

Meeting Name:	Health Care Quality Committee		
Date of Meeting:	3/31/2023	Time:	9:00 – 11:00 AM
Meeting Coordinator:	Megan Hils	Location:	Teams
Call In Number:		Webinar Meeting ID:	Click here to join the meeting

IMPORTANT PUBLIC HEALTH AND SAFETY MESSAGE REGARDING PARTICIPATION AT ALAMEDA ALLIANCE FOR HEALTH COMMITTEE MEETINGS

STATE OR LOCAL OFFICIALS CONTINUE TO IMPOSE OR RECOMMEND MEASURES TO PROMOTE SOCIAL DISTANCING.

AS A RESULT OF THE COVID-19 VIRUS, AND RESULTING ORDERS AND DIRECTION FROM THE PRESIDENT OF THE UNITED STATES, THE GOVERNOR OF THE STATE OF CALIFORNIA, AND THE ALAMEDA COUNTY HEALTH OFFICER, THE PUBLIC WILL NOT BE PERMITTED TO PHYSICALLY ATTEND THE ALAMEDA ALLIANCE FOR HEALTH MEETING TO WHICH THIS AGENDA APPLIES.

YOU MAY SUBMIT COMMENTS ON ANY AGENDA ITEM OR ON ANY ITEM NOT ON THE AGENDA, IN WRITING VIA MAIL TO “ATTN: ALLIANCE HCQC COMMITTEE” 1240 SOUTH LOOP ROAD, ALAMEDA, CA 94502; OR THROUGH E-COMMENT AT mhils@alamedaalliance.org. YOU MAY WATCH THE MEETING LIVE BY LOGGING IN VIA COMPUTER AT THE FOLLOWING LINK [Click here to join the meeting](#). IF YOU USE THE LINK AND PARTICIPATE VIA COMPUTER, YOU MAY, THROUGH THE USE OF THE CHAT FUNCTION, REQUEST AN OPPORTUNITY TO SPEAK ON ANY AGENDIZED ITEM, INCLUDING GENERAL PUBLIC COMMENT. YOUR REQUEST TO SPEAK MUST BE RECEIVED BEFORE THE ITEM IS CALLED ON THE AGENDA. IF YOU PARTICIPATE BY TELEPHONE, YOU MAY SUBMIT ANY COMMENTS VIA THE E-COMMENT EMAIL ADDRESS DESCRIBED ABOVE OR PROVIDE COMMENT DURING THE MEETING AT THE END OF EACH TOPIC.

PLEASE NOTE: THE ALAMEDA ALLIANCE FOR HEALTH IS MAKING EVERY EFFORT TO FOLLOW THE SPIRIT AND INTENT OF THE BROWN ACT AND OTHER APPLICABLE LAWS REGULATING THE CONDUCT OF PUBLIC MEETINGS, IN ORDER TO MAXIMIZE TRANSPARENCY AND PUBLIC ACCESS. DURING EACH AGENDA ITEM, YOU WILL BE PROVIDED A REASONABLE AMOUNT OF TIME TO PROVIDE PUBLIC COMMENT. THE BOARD WOULD APPRECIATE, HOWEVER, IF COMMUNICATIONS OF PUBLIC COMMENTS RELATED TO ITEMS ON THE AGENDA, OR ITEMS NOT ON THE AGENDA, ARE PROVIDED PRIOR TO THE COMMENCEMENT OF THE MEETING.

Meeting Objective				
To improve quality of care for Alliance members by facilitating clinical oversight and direction.				
Members				
Name	Title			
Steve O'Brien, MD Chair	Chief Medical Officer, Alameda Alliance for Health, Internal Medicine			
Sanjay Bhatt, MD Vice Chair	QI Medical Director, Alameda Alliance for Health, Emergency Medicine			
Aaron Chapman, MD	Alameda County Behavioral Health Care Services			
Wesley Lisker, MD	Kaiser Permanente			
Tri Do, MD	Community Health Center Network			
Felicia Tornabene, MD	Alameda Health System			
James Florey, MD	Children First Medical Group			
Donna Carey, MD	CM Medical Director, Alameda Alliance for Health, Pediatrics			
Rosalia Mendoza, MD	UM Medical Director, Alameda Alliance for Health, Family Practice			
Peter Currie, MD	Senior Director Behavioral Health, Alameda Alliance for Health			
Michelle Stott	Senior Quality Director, Alameda Alliance for Health			
Meeting Agenda				
Topic	Time	Document	Responsible Party	Vote to approve or Informational
Call to Order/Roll Call:	1 min	Verbal	S. O'Brien	Informational
1. Chief Medical Officer Alameda Alliance Update	5 min	Verbal	S. O'Brien	Informational
<ul style="list-style-type: none"> • Introductions <ul style="list-style-type: none"> ○ Paul Vang – Chief Health Equity Officer ○ Michelle Stott – Sr. Director of QI 				
2. HCQC Meeting Logistics and Name Change				
<ul style="list-style-type: none"> • Name Change - Quality Improvement Health Equity Committee (QIHEC) • Brown Act Implications 	5 min	Verbal	S. O'Brien	Informational
3. Approved Committee Meeting Minutes	5 min	Document	S. O'Brien	e-Vote
<ul style="list-style-type: none"> • HCQC – 2/17/2023 • UMC – 2/24/2023 • A&A – 3/2/2023 				

4. Policies and Procedures <ul style="list-style-type: none"> • QI-114 Monitoring Access and Availability (vote during meeting) • See list below 	10 min	Document	S. O'Brien	e-Vote
5. Committee Member Presentation <ul style="list-style-type: none"> • Medication Monitoring 	10 min	Document	Dr. Chapman	Informational
6. Behavioral Health Updates	5 min	Verbal	S. Bhatt P. Currie	Informational
7. Utilization Management Trilogy Documents <ul style="list-style-type: none"> • Program Description, Evaluation and Workplan 	15 min	Document	R. Mendoza J. A. Miller	Informational
8. Case Management Update <ul style="list-style-type: none"> • Trilogy Documents – Program Description, Evaluation and Workplan 	15 min	Document	Dr. Carey J.A. Miller	Informational
9. QI Workplan Updates				
<ul style="list-style-type: none"> • Initial Health Appointments 	5 min	Document	F. Zainal	Informational
Access and Availability <ul style="list-style-type: none"> • After Hours Survey • Extending Appointment Requirement 	10 min	Document	S.Bhatt	Informational
Potential Quality Issues <ul style="list-style-type: none"> • Dashboard • IRR 	10 min	Document	S.Bhatt	Informational
10. NCQA Update	5 min	Document	J. Karmelich	Informational
11. Public Comment	5 min	Verbal	S. O'Brien	Informational
12. Adjournment	1 min	Verbal	S. O'Brien	Next meeting: May 19, 2023

List of Policies:

UM

CBAS-001 Initial Member Assessment and Reassessment for CBAS Eligibility

CBAS-005 Provision of Unbundled CBAS Services

UM-001 UM Program

UM-003 Concurrent Review and DC Planning Process

UM-004 Over and Under Utilization

UM-005 Second Opinions

UM-007 New or Experimental Technology Review Process

UM-008 Coordination of Care-CCS

UM-012 Care Coordination- Behavioral Health

UM-013 Care Coordination- Substance Use Disorder

UM-014 Care Coordination- Identifying Abuse

UM-015 Emergency Services and Post-Stabilization Services

UM-025 Guidelines for Obstetrical Services

UM-029 Sensitive Services

UM-036 Continuity of Care

UM-045 Communication Services

UM-048 Triage and Screening Services

UM-049 UM Satisfaction Survey

UM-054 Notice of Action (NOA)

UM-056 Standing Referrals

UM-057 Authorization Service Request

UM-058 Continuity of Care for New Enrollees Transitioned to Medi-Cal Managed Care after receiving a Medical Exemption (MER)

UM-059 Continuity of Care for Medi-Cal Beneficiaries who Transition into Medi-Cal Managed Care

UM-062 Behavioral Health Treatment

UM-063 Gender Affirmation Surgery and Transgender Services

CMDM

CM-009 Enhanced Care Management Program Infrastructure

CM-010 Enhanced Care Management – Member Identification and Grouping

CM-011 Enhanced Care Management – Care Management and Transitions of Care

CM-013 Enhanced Care Management – Oversight, Monitoring, and Controls

CM-014 Enhanced Care Management – Operations Non-Duplication

CM-016 Enhanced Care Management – Staffing

HCS-015 Enhanced Care Management – Outreach/Member Engagement

HCS-020 Enhanced Care Management – IT/Data Sharing

G&A

G&A-001 Grievance System Description

G&A-002 Grievance Filing

G&A-003 Grievance Receipt, Review, and Resolution

G&A-004 Member Education_Notification

G&A-005 Expedited Review of Urgent Grievances

G&A-006 Independent Medical Review

G&A-007 State Fair Hearing

G&A-008 Adverse Benefit Determination Appeals Process

G&A-009 Provider Grievances

G&A-010 Medi-Cal Rx

G&A-011 UM Appeals System Controls

QI

QI-XXX Clinical Practice Guidelines

QI-101 Quality Improvement and Health Equity Program

Americans with Disabilities Act (ADA): It is the intention of the Alameda Alliance for Health to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the Alameda Alliance for Health will attempt to accommodate you in every reasonable manner. Please contact Megan Hils mhils@alamedaalliance.org at least 48 hours prior to the meeting to inform us of your needs and to determine if accommodation is feasible. Please advise us at that time if you will need accommodations to attend or participate in meetings on a regular basis.