



Date: March 20, 20223
Meeting Place: Microsoft Teams Meeting
+1 323-475-1528,,207711996#
Meeting Time: 8:00AM - 9:30 AM

Members Present: Idell Wilson *SFHP Member Advisory Committee Member*; Edward Evans *SFHP Member Advisory Committee Member*; Jaime Ruiz, MD, *Chief Medical Officer, Mission Neighborhood Health Center*; Kenneth Tai, MD *Chief Medical Officer, North East Medical Services*; Jackie Lam, MD *Medical Director and QI Director Northeast Medical Services*

Staff Present: Eddy Ang, MD *Chief Medical Director*; Shelley Fung-Yeung, MD *Medical Director, Health Services Administration*; Hanan Obeidi, MPH CHES *Vice President, Health Services Programs*; Leslie Mulhern, RN, CPHQ, CHCQM *Nurse Supervisor, Quality Review*; Grace Cariño, MPH *Supervisor, Grievances and Appeals*; Vaishali Patankar *Manager, HSPM*; José Méndez *Senior HEDIS Program Manager*; Matija Cale RN, MS *Director, Clinical Operations*; Tamsen Staniford *UM Nurse Manager, Prior Authorization*; Travis Tiani *Senior Manager, Member Services*; Michelle Faust, RN *Prior Authorization Nurse*; Jenna Colin-Arriola *Quality Review Nurse*; Courtney Spalding *Nurse Manager, Concurrent Review*; Yves Gibbons *Senior Program Manager, Quality & Access*; Kaitlin Hawkins *PharmD BCPS Manager, Pharmacy Operations*; Luke Nelson *Pharmacy Analyst*; Eileen Kim *Clinical Pharmacist*; Jessica Shost *Clinical Pharmacist*

Topic		Follow-up [if Quality Issue identified, Include Corrective Action]	Resolution, or Closed Date [for Quality Issue, add plan for Tracking after Resolution]
Call to Order	<ul style="list-style-type: none"> Meeting called to order at 8:19 AM with a quorum. 		

<p>Consent Calendar</p>	<ul style="list-style-type: none"> • December 2022 QIC Minutes • DHCS Audit Updates • Q4 2022 Grievance Report • Q4 2022 Appeals Report • Q3 2022 ER Access Report • UM Committee Minutes (November & December 2022) • Health Services Policies & Procedures (P&P) updates • Facility Site Review Annual Report 2022 		<p>Approved.</p> <ul style="list-style-type: none"> • December 2022 QIC Minutes • DHCS Audit Updates • Q4 2022 Grievance Report • Q4 2022 Appeals Report • Q3 2022 ER Access Report • UM Committee Minutes (November & December 2022) • Health Services Policies & Procedures (P&P) updates • Facility Site Review Annual Report 2022
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Utilization Management Clinical Criteria <ul style="list-style-type: none"> ○ Clinical Operations P&P Utilization Management Clinical Criteria ○ Custodial (Long-Term) Care Clinical Criteria ○ Gender Affirming Services Medical Necessity Clinical Criteria ○ Private Duty Nursing Medical Necessity Clinical Criteria • 2023 Quality Improvement Scorecard • CMO Quality Measure Update • COVID-19 Therapeutics Dashboard <p><i>Eddy- On 3 criteria, what is the length of stay average vs Plan member stay?</i></p> <p><i>Leslie- SFHP members tend to run slightly longer than average, an average of 6-7 days, vs UMC.</i></p>	<p>Yves will come back in April 2023 to provide updates unless people request earlier.</p>	

Eddy- The EPSDT, or Early and Periodic Screening, Diagnostic and Treatment Medi-Cal benefit has changed program name to Medi-Cal for Teens and Kids.

Jose- Do we ever deny gender care services, or follow up for information?

Tamsen- We always request more information before any potential denial.

Ken- With Medi-Cal Rx, is DHCS providing claims data regularly?

Kaitie- Yes, SFHP receives a daily data upload from DHCS/MCRX.

Jaime- With 26 to 50 being the prenatal ages, pre/perinatal care is hard to identify.

Eddy- Identifying pregnancy in members is a challenge and SFHP is working to improve identification processes.

Kaitie- Do we have an address verification on member incentives before distribution?

Yves- Our process identifies and flags “bounce-backs” and returned communications.

Jose- Do any committee members see barriers to 6 visits for new births?

Ken- A “Welcome to the Plan” or treatment calendar letter could help. Perhaps a care coordinator outreach with visit timeframes and reasons. Proactive bookings, tele-reminders and member education would all be helpful.

Jaime- Medi-Cal Rx to Managed Care Plan transition for new births can cause a month or two gap in coordination.

Eddy- Proactive management is the key take-away it seems.

Jaime- During the pandemic, certain services like fluoride varnish were lessened because of close contact necessity. Pediatricians try to handle varnish applications during well visits to limit need for a second visit.

Eddy- We will continue to solicit feedback and process improvement options. Perhaps a Quality and Strategy session to further include committee feedback.

Kaitie- For COVID-19, what can the plan share with medical groups to improve care and communication?

	<i>Jaime- More education opportunities. Who to call and where to access care.</i> <i>Kaitie- Our education is focused on the Test to Treat methodology.</i>		
	Meeting Adjourned at: 9:30 AM		

QI Committee Chair's Signature & Date:  06/29/23
Minutes are considered final only with approval by the QIC at its next meeting.