



**CalOptima Health Board of Directors’
Quality Assurance Committee Meeting
June 12, 2024**

Quality Improvement Health Equity Committee (QIHEC) First Quarter 2024 Report

QIHEC Summary	
QIHEC Chair(s)	Quality Medical Director Chief Health Equity Officer
Reporting Period	Quarter 1, 2024
QIHEC Meeting Dates	January 9, 2024; February 13, 2024; and March 12, 2024
Topics Presented and Discussed in QIHEC during the reporting period	<ul style="list-style-type: none"> • Chief Medical Officer updates • OneCare CMS Star rating low performance remediation • Access and Availability • Adult Wellness and Prevention • Behavioral Health Integration (BHI) • Blood Lead Screening • Board Certified Specialty List • CalAIM • CalOptima Health Comprehensive Community Cancer Screening Program • Care Management and Care Coordination • Chronic Conditions Management • Continuity & Coordination of Care (Behavioral Health) • COVID-19 Vaccination • Credentialing and Recredentialing • Cultural and Linguistic • Customer Service • National Committee for Quality Assurance (NCQA) Accreditation • OneCare Model of Care • Pay for Value • Pediatric Wellness and Prevention • Performance Improvement Projects • Policies • Population Health Management • Potential Quality Issues (PQIs) • Prenatal and Postpartum Care • Maternal Care • Quality Compliance Report • Quality Improvement Program and Work Plan • Quality Improvement and Health Equity Program and Work Plan • Quality Metrics • Skilled Nursing Facility and Community Based Adult Services (CBAS)

	<ul style="list-style-type: none"> • Diabetes Care • Delegation Oversight • Facility Site Review (FSR)/Medical Record Review (MRR)/Physical Accessibility Review Survey (PARS) • Grievance & Appeals Resolution Services • Health Education • HEDIS • Initial Health Assessment • Member Experience 	<ul style="list-style-type: none"> • Medicare Advantage Star Program Rating/Consumer Assessment of Healthcare Providers and Systems (CAHPS) • Regulatory Corrective Action Plan • Transitional Care Services • Utilization Management Program and Activities • Whole Child Model
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QIHEC Actions in Quarter 1, 2024
<p>QIHEC Approved the Following Items:</p> <ul style="list-style-type: none"> • December 12, 2023, QIHEC Meeting Minutes • January 9, 2024, QIHEC Meeting Minutes • February 13, 2024, QIHEC Meeting Minutes • Approved a new Population Health Management Committee • 2023 Quality Improvement Evaluation • 2024 QIHETP Description with 2024 QI Work Plan, Pay Value Program, and Population Health Management Strategy • 2023 Utilization Management Program Evaluation • 2024 Utilization Management and Case Management Integrated Program Description • Quality Improvement Work Plan Q4 2023 • Approved and accepted Board-Certified Consultants 2024 • Healthcare Effective Data and Information Set (HEDIS) Goal Setting Methodology for Measurement Year 2024 <p>Policies:</p> <ul style="list-style-type: none"> • All Utilization Management Policies (43) • GG.1629 Quality Improvement and Health Equity Transformation Program • GG.1110_Primary Care Practitioner Definition, Role, and Responsibilities • GG.1602 Non-Physician Medical Practitioner (NMP) Scope of Practice • GG.1643 Minimum Physician Credentialing Standards • GG.1657 - State Licensing and National Practitioner Data Bank (NPDB) Reporting • GG.1659 System Controls of Provider Credentialing Information • GG.1713 - Certified Nurse Midwives Scope of Practice

QIHEC Actions in Quarter 1, 2024

Accepted and filed the following items:

- Utilization Management Committee Meeting Minutes: November 16, 2023, and January 25, 2024
- Whole Child Model Clinical Advisory Committee Meeting Minutes: November 7, 2023
- Grievance and Resolutions Services Committee Meeting Minutes: November 14, 2023

Committee Membership Updates:

- The committee welcomed the following members to QIHEC:
 - Dr. Sarah Marchese, FAAP Medical Director, County of Orange Social Services Agency
 - Dr. Hsien Chiang, CalOptima Health Medical Director, CalAIM
 - Dr. Alan Adler, Medical Director for Conifer Health
- Dr. Gordon Lowell termed with Family Choice Medical Group Health Network. His last QIHEC meeting was January 2024.

QIHEC Quarter 1 2024 Highlights

- Chief Medical Officer updated the committee on the following:
 - CalOptima Health’s contractual relationship with four Prime facilities in Orange County has been terminated. Delegated networks and hospital partners supported CalOptima Health by ensuring members were transferred, if needed, in a timely manner.
 - The new care management system, Jiva, will go-live 2/1/2024.
- The OneCare CMS Star Corrective Action Plan (CAP) was closed upon CalOptima Health’s remediation efforts to improve low performance.
- Staff identified areas of potential NCQA standard noncompliance where denial notices did not address the requesting practitioner and letter templates were missing required language. A remediation plan was developed and implemented with the following: call between CalOptima Health’s CMO and the CMO of leadership from the HN delegates, implementation of a letter template checklist to ensure all entities adhering to NCQA requirements, and ongoing file review was performed to monitor compliance. Internal reviews of UM files demonstrated improvement from the previous quarter.
- CalOptima Health conducted annual audits and issued CAPs for the following HNs in the quarter: AltaMed Health Services Corp., Optum Care Network – Arta, Optum Care Network – Monarch, and Optum Care Network – Talbert. The following UM trends were identified: timeliness of decision and notification, translation of member and NOA notifications, required attachments to communications not current or missing, and PCS forms not accounted for in Non-Emergency Medical Transportation (NEMT) reviews.
- “Just In Time” outreach began in January 2024 with mailers and live calls prior to the fielding of the CAHPS member experience survey.

QIHEC Quarter 1 2024 Highlights	
<ul style="list-style-type: none"> • Cultural and Linguistic staff identified that members were not aware of translations services available, and staff will monitor utilization and work with other departments to promote services. • For Medi-Cal, six Managed Care Accountability Set measures are at-risk for not meeting the 50th percentile. There is one measure that has met the 90th percentile (chlamydia screening) and one measure that is at the 75th percentile (immunizations for adolescence combo 2). • For OneCare, there are four measures at-risk for not meeting 3 Stars. One measure, Medication Adherence, is already at four stars. • Blood Lead Screening remains an area of focus. Members’ lack of awareness of risk related to lead exposure is a barrier and staff will focus on the following member education and outreaches: Interactive Voice Response, text, newsletters, health reward and education flyers. • Initial Health Appointment remains an area of focus with a compliance rate of 37%. Staff will focus on HN and provider education, chart review, provider portal and member outreach. • 2023 Case Management Member Satisfaction Survey showed a decline in response and satisfaction. A focus group will be conducted to identify ways to improve the program. 	

QIHEC Subcommittee Report Summary in Quarter 1, 2024	
Credentialing and Peer Review Committee (CPRC)	<ul style="list-style-type: none"> • CPRC met on 10/18/2023, 11/16/2023, and 12/14/2023. • Revised and approved the following: <ul style="list-style-type: none"> ○ CPRC charter to include oversight of Facility Site Reviews (FSRs) and Physical Accessibility Reviews (PARs). ○ Five policies related to peer review and credentialing. ○ The Potential Quality Issues (PQIs) Cases and Trend Reports, the Credentialing Clean Lists, and the Credentialing Record Closing Lists each month. • Reviewed PQI and credentialing cases. • Two physicians were recommended for de-credentialing. • CalOptima Health is not meeting the 60-day credentialing requirement for BH practitioners. Temporary staff were hired to address the backlog. CalOptima Health is seeking to contract with a Credentialing Verification Organization (CVO) to assist with credentialing. • CalOptima Health is sending a letter was sent to each Skill Nursing Facilities reminding them to report critical incidents. • 60 FSR Corrective Actions Plans (CAPs), 38 MRR CAPs, and 10 CBAS CAPs were issued. Barriers identified and staff conducts regular provider office staff training.
Grievance & Appeals Resolution	<ul style="list-style-type: none"> • GARS Committee met on 2/14/2024. • Q3 trends by line of business.

QIHEC Subcommittee Report Summary in Quarter 1, 2024	
<p>Services Committee (GARS)</p>	<ul style="list-style-type: none"> • Reviewed Q3 trends. • Reviewed access and availability including the timely access. • Medi-Cal grievances increased throughout 2023, where grievances were related to access issues, related to appointment availability, telephone access and non-medical transportation timely access. • A dedicated GARS team was formed to address the transportation related service complaints. They reviewed assignments to FQHC’s for capacity and reported trending providers to Provider Relations for Education • Quality of Care (QoC) grievances increased throughout 2023, related to delays in treatment, questions in treatment/diagnosis. Actions to remediate include referrals to Quality Improvement (QI) for PQI investigation, MTM weekly meetings, collaborating with the Provider Relations department for provider education, and launch of a new transportation vendor.
<p>Member Experience Committee (MemX)</p>	<ul style="list-style-type: none"> • MemX met on 3/4/2024. • Reviewed the 2024 Quality Work Plan and MEMx recommended improvement in telephone call trees to members and provider directory improvements. • Demonstrated the new OPUS analytic tool to improve rates for member experience surveys. • CalOptima Health fielding of the Timely Access Survey concluded in December 2023. Results are expected to be available in March 2024. Provider notification and education to follow. • CalOptima Health is partnering with Sullivan Luallin Group to conduct provider education and coaching with focus on access and member experience. The first Lunch and Learn is scheduled for May 2024. • 2023 Annual Network Certification (ANC) was submitted in January 2024 and is currently in Phase 2 of the submission. Two zip codes did not meet time and distance standards. Staff are outreaching to contract with providers in the zip codes and submitting and Alternate Access Standard request to Department of Health Care Services.
<p>Utilization Management Committee (UMC) <ul style="list-style-type: none"> • Benefits Management Subcommittee (BMSC) </p>	<ul style="list-style-type: none"> • UMC met on February 22, 2024 • Approved the 2024 UMC Charter including the following changes: <ul style="list-style-type: none"> ○ Updated voting members to add the Medical Director for California Advancing and Innovating Medi-Cal (CalAIM) and the Medical Director of Delegation Oversight and Health Networks ○ Revised quorum from three outside practitioners to two outside practitioners. • Topics discussed include:

QIHEC Subcommittee Report Summary in Quarter 1, 2024	
<ul style="list-style-type: none"> Pharmacy and Therapeutics Committee (P&T) 	<ul style="list-style-type: none"> Q4 2023 UM Program and Evaluation 2024 UMC Charter 2023 Utilization Metrics for 3rd Quarter: Reviewed over and under-utilization rates against goals. During the Q4 UM Program Evaluation, most of the UM Metrics (Admits/PTMPY, Days/PTMPY, ALOS, Readmit %) performed below the targeted goal. Actions include data enhancement and examine data trends/outliers with the new JIVA platform, ongoing oversight and outreach for Transitional Care Services (TCS) program and activities and improvements on examining the data in the Admission, Discharge, Transfer (ADT) feed.
Whole-Child Model Clinical Advisory Committee (WCM CAC)	<ul style="list-style-type: none"> WCM CAC met on February 20, 2024. Added representative from Regional Center of Orange County (RCOC) and County of Orange Social Services Agency (SSA) to the committee. Reviewed WCM utilization and service data and there were no out-of-range issues reported.

For more detailed information on the workplan activities, please refer to the First Quarter of the 2024 QIHETP Work Plan.

Attachment

Approved at QIHEC throughout Q1 2024: First Quarter 2024 QIHETP Work Plan 1Q