

Quality Council Meeting Minutes

Contra Costa Health Plan–Community Plan

April 8, 2025

MEMBERSHIP

✓	*Nicolás Barceló, MD, CCHP Medical Director
✓	*Kimberly Ceci, MD, Medical Director, LifeLong Medical Care
✓	*Nursat Chaudhry, MD, CCHP
✓	*Michael Clery, MD, CCHP
	*Yaron Friedman, Medical Consultant, CPN OB/GYN Provider
	*David Gee, MD, Medical Consultant
✓	Beth Hernandez, Director, CCHP Quality & Health Equity, Co-chair
✓	*Iman Junaid, MD, Medical Consultant, Jiva Health
✓	*Anita Juvvadi, MD, Medical Consultant, La Clinica de la Raza
✓	*Olga Kelly, MD, Medical Consultant, Pediatrics/Clinical Consultant
✓	*Sarah Levin, MD, CCHP Senior Medical Director, Chair
	*Suzanne Tavano, Ph.D, Director, CCH Behavioral Health Services

* Voting members. Quorum is one half of eligible voting members.

GUESTS

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SCRIBE

✓	Arnie DeHerrera, Quality Administrative Assistant
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Topic	Discussion/Decision/Action	Follow up Action and Person Assigned
Call to Order	The Quality Council meeting was called to order at 12:00 PM on April 8, 2024, via Zoom.	
Introductions and Information	There were no introductions at this meeting.	

Reports		
Senior Medical Director Update	The Senior Medical Director, Dr. Sarah Levin, presented her update. Dr. Levin has stepped into the role of co-chair for Quality Council now that Irene Lo, MD has been named the interim CEO at CCHP.	
DHCS Annual Medical Audit	Dr. Levin presented an overview of the DHCS Annual Medical Audit. The Quality Council reviewed the audit findings from August 1, 2023, to July 31, 2024, which included 19 findings across six performance categories. The committee is addressing these findings and has already corrected many of them (see Consent Items: Quality - Lead Audit Summary Q4 2024 & Quality – IHA Audit Summary). Work is being done on developing the DSNP bid and proposal with enrollment anticipated to begin in October 2025.	
AGD Annual Report	The Medical Director, Nicolás Barceló, MD, presented the Appeals, Grievances, and Disputes (AGD) Report. Grievance rates for seniors and persons with disabilities are higher than for the general population, primarily driven by billing issues.	

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	<p>While quality of care concerns (Inappropriate Provider Care and Diagnosis/Treatment) decreased, access to care remains a challenge, particularly timely appointments. During analysis, no providers were “repeat offenders” in areas of complaint. AGD is working to address these issues through provider outreach, staff training, and improved authorization processes. Dr. Juvvadi asked if there has been an analysis on types of medications related to grievances. Dr. Barceló stated that this type of analysis would be challenging based on all the related pieces (Medi-Cal Rx, commercial, etc.).</p> <p>Disproportionate grievances are being submitted by certain racial and ethnic groups, particularly regarding staff service issues for Black/African American members. The most common grievance subtypes vary by group with Billing Issues being the most frequent grievance. While the overall grievance rate is trending up, efforts are being made to address concerns through provider training and improved access to services. The established NCQA goal of <5.0 complaints per 1,000 members (2024 result: 11.8) for non-Behavioral Health grievances was not reached in 2024; the same was true for Behavioral Health goal of <0.2 (2024 result: 0.35). Access is a focus for improvement. The Council agreed with the summary of the report.</p> <p>Appeals showed better results for achieving goals. Both Non-Behavioral Health and Behavioral Health met the NCQA Appeals goal when measured per 1,000 members.</p> <p>Dr. Clery asked for more information about classification of grievances wondering if the original grievance type is selected by the member. Dr. Barceló stated CCHP staff gives it a classification after the grievance has been submitted. Dr. Levin asked if there was additional data available that shows if grievances were based on discrimination. Dr. Barceló noted this information is available. The information will be provided at a future meeting as mentioned by Beth Hernandez.</p>	
UM Annual Report	<p>The Director of Utilization Management (UM), Jill Perez, presented the report which included:</p> <ul style="list-style-type: none"> • Operational Priorities – refining operational efficiencies, adhering to regulatory requirements, Dual Eligible Special Needs Plan [D-SNP], utilizing data effectively, improved Member and Provider communication • Key Projects – CPT Code Search Tool, simplifying the authorization process and aligning it with the CPT tool, review and redesign of member letters, department reorganization <p>Jill Perez asked the Council for guidance and oversight for the reorganization of the department (Inpatient UM Team, Outpatient UM Team).</p> <p>Organizational priorities for UM include On-Boarding, Education and Training, Staff Engagement, Staff Satisfaction, Member Satisfaction, and Provider Satisfaction.</p>	

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Quarterly Quality Activities Update	The Director of Quality and Health Equity, Beth Hernandez provided this quarterly update for Quality highlighting progress in HEDIS measures and C&L analysis. HEDIS showed marked improvements year-to-year despite significant member turnover. Final HEDIS scores will be presented during at Quality Council in Q3 2025.	
Self-Swab Cervical Cancer Screening	<p>Beth Hernandez covered clinical guidelines for Cervical Cancer. In May 2024, the FDA approved self-swab hr-HPV testing conducted in a clinical setting. The billing codes have finally been added for these procedures. LabCorp has just launched self-collection in clinical setting or patient service center. Beth asked the Council for further input on this new screening.</p> <p>Dr. Levin shared her excitement for this opportunity to improve screening rates for this self-swab for HPV specifically with populations that are uncomfortable with pelvic exams. She mentioned the support of self-collection by organizations like the American Society of Clinical Oncology and the WHO.</p> <p>Dr. Junaid would like to see the data about screenings shared with the Council; he hopes not to see a decrease in pap smears if patients opt for the self-collection kit instead. Dr. Clery asked if this test would be used as a precursor to cytology evaluation. This was confirmed.</p>	
Additional Comments	Sara Levin discussed potential cuts to Medicaid coverage, including a rollback of extended coverage for undocumented individuals and the implementation of a work requirement. Imran Junaid expressed concern about the impact of these cuts on membership and access to care, emphasizing the need for communication with the broader network to address anxiety and would like to cover this topic at a future meeting. Beth Hernandez agreed to add this topic; she expressed concern due to Medi-Cal's financial shortfall in the first two quarters. We are anticipating a revision to the budget in May, 2025.	

Consent Items		
Review / Approval of Minutes and Reports	<ul style="list-style-type: none"> • CCHP Quality Council Minutes 2/11/2025 • AGD – 2024 Q3 & Q4 Quarterly Results • AGD – NCQA Annual Denial Information Integrity Audit Report • AGD – QIHE MY 2024 Member Experience • Advice Nurse Q1 2025 Stats Report • Pharmacy MCAL PATAT 2024 – Pharmacy Department Denials • Quality – QIHEC Q1 2025 Activities Report • Quality – Lead Audit Summary Q4 2024 • Quality – IHA Audit Summary 	

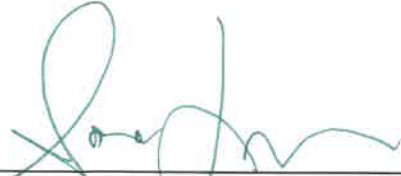
	<ul style="list-style-type: none"> • UM Committee Meeting Minutes 2/10/2025 • UM 2024 NCQA Denial Information Integrity Audit Report • UM MD IRR Summary Q4 2024 • UM RN IRR Summary Q4 2024 <p>All documents were reviewed by Council members, and approved unanimously as presented.</p>	
Policies and Procedures	<ul style="list-style-type: none"> • ADM1.048 ECM Engagement, Operations, and Evaluations • AGD20.002 Handling of Complaints and Grievances • AGD20.005 Medi-Cal Member Appeal Policy • AGD20.006 Commercial Member Appeal Policy • CLIN13.001 Maternal and Infant Health • CLIN13.002 Reproductive Care • CLIN13.005 EPSDT Services • CLIN13.007 Minor Consent Requirements • CLIN13.011 Palliative Care • CR11.029 Systems and Controls • QM14.801 Cultural and Linguistic Services • QM14.802 CCHP Staff & Network Provider Cultural Competency Training • QM14.804 Non-Discrimination Notice • UM15.001 Utilization Management Overview • UM15.002 Utilization Review Criteria and Guidelines • UM15.003 Policy for Prior Authorization • UM15.010 New Technology • UM15.029 Continuity of Care • UM15.030 Disclosure of Utilization Management Criteria or Guidelines • UM15.071 Long Term Care <p>All policies were unanimously approved by the Quality Council as presented.</p>	

Closing		
Adjournment	Meeting in recess at 1:05 PM. The next Quality Council meeting is scheduled for May 13, 2025, at 12:00 PM via Zoom.	

Unless otherwise indicated below, Contra Costa Health Plan—Community Plan, hereby adopts all issues, findings, or resolutions discussed in the meeting minutes for Contra Costa Health Plan's Quality Committee, dated April 8, 2025, and attached herein.

Excepted Matters: None

Approved by CCHP Quality Council:



Committee Chair Signature

5/14/25

Date



Committee Co-Chair Signature

5/14/2025

Date



Quality Management Administrative Assistant Signature

5/14/2025

Date