

Regular Meeting of the  
**Santa Clara County Health Authority  
Utilization Management Committee**

Wednesday, July 21, 2021, 6:00-7:30 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave., San Jose, CA 95119

**Via Zoom**

(669) 900-6833  
Meeting ID: 858 1226 4736  
Passcode: **umc072021**  
<https://us06web.zoom.us/j/85812264736>

## AGENDA

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<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 Q2 April 21, 2021 Utilization Management Committee (UMC) meeting. <b>Possible Action:</b> Approve Q2 2021 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	Dr. Nakahira	6:20	5 min
<b>6. Old Business/Follow-Up Items</b> a. Prior Authorization Volume 2019 vs. 2020 vs. 2021 b. Plan All-Cause Readmissions Rates Due to COVID-19	Dr. Huynh	6:25	5 min
<b>7. UM Policy Updates</b> a. HS.02 Medical Necessity Criteria <b>Possible Action:</b> Approve UM policy updates.	Dr. Huynh	6:30	5 min
<b>8. Inter-Rater Reliability (IRR) UM Report – 2021</b> Annual review of IRR UM Report.	Dr. Boris	6:35	5 min

<p><b>9. UM Review of Delegation Results and Process</b>  <b>a.</b> Annual Review of UM Delegation Results  <b>b.</b> Annual Review of the UM Delegation Process  <b>Possible Action:</b> Approve UM Review of Delegation Results and Process.</p>	Dr. Huynh	6:40	10 min
<p><b>10. UM 1B Annual Provider and Member Satisfaction with UM Process - 2020</b>  Review of Annual Provider and Member Satisfaction with UM Process – 2020.</p>	Dr. Boris	6:50	5 min
<p><b>11. Reports</b>  <b>a.</b> Membership  <b>b.</b> Over/Under Utilization by Procedure Type/Standard UM Metrics  <b>c.</b> Dashboard Metrics  <ul style="list-style-type: none"> <li>• Turn-Around Time – Q2 2021</li> </ul> <b>d.</b> Cal MediConnect and Medi-Cal Quarterly Referral Tracking – Q2 2021  <b>e.</b> Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q2 2021  <b>f.</b> Behavioral Health UM</p>	Dr. Boris	6:55	5 min
<p><b>12. Adjournment</b>  Next meeting: October 20, 2021 at 6:00 p.m.</p>	Mr. Perez	7:00	5 min
<p></p>	Ms. Vu	7:05	10 min
<p></p>	Ms. McKelvey	7:15	15 min
<p></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).