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Utilization Management Committee Meeting Minutes

March 22, 2024, 1:30 PM – 3:00 PM

Teams

Member Name and Title	Present	Member Name and Title	Present
Steve O'Brien, Chief Medical Officer		Jennifer Karmelich, Director, Quality Assurance	
Richard Golfin, Chief Compliance Officer	X	Jorge Rosales, Manager, Case & Disease Management	X
Tiffany Cheang, Chief Analytics Officer	X	Judy Rosas, Sr. Manager, Member Services	
Allison Lam, Senior Director, Health Care Services	X	Katherine Goodwin, Supervisor, Health Plan Audits	X
Alma Pena, Sr. Manager, G&A	X	Kimberly Glasby, Director, Long Term Services & Supports	X
Amani Sattar, Executive Assistant	X	Kisha Gerena, Manager, Grievances & Appeals	
Andrea DeRochi, Manager, Behavioral Health	X	Laura Grossman-Hicks, Sr. Director, BH Services	X
Annie Lam, Manager, Provider Services Call Center		Lily Hunter, Director, Social Determinants of Health	X
Beverly Juan, Medical Director, Community Health	X	Linda Ayala, Director, Population Health & Equity	X
Brittany Nielsen, Executive Assistant		Loc Tran, Manager, Access to Care	
Carla Healy-London, Manager, Inpatient UM	X	Marie Broadnax, Manager, Regulatory Affairs & Compliance	
Cecilia Gomez, Sr. Manager, Provider Services		Michelle Stott, Senior Director, Quality	X
Darryl Crowder, Director, Provider Relations and Contracting		Michelle Findlater, Director, Utilization Management	X
Donna Carey, Medical Director, CM	X	Nancy Pun, Sr. Director, Analytics	
Farashta Zainal, Manager, Quality Improvement		Peter Currie, Senior Director, Behavioral Health	X
Gia Degrano, Senior Director, Member Services	X	Rosalia Mendoza, Medical Director, Utilization Management	X
Gil Duran, Manager, Population Health & Equity		Sanjay Bhatt, Senior Medical Director	
Heather Wanket, Clinical Manager, ECM	X	Sanja Bedi, Healthcare Services Specialist	X
Helen Lee, Senior Director, Pharmacy Services	X	Stephen Williams, Supervisor, OP UM	X
Hope Desrochers, Manager, Outpatient UM			

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I. Call to Order/ Introductions	A. Lam R. Mendoza	The meeting was called to order by Allison Lam at **1:30 pm**		
II. Review and Approval of minutes	A. Lam R. Mendoza	The UM Committee Minutes from **February 23, 2024** were approved electronically by a quorum of the committee prior to the meeting.	UMC_Meeting_Minutes_2.23.24.pdf	**Approved via e-vote:** 3/5/24 – 3/6/24
III. Policies and Procedures	All	• CM-xxx • CM-002 • CM-003 • CM-005 • CM-006 • CM-007 • CM-019 • CM-028 • CM-030 • CM-031 • CM-032 • LTC-004 • UM-057 • UM-058	UMC PP Summary of Changes_3.22.2024.pdf	**Vote to Approve:** None opposed: The policies will be finalized as approved and moved forward to QIHEC

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IV. Monitoring of UM Operational Activities **A.** 2023 UM Program Evaluation **B.** 2024 UM Program Description & Workplan **C.**	M. Findlater	• 2023 UM Program Evaluation • 2024 UM Program Description & Workplan	2024 UM Trilogy Synopsis.pdf	**Vote to Approve:** Approved
V. 2023 CM Program Evaluation VI. 2024 CM Program Description & Workplan **VII.**	L. Hunter	• 2023 CM Program Evaluation • 2024 CM Program Description & Workplan	2024 CM Trilogy Synopsis.pdf	**Vote to Approve:** Approved
A. Denial System Controls Monitoring	M. Findlater	• **Policy Reviews** ○ Audit goal: Ensure that any modifications to the request dates are not being made inappropriately. ○ Dictates the number of cases to audit is 50 cases of 5% of the total number of denials ○ Policy dictates we audit both Modifications and Voided authorizations NCQA Requirement • **Audit Results** ○ UM Denial Receipt Date = 30% ○ UM Denial Decision Date = 100% ▪ Total = 90%	Denials System Modifications.pdf	

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B. Referral Management	R. Mendoza	• **Volume of OP Authorizations** ○ Total Auths for 2023 = 44,238 ○ Top three auth types for 2023 ▪ Radiology = 10,974 ▪ Rehab = 8,810 ▪ TQ = 3,509 • **Alliance Network** ○ Referrals Approved = 97% ○ Referrals Denied = 3%	Referral Management.pdf	
C. Specialty Referrals	R. Mendoza	• **Specialty Services Utilization (Approvals)** ○ Compared to 2022, there is a decrease in overall Specialty Referrals 1237 (-297) ○ Highest contribution to Specialty Referrals in 2023 ▪ Podiatry (46%) ▪ Transplant (35%) ▪ Acupuncture (8%) ○ Highest Denials reason in 2023: ▪ Other EDI (67%) ▪ OON (15%) ▪ Not Medically Necessary (11%) ▪ Not a Covered Benefit (5%)	Specialty Referrals.pdf	

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		• **Professional Services: INN vs OON** ○ Top three rendering providers for professional services ▪ UCSF ▪ Stanford Health Care ▪ Alameda Hospital ○ 57% of OON Auths were at UCSF ○ Highest contribution to OON Professional Services authorizations denials; ▪ OON = 78% ▪ Retro = 6% ▪ Member not Eligible = 6%		
D. Over / Under Utilization	R. Mendoza	• **Unused Authorization Services** ○ There were no auths for MidCycle ○ Total unused auths for PastCycle = 413 • **Specialty for Unused Authorizations** ○ Top three unused specialty office visit auths ▪ Ear, Nose & Throat ▪ Neurology ▪ Dermatology	Over Under-Utilization.pdf	

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		• **Affiliation for Unused Authorizations** ○ 92% of Unused authorizations were affiliated with UCSF, a consistent pattern. ▪ Potentially Delayed Claims submissions (but Quality confirms that unused auth results correlate with non-utilizers trends for for over 50 year old) ▪ There is an issue with Member Navigation for approved auths at academic centers ▪ There are concerns about UCSF waiting times for specialty care (Network Access) • **No Cost Underutilization Trends** ○ In 2023 there was a slight decrease in ER Visits/1000 within the Alliance network in December ○ CFMG and CHCN remain relatively steady. • **ER Visits/1000 by Network** ▪ Across all networks the highest contribution to ER Visits in 2023: Acute UP Respiratory Infection (3%) ▪ Chest Pain (2%) ▪ Headache (2%) ○ Overall, in 2023, the highest contribution to ER Visits by Facility: ▪ OON attributable to Kaiser (159.9) ▪ Highland (97.46) ▪ Washington (54.44) ○ Across the Alliance Network, highest contribution to ER Visits: ▪ ACA OE MCAL (25%) ▪ SPD (18%) ▪ Adult (16%)		

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E. Transportation: DHCS	J. Rosales	• **PCS Forms** ○ AAH analytics created report to track PCS form status for member on Date of Trip, working on dashboard. ○ AAH Compliance Department working with AAH CM Department on year-round PCS audits • **Lyft RideShare Pilot** ○ Continuing as pilot through 2024 Q1 • **Delegation Audits** ○ Modivcare annual delegate/ subcontractor audit complete, compliance department finalizing report. • **Contract with Subcontractor** ○ Vendor Management working on updated contract with subcontractor Modivcare	Case Management Report.pdf	
F. EPSDT Referral for Care Coordination DHCS 2.1.2	J. Rosales	• December 2023 = 20 • January 2024 = 23 • February 2024 = 39 • OPUM Staff is receiving on going refreshers to refer to CM	CM Report	

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G. CalAIM ECM	H. Wanket	• **ECM Member Volume and Trend** ○ The ECM Program membership increased in 2023 (1741 members) by ~200% when compared to 2022 (575 members). ○ Trending upward in members that completed the ECM program in 2023 (10) vs 2022 (4). • **ECM Eligibility Summary** ○ As of 2023, there were 48.8K eligible members for the ECM Program. ○ Out of 48K eligible members**, 71%** of members are homeless. ○ Top 3 Ethnicities with highest number of eligible ECM members that ARE NOT enrolled and Homeless. ▪ Black (15225) ▪ Hispanic (10461) ▪ Hispanic (10374) ○ Highest number of ECM members by city ▪ Oakland (1070) ▪ Fremont (274) ▪ Hayward (196) ▪ Berkeley (146) ▪ San Leandro (108)	CALAIM ECM.pdf	

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		• **Grandfathered Members Enrollment** ○ Steady trend in grandfather enrolled members in the ECM program. ○ Enrollment of grandfather members is steadily decreasing. ○ Majority of grandfathered ECM members are at: ▪ CHCN (59%) ▪ CCC (22%) ▪ Roots (9%) • **Administration Updates** ○ Justice Involved and Birth Equity Population of Focus (PoFs) on track that went live on1/1/24		
H. CalAIM CS	L. Hunter	• **Housing** ○ A majority of CS Auth requests are for Tenancy Sustaining. • **Asthma** ○ The expansion to adults occurred in January with Asthma Start and we brought on Roots Community Health Clinic as an additional provider. • **Meals** ○ Recipe 4 Health and Project Open Hand. ○ In January we expanded to include Alameda County Community Food Bank. • Medical Respite is consistent.	CALAIM CS.pdf	

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		• Diversion has a slow increase in usage
		• Personal Care & Homemaker Services has a slow uptake
		• Caregiver Respite Services has a slow uptake
		• All four (4) of these services expanded their network to include Omatochiin January 2024.The preliminary data is already showing an increase in usage.
		• **CS expansion**
		  ○ Sobering Centers (July 1, 20240
		  ○ Day Habilitation Program (Jan 1, 2025)
		  ○ Short-Term Post-Hospitalization Housing (Jan 1, 2025)		

VIII. Adjournment	A. Lam	The meeting was adjourned at **3:05 pm**		**Next Meeting:** April 26, 2024 at 1:30 PM

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Meeting Minutes submitted by: DocuSigned by: Amani Sattar 1515265B2F7F4DC... **Date:** 03/26/2024 | 2:46 PM PDT
Amani Sattar,
EA to the CMO

Approved by: DocuSigned by: Allison Lam 8E7713C4669F403... **Date:** 03/26/2024 | 3:53 PM PDT
Allison Lam,
Sr. Director, Health Care Services

Approved by: DocuSigned by: Rosalia Allan Mendoza, MD 39B79088420042E... **Date:** 03/26/2024 | 3:08 PM PDT
Rosalia Mendoza, MD
Medical Director, Utilization Management

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