Publicly Available Salary Schedule**
 - j. Approve **Quarterly Investment Compliance Report**
4. **Strategic Plan Update** Pacific Health Consulting Group 12:15 60 min
 Review and discuss strategic planning documents.
Possible Action: Approve Vision, Mission, Values and 2021-2023 Strategic Plan
5. **CEO Update** Ms. Tomcala 1:15 15 min
 Discuss status of current topics and initiatives.

<p>6. Compliance Report Review and discuss compliance activities and notifications.</p>	<p>Mr. Haskell</p>	<p>1:30 15 min</p>
<p>7. Government Relations Update Discuss state budget status and other local, state, and federal legislative and policy issues impacting the Plan and its members.</p>	<p>Mr. Haskell</p>	<p>1:45 15 min</p>
<p>8. January 2021 Financial Statements Review January 2021 Financial Statements. Possible Action: Approve the January 2021 Financial Statements</p>	<p>Mr. Jarecki</p>	<p>2:00 15 min</p>
<p>9. Fiscal Year 2020-21 Budget Update Review the updated FY'20-'21 budget.</p>	<p>Mr. Jarecki</p>	<p>2:15 15 min</p>
<p>10. Adjournment</p>		<p>2:30</p>

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 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 Rita Zambrano 48 hours prior to the meeting at (408) 874-1842.
- To obtain a copy of any supporting document that is available, contact Rita Zambrano at (408) 874-1842. 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.