



Quality Improvement & Health Equity (QIHEC) Committee

Date/Time	January 15, 2025, 12:00pm – 1:30pm
Location / Dial-In #	Microsoft Teams meeting Meeting ID: 260 661 110 12 Passcode: xr3xmf Dial in by phone: +1 469-998-7368,453800447#

Time	Topic	Presenter	Approval Required
12:00 – 12:05	Call to Order	Gordon Arakawa, MD	
	<i>Roll Call</i>	Gordon Arakawa, MD	
12:06 – 12:10	Consent Agenda	Gordon Arakawa, MD	
	a. <i>Approval of previous meeting minutes from Wednesday, October 16, 2024.</i>	Gordon Arakawa, MD	<input checked="" type="checkbox"/>
	b. <i>Approval of meeting agenda for 2024 Quarter 4 QIHEC Presentation.</i>	Gordon Arakawa, MD	<input checked="" type="checkbox"/>
	c. <i>Approval of 2025 QIHEC schedule.</i>	Gordon Arakawa, MD	<input checked="" type="checkbox"/>
12:10 - 12:44	New Business	Gordon Arakawa, MD	
	A. Call Center Metrics	Gordon Arakawa, MD	<input checked="" type="checkbox"/>
	B. Utilization Management Key Metrics <ul style="list-style-type: none"> UM Prior Authorization TAT UM Medi-Cal Activities 		
	C. Appeals & Grievances <ul style="list-style-type: none"> Annual Totals Top 5 Appeals Top 5 QOS Grievances Top 5 QOC Grievances Top 5 Access to Care Grievances PQIs 		
	D. Healthcare Effectiveness Data & Information Set (HEDIS)		
	E. Care Management KPI Report		
	F. Enhanced Care Management/Community Supports <ul style="list-style-type: none"> ECM Enrollment CS Authorizations/Claims Trends Barriers to ECM & CS 		
	G. Long Term Support Services (LTSS) <ul style="list-style-type: none"> Quarterly Totals Report 		
	H. Pharmacy <ul style="list-style-type: none"> PA Metrics Top 5 PA Requests Top 5 Denials QA/Reliability Results for Q3 		



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	<ul style="list-style-type: none"> I. Behavioral Health <ul style="list-style-type: none"> • CHPIV Members Served (Quarterly) • ABA Services J. California Children's Services K. Quality Improvement Projects L. Population Health Management (PHM) Quarterly Report M. Health Equity <ul style="list-style-type: none"> • Family Unit HEDIS/Multigap Outreach Calls Project Updates N. Peer Review Credentialing O. Facility Site Reviews P. Network access & Availability Q. Vendor Management <ul style="list-style-type: none"> • Oversight • 2024 Audit & Monitoring Results 		
12:44 - 12:46	Committee Recommendation to the Board of Members and Adjournment	Gordon Arakawa, MD	
	Next Meeting: Date: Wednesday, April 16, 2025 Time: 12:00pm – 1:30pm Location: Community Health Plan of Imperial Valley Conference Room/Microsoft Teams		

COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



Quality Improvement & Health Equity (QIHEC) Committee

QIHEC Meeting Minutes: 01/15/2025

Community Health Plan of Imperial Valley QIHEC Committee convened on 15th day of January 2025 at 12:00pm.

Voting Members Attendance Record (Quorum =2) Name / Title	Present	Absent	Designee		Voting Members Attendance Record Name / Title	Present	Absent	Designee
Gordon Arakawa, MD Community Health Plan of Imperial Valley <i>(Committee Chair)</i>	<input checked="" type="checkbox"/>							
Unnati Sampat, MD Imperial Valley Family Medical Group	<input checked="" type="checkbox"/>							
Masoud Afshar, MD Masoud Afshar MD	<input checked="" type="checkbox"/>							
Ameen Alshareef, MD Valley Pediatric Health	<input checked="" type="checkbox"/>							
Leticia Plancarte-Garcia Imperial County Behavioral Health	<input checked="" type="checkbox"/>							
Janette Angulo Imperial County Public Health Dept.	<input checked="" type="checkbox"/>							
Mercedes Martinez El Centro Regional Medical Center		<input checked="" type="checkbox"/>						
Shiloh Williams San Diego State University	<input checked="" type="checkbox"/>							



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Ad Hoc Members and Guests Present	Present	Absent	Designee		Ad Hoc Members and Guests Present	Present	Absent	Designee
Jeanette Crenshaw Executive Director of Healthcare Services, Community Health Plan of Imperial Valley	<input checked="" type="checkbox"/>							
Fernanda Ortega Project Supervisor, Community Health Plan of Imperial Valley	<input checked="" type="checkbox"/>							
Priscilla Carpio Supervisor of Clinical Auditing, Community Health Plan of Imperial Valley	<input checked="" type="checkbox"/>							
Amanda Delgado Project Specialist, Community Health Plan of Imperial Valley	<input checked="" type="checkbox"/>							
Donna Ponce Executive Assistant and Commission Clerk, Community Health Plan of Imperial Valley	<input checked="" type="checkbox"/>							



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Agenda Item	Discussion	Recommendation /Decision/ Action /Date	Responsible Party
I. Call to Order II. Announcements	Dr. Gordon Arakawa called the meeting to order at 12:00 p.m. Dr. Gordon Arakawa presented no new announcements.		
III. Consent Agenda	<p><i>a.</i> Dr. Gordon Arakawa presented the meeting minutes from the CHPIV QIHEC meeting held on Wednesday, October 16, 2024, for Committee review and approval.</p> <p><i>b.</i> Dr. Gordon Arakawa presented the meeting agenda for the CHPIV 2024 Quarter 4 QIHEC Presentation, for Committee review and approval.</p> <p><i>c.</i> Dr. Gordon Arakawa presented the 2025 QIHEC Schedule on Wednesday, January 15, 2025, for Committee review and approval.</p>	<p><i>a.</i> A motion to approve the meeting minutes was made by Dr. Unnati Sampat and seconded by Shiloh Williams.</p> <p><i>b.</i> A motion to approve the 2024 Quarter 4 QIHEC presentation was made by Dr. Unnati Sampat and seconded by Shiloh Williams.</p> <p><i>c.</i> A motion to approve the 2025 QIHEC schedule was made by Dr. Unnati Sampat and seconded by Janette Angulo.</p>	
IV. New Business			
	Dr. Gordon Arakawa presented New Business for Committee review, approval, and participation.	A motion to approve all New Business reports was made by Dr. Unnati	



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<p>A. Call Center Metrics</p> <p>B. Utilization Management</p> <p>C. Appeals & Grievances</p>	<p>Please reference the meeting packet New Business section for detailed information.</p> <p>Member Services: Significant decrease in call volume since January 2024, likely due to lack of a member portal. Provider Services: Also showing a drop in call volume, but eligibility and claims issues persist, further highlighting the need for a member portal. Behavioral Health Center: Call volume remains stable.</p> <p>Key Metrics: There was a significant drop in ER visits per 1000 members. Initial data showed a drastic drop, but this was due to early data collection. Adjusted data confirms an 8% drop, likely due to HealthNet's efforts to follow up after ED visits. We need to continue monitoring ER utilization, especially in Q1 2025, to assess trends and impact of interventions.</p> <p>Turnaround Times: Generally good performance by HealthNet, with a slight dip in urgent authorizations in September</p> <p>Medical Activities: Decrease in approvals is attributed to HealthNet's implementation of an auto-authorization process. Increase in denials, potentially due to new guidelines. Action item to request updated guidelines from HealthNet and improve communication about guideline changes.</p> <p>Appeals primarily from providers, often related to imaging and DME. High overturn rate suggests an opportunity for provider education.</p>	<p>Sampat and seconded by Shiloh Williams.</p>	
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D. Healthcare Effectiveness Data & Information Set (HEDIS)	<p>Grievances fall into two categories: quality of service (e.g., transportation issues) and quality of care (e.g., delays in referrals). Slight increase in quality-of-care grievances in Quarter 3, 2024.</p> <p>Overall improvement compared to the previous year. Concern raised about data accuracy and the need for more support and training from HealthNet on HEDIS reporting.</p> <p>Follow-up items (CHPIV):</p> <ol style="list-style-type: none"> 1. Request more frequent updates and training from HealthNet on HEDIS reporting, potentially including monthly or quarterly sessions. 2. Follow up on the shortened HEDIS data submission deadline. 3. CHPIV will inquire with Health Net regarding Health Net Provider access to Coordination of Benefits for members. 		
E. Care Management KPI Report	<p>Engagement rates are around 50% for physical health, with lower rates for behavioral health. Need to investigate benchmarks and strategies to improve engagement.</p> <p>Good engagement rates for transitional care and first year of life programs.</p>		
F. Enhanced Care Management/Community Supports	<p>Engagement rates are around 50% for physical health, with lower rates for behavioral health. Need to investigate benchmarks and strategies to improve engagement.</p> <p>Good engagement rates for transitional care and first year of life programs.</p>		



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	<p>Engagement rates are around 50% for physical health, with lower rates for behavioral health. Need to investigate benchmarks and strategies to improve engagement.</p> <p>Good engagement rates for transitional care and first year of life programs.</p> <p>Uptake remains good, the enrollment assignment ratio is still around 40%. The significant utilization of medically tailored meals, which has attracted attention from the state.</p>			
G. Long Term Support Services (LTSS)	Challenges with long-term support services due to capacity issues, we continue to utilize out-of-county resources.			
H. Pharmacy	Turn-around-times for pharmacies are consistent and excellent service from HealthNet pharmacies.			
I. Behavioral Health	Previously discussed a lag in the June data. Roughly 1,000 to 1,500 members served per month.			
J. California Children's Services	Imperial County is non-CCS, Health Net processes requests and then requests are sent to the state for CCS processing. Approximately 80% of requests are approved.			
K. Quality Improvement Projects	80 projects were undertaken, with 7 focused on health equity. Examples of successful projects include improved rates for initial health appointments and lead screening in children.			
L. Population Health Management	New report provides valuable insights into population stratification and needs.			



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(PHM) Quarterly Report	2024 Segmentation Inputs by program name, eligible population, number of members eligible as of 01/2024, and percentage of members eligible as of 01/2024.		
M. Health Equity	<p>Family Unit HEDIS/Multigap Outreach Calls Project Updates: CVH and CHPIV outreach began in July 2024 through August 2024 with anchor measure WCV (7-13).</p> <p>Phone outreach is being conducted by members who previously had not report/engaged in years.</p> <p>Phone outreach program targeting members with gaps in well-child visits.</p>		
N. Peer Review Credentialing	<p>No cases for PRC in Quarter 4. One case from 2024 will be reviewed in January 2025.</p> <p>Credentialing and re-credentialing data now available from Health Net.</p>		
O. Facility Site Reviews Network access & Availability	<p>For Quarter 3 of 2024, Health Net completed 11 Facility Site Reviews and Medical Records reviews.</p> <p>Dr. Sampat: Were they randomly chosen?</p> <p>Dr. Arakawa: CHPIV will inquire with Health Net in FSR sampling.</p>		
P. Vendor Management	<p>Health Net works directly with transportation and language line. Health Net has its own oversight through their Joint Oversight Committees.</p> <p>Dr. Sampat: This is a great wealth of data. This committee can hopefully do more of a deep dive to see how we can intervene and how to go about doing so.</p> <p>Dr. Arakawa: I agree. We can possibly get this presentation out a little bit earlier and receive feedback from the committee members.</p>		



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	<p>Dr. Alshareef: I already have a couple of recommendations... Regarding the number of calls, as a practicing provider we have to directly connect with the provider line. I would like to bring that number of calls down, a common reason for these calls is that the health network site does not include patient/member specifics. This includes coordination of benefits, insurance information, etc. Previous health plans I have worked with do have this information readily available for providers to view on the health network.</p>		
V. Adjournment	<p>Dr. Gordon Arakawa asked if there were any recommendations, comments, or questions. There were no recommendations, comments, or questions from the committee.</p> <p>Next Meeting: Date: Wednesday, April 16, 2025 Time: 12:00pm – 1:30pm Location: Community Health Plan of Imperial Valley Conference Room/Microsoft Teams <i>Meeting Material Due: Friday April 11, 2025</i></p> <p>Meeting adjourned at 12:42 P.M.</p>		