

Quality Improvement Health Equity Transformation Committee (QIHETC) Synopsis

Date of meeting: March 5, 2024

All activities on this grid are reported to the MHC Board of Directors Committee. QI Committee actions and approvals are recorded in the QI Committee minutes.

Key Decision and Actions	Follow-up Actions	Status
I. Opening		
<ol style="list-style-type: none"> 1. Called to Order – 48 Attendees – Quorum met 2. Review and approval of previous Minutes: 12/5/2023 3. Announcements: <ul style="list-style-type: none"> • Welcome New Honorarium: • Welcome New Sr. Medical Director: 	N/A	N/A
II. NEW BUSINESS:		
1. Reported: EAE Reporting Q4 2023: Initial HRA and ICP Completion Report	None	Closed
2. Reported: Provider & Network Management - Provider Access & Availability Survey (PAAS) Update. Q4 2023	None	Closed
3. Reported: QIHETC Expectations for new DHCS Contract – Structure and Responsibilities were reviewed.		
NEW BUSINESS FOR APPROVAL		
<ol style="list-style-type: none"> 4. Reported: Q4 2023 Call Center Report. Report Submitted. Pre-Approved <ul style="list-style-type: none"> • LOBs: (Marketplace, Medi-Cal, Medicare) <ul style="list-style-type: none"> ○ Member & Provider Contact Center – Call Tracking ○ Resolution TAT ○ Medi-Cal inquiry percentages - Call inquiries by defined categories of Service, Claims, Access, Pharmacy, and other ○ Member Mobile App Transactions ○ Priorities and conclusion 	None	Closed
<ol style="list-style-type: none"> 5. Reported: MP– 30-day Welcome Call - White Glove Outreach Q4. Report submitted and pre-approved prior to meeting. <ul style="list-style-type: none"> • MP Welcome Call Purpose, Methodology and Frequency reviewed. • Members Attempted, Members Reached, Successful Completed Calls, Wrong/Disconnected #s reported • Conclusion and Priorities reviewed. 	None	Closed
<ol style="list-style-type: none"> 6. Reported. Initial Health Appointment Report submitted and approved. <ul style="list-style-type: none"> • Objective/Goal • New Member Enrollment Date • IHA Due Date • IHA: Performed ≤ 120 calendar days of enrollment - Encounter Data (Percentage reported). • Summary of Findings and Recommended Action & Next Steps reviewed. 	None	Closed
<ol style="list-style-type: none"> 7. Reported: Wellness and Prevention DHCS reporting – Overview (New Quarterly report as of 3/5/24) Report received and approved. <ul style="list-style-type: none"> • XXXX stated this is a new report just available January 1st. First data report will be for Q1 2024 presented at the June QIHETC. • XXXX reviewed the Purpose, Overview, and Next Steps 	None	Closed
<ul style="list-style-type: none"> • XXXX reported. 2022 Provider Experience Chart Book Report. Report submitted and approved. • Summary of Provider Experience Results/Qualitative Summary - Molina Healthcare of California - Key Areas of Focus <ul style="list-style-type: none"> ○ Finance Issues ○ Health Plan Call Center Service Staff 	None	Closed

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<ul style="list-style-type: none"> ○ 2021 – 2022 Key Driver Diagrams for Priority Measures/Change Ideas for California ○ Barriers, Opportunities for Improvement, Interventions and Start and End 		
III: Old Business/Action Item(s)		
<ul style="list-style-type: none"> • There were no Action Items from the 12-5-2023 Meeting 		
IV: Q4 2023 Variance Report(s): Departments that report up to the QIHETC have regulatory goals or standards that are set for them. If goal(s) are not met an explanation of barriers and interventions are to be reported. Variance Reports are reported at QIHETC for discussion as needed.		
<ol style="list-style-type: none"> 1. Delegation Oversight- No variances to report for Q4 2023 2. Facility Site Review Update – No variance to report but update given that FSR backlog is caught up 3. Grievance and Appeals: <ul style="list-style-type: none"> • Variances reported on: <ul style="list-style-type: none"> ○ MediCal Standard Appeals ○ MediCal Expedited Appeals ○ Marketplace Standard and Expedited Appeals ○ Q4 2023 Medi-Cal Standard/Expedited Grievances ○ Q4 2023 MRKP Standard/Expedited Grievances ○ Barriers and Interventions Reviewed 4. Healthcare Services: <ul style="list-style-type: none"> ○ Variances reported on: UM Out Patient Prior Auth TAT <ul style="list-style-type: none"> ▪ Authorization Timelines: MediCal, Marketplace ▪ Member/Provider Timely Notification of Outpatient Decision ▪ Barriers and Interventions Reviewed ○ Variances reported on: UM CALL CENTER <ul style="list-style-type: none"> ▪ MediCal and Marketplace Call Center Statistics ▪ Barriers and Interventions Reviewed ○ Variances reported on: UM In Patient Review <ul style="list-style-type: none"> ▪ Post Stabilization TAT ▪ Barriers and Interventions Reviewed 5. Initial Health Appointment - (Variances if any are reported under Section II. Item 7) 6. Member & Provider Contact Center Tracking <ul style="list-style-type: none"> ○ Variances reported on: Statewide Call Tracking for MediCal, Marketplace and Medicare ○ Barriers and Interventions Reviewed 7. Member & Provider Contact Center - CA MP 30 Day Welcome Call (Retention): No Variance to report for Q4 2023 8. Nurse Advice Line <ul style="list-style-type: none"> ○ Variances reported on: Medicaid and Medicare Avg ASA ○ Variances reported on: Medicaid Marketplace, and Medicare Avg SLA ○ Barriers and Interventions Reviewed 9. Pharmacy - No Variance to report for Q4 2023 10. Professional Review: Variances (if any) are reported via their Committee Synopsis 11. Provider Network <ul style="list-style-type: none"> ○ Variances reported on: CAPS Completion for Direct and IPA Providers ○ Barriers and Interventions and Next Steps Review 	None	Closed
V: Committee Synopsis Departments that report up to the QIHETC are required by regulation to have at least quarterly meetings. These Committees/subcommittees report up to QIHETC via Synopsis of their meetings and reports.		
<ol style="list-style-type: none"> 1. Access & Availability Committee (A&A): Report submitted. Meeting Dates: 11/16/23 <ul style="list-style-type: none"> • Q3 Reports: <ul style="list-style-type: none"> ○ 2023 Network Compliance Policy and Procedure Update Matrix ○ 2023 Provider Materials Update Matrix: ○ Interpreter Utilization Cultural & Linguistic Services ○ Quarterly Contracting Updates and LOA/Ad Hoc Request ○ Initial Health Appointment (IHA) Oversight ○ Grievances Report and Office Visit Wait Time Report ○ Network Adequacy Reports Geo Access Report Member to Provider Ratio 	None	Closed

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<ul style="list-style-type: none"> ○ Q3 2023 AAS Analysis Geo Report ○ QMRT Raw Data Call Status Findings Q3 2023 ○ MY2022 Provider Appointment Availability Survey (PAAS) CAPs ○ MY2022 Provider Appointment Availability Survey (PAAS) With 2022 Data Interim Findings ○ New Business/Announcements 		
<p>2. Delegation Oversight Committee:</p> <ul style="list-style-type: none"> ○ Performance Metrics Q4 ○ Q4 Barrier Analysis 	None	Closed
<p>3. Community Engagement</p> <ul style="list-style-type: none"> • Meetings Per County • Member Advisory Board/Committee Q4 2023 San Diego/Imperial Quarterly Report • Successes Identified During the Member Advisory Board/Committee – San Diego • Member Advisory Board/Committee Q4 2023 Sacramento Quarterly Report • Q4 2023 San Diego/Imperial Quarterly Report - Opportunities Identified / Planned Interventions-<u>Nothing to report.</u> • Member Advisory Board/Committee Q4 2023 Sacramento Quarterly Report • Q4 2023 Sacramento Quarterly Report Successes Identified During the Member Advisory Board/Committee • Q4 2023 Sacramento Quarterly Report Opportunities Identified / Planned Interventions- Nothing to report. • Member Advisory Board/Committee Q4 2023 San Bernardino/Riverside Quarterly Report • Q4 2023 San Bernardino/Riverside Quarterly Report - Successes Identified During the Member Advisory Board/Committee • Q4 2023 San Bernardino/Riverside Quarterly Report - Opportunities Identified / Planned Interventions- Nothing to Report • Member Advisory Board/Committee - Q4 2023 Los Angeles Quarterly Report • Q4 2023 Los Angeles Quarterly Report - Successes Identified During the Member Advisory Board/Committee • Q4 2023 Los Angeles Quarterly Report - Opportunities Identified / Planned Intervention- Nothing to report. • Community Advisory Board/Committee - Q4 2023 San Diego Quarterly Report • Q4 2023 San Diego Quarterly Report - Successes Identified During the Community Advisory Board/Committee - Nothing to report. • Q4 2023 San Diego Quarterly Report - Opportunities Identified / Planned Interventions - Nothing to Report • Community Advisory Board/Committee Q4 2023 Sacramento Quarterly Report • Q4 2023 Sacramento Quarterly Report - Successes Identified During the Community Advisory Board/Committee - Nothing to Report • Q4 2023 Sacramento Quarterly Report - Opportunities Identified / Planned Interventions – Nothing to Report • Community Advisory Board/Committee - Q4 2023 San Bernardino/Riverside Quarterly Report • Q4 2023 San Bernardino/Riverside Quarterly Report - Successes Identified During the Community Advisory Board/Committee • Q4 2023 San Bernardino/Riverside Quarterly Report - Opportunities Identified / Planned Interventions- Nothing to Report • Community Advisory Board/Committee - Q4 2023 Los Angeles Quarterly Report • Q4 2023 Los Angeles Quarterly Report - Successes Identified During the Community Advisory Board/Committee • Q4 2023 Los Angeles Quarterly Report - Opportunities Identified / Planned Interventions-Nothing to report. • Community Advisory Board/Committee Q4 2023 Imperial Quarterly Report – Description of Topics - Nothing to report. • Q4 2023 Imperial Quarterly Report: Successes Identified During the Community Advisory Board/Committee • Community Advisory Board/Committee Q4 2023 Imperial Quarterly Report Imperial: Opportunities Identified / Planned Interventions- Nothing to Report 	None	Closed
<p>4. Member Grievance and Appeals</p> <ul style="list-style-type: none"> • Q3 Member Appeals and State Fair Hearing TAT, Clinical Decisions and Service types <ul style="list-style-type: none"> ○ Grievance and Inquiry Audit Report Q3 and Q4 2023 – Data and Results by county, Total Volume of Grievance & Inquiry, 2023 Quarterly Volume Comparison ○ Analysis, Barriers, Interventions and Priority • Q4 Member Appeals and State Fair Hearing TAT, Clinical Decisions and Service types <ul style="list-style-type: none"> ○ MediCal TAT Time Performance, Overturn Rate (Appeal & State Fair Hearing), Standard and Expedited Appeals, Appeals by Type ○ Appeal-Clinical Decision Reason and detail for Overturn Resolutions ○ Marketplace TAT Performance, Overturn Rate, Appeals by Type, Standard and Expedited Appeals • Q4 Medi-Cal Standard and Expedited Grievances, Grievance Percentages, Behavioral Health Grievance Percentages, Post Service Non Clinical Appeals • Q4 Marketplace Grievance Percentages, Exempt Grievance Percentages, Behavioral Health Grievance Percentages, Post Service Non Clinical Appeals • Analysis Q4 for MediCal and Marketplace • Reviewed Member Grievance & Appeals Quality Scorecard • Member and Provider Contact Center – Q4 2023 A & G Committee Meeting 	None	Closed

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<ul style="list-style-type: none"> • CA DSNP & MMP Appeals and Grievances <ul style="list-style-type: none"> ○ Grievances – First Call Resolution vs. Standard ○ Grievances by NCQA Category ○ H5810-016 A & G ○ CTM 		
<p>5. Health Care Services</p> <p>CARE Management Reports/Activities</p> <ul style="list-style-type: none"> ○ Case Management Phone Queue Report Q3 2023 ○ Enhanced Care Management (ECM) Report Q3 2023 ○ Palliative Care, My Care Program Q3 2023 ○ Major Organ Transplant Report Q3 2023 ○ CCS Regional Center Report Q3 2023 ○ Behavioral Health Treatment Report Q3 2023 ○ Long Term Care (LTC) Utilization Report Q3 2023 ○ TCARE Report Q2 2023 & Q3 2023 <p>Over and Under Utilization Report Q3 2023</p> <p>UTILIZATION MANAGEMENT REPORTS/ACTIVITIES</p> <ul style="list-style-type: none"> ○ Inpatient 30-Day Readmission Report Q3 2023 ○ UM Decision Timeliness & Notification UM 5G NCQA Authorization Report PA/ IP Medi-Cal & Marketplace Q3 2023 ○ UM Call Center Telephone Service Level Report Q3 2023 ○ Delegation Oversight UM Reports Q3 2023 ○ Emergency Department Support Unit and Post Stabilization Report Q3 2023 ○ Pharmacy Scorecards Q3 2023 ○ Pharmacy Phone Queue Q3 2023 ○ Inpatient Utilization Management Report Q3 2023 ○ Outpatient Utilization Management Report Q3 2023 ○ HealthNet - LA County Q3 2023 ○ Q3 2023 Inter-Rater Reliability Analysis: ○ MD Appeals ○ MD Denials ○ Inter-Rater Reliability Analysis (Pharmacy) Q3 2023 ○ Pharmacy Denial Report Q3 2023 <p>2023 HCS WORKPLAN</p> <ul style="list-style-type: none"> ○ Q3 2023 Behavioral Health ○ Q3 2023 Case Management ○ Q3 2023 Enhanced Care Management ○ Q3 2023 Community Supports ○ Q3 2023 Population Health Management ○ Q3 2023 Health Education ○ Q3 2023 Cultural Literacy ○ Q3 2023 Incentive Programs ○ Q3 2023 Internal Auditing ○ Q2 2023 Peds and CCS/Regional Center- ○ Q3 2023 My Right Care ○ Q3 2023 Behavioral Health Treatment (BHT) ○ Q3 2023 Palliative Care ○ Q2 2023 Major Organ Transplant (MOT) <p>Inpatient UM Turnaround Time Summary- HCS Q4 Quarterly Report</p> <p>Healthcare Services Committee Q4 2023 Quarterly Report - Outpatient UM Turnaround Time Summary Medicaid and Marketplace</p> <p>Healthcare Services Committee Q3 2023 Quarterly Report - Policy and Procedure Review, Case Management, Behavioral Health, Pharmacy, Incentive Program, Case Management And UM, UM, Clinical Management, Population Health, Health Education, Community Support, Enhanced Care Mgmt</p> <p>HCS Committee Barrier Analysis</p>	None	Closed
<p>6. National P&T Committee Synopsis - Quarter 4</p> <ul style="list-style-type: none"> • Formulary Updates – October 25, 2023 	None	Closed

Key Decision and Actions	Follow-up Actions	Status
<ul style="list-style-type: none"> Medications With New Formulations/Strengths/Combinations or 505b2NDA – No Vote Tilization Management Criteria Review Updates, Additions and Removals New Business Agenda <ol style="list-style-type: none"> Continuous Glucose Monitors – Dexcom G7 Symbicort Maintenance and Reliever Therapy (SMART) Labetalol QL Update 2024 Marketplace Oncology Endocrine & Metabolic – Glucose Elevating Agents Medicare Medical Preferred Drug List – 2024 Withdrawal of Exkivity (mobocertinib) from the U.S. Market State Formulary Annual Reviews Virginia, Nebraska, CHIP599/OTC List Appendix 1 (category with changes) 		
<p>7. Professional Review Committee Q4</p> <p>Credentialing Status</p> <ul style="list-style-type: none"> Initial Providers submitted for credentialing Initial Providers Credentialed Complete % Providers Missing Information-Not Returned/Provider non-responsive <p>Approved</p> <ul style="list-style-type: none"> Initial Providers Approved by the Credentialing Committee Recred Providers Approved by the Credentialing Committee <p>Denied/Terminated</p> <ul style="list-style-type: none"> Initial Providers Denied by the Credentialing Committee Recred Providers Terminated by the Credentialing Committee <p>Recredentialing Performance Metrics.</p> <ul style="list-style-type: none"> Total Providers Recredentialled % Providers recredentialing incomplete – Missing information – Not Returned/Provider non-responsive Total Providers out of compliance with recredentialing <p>Potential Quality of Care Cases</p> <ul style="list-style-type: none"> Level 3 Level 4 Total number of corrective actions listed Total number of corrective actions closed 	None	Closed
<p>VI. Approval Documents</p> <p>Approval Documents are required reports by regulation - quarterly or annual. As a time saving effort these documents are not reported but require review and approval. Policy and Procedure Annual Reviews and or individual updates are included via Summary of Changes</p>		
<ol style="list-style-type: none"> Analysis MHC Complaints and Appeals Review Q4 2023 (New Quarterly report as of 8/30/21) Annual MHI Quality Improvement - Program Description for Current Year Annual MHI Quality Improvement - Program Workplan for 2024 (approval via ad-hoc) Semi Annual MHI QI Workplan - Q3 & Q4/ 2024 Annual Annual MHI Quality Improvement - Program Evaluation (approval via ad-hoc) Quality Improvement Policies – Summary of Changes (part 2) 	None	Closed
<p>Meeting Adjourned: Next meeting June 4, 2024 Reporting Q1 2024</p>		