



MINUTES
Quality Improvement Health Equity
Committee (QIHEC)

July 10th, 2024-Qtr. 1

12:00 P.M.

512 W. Aten Rd.

Imperial, CA 92251

All supporting documentation is available for public review at <https://chpiv.org>

Committee Members	Representing	Present
Dr. Unnati Sampat	Imperial Valley Family Medical Care Group	P
Dr. Masoud Afshar	Masoud Afshar MD	P
Dr. Ameen Alshareef	Valley Pediatric Health	P
Leticia Plancarte- Garcia	Imperial County Behavioral Health	P
Janette Angulo	Imperial County Public Health Department	P
Mersedes Martinez	El Centro Regional Medical Center	A
Shilo Williams	San Diego State University	P
Dr. Gordon Arakawa	CHAIR-Community Health Plan of Imperial Valley	P
Jeanette Crenshaw	Community Health Plan of Imperial Valley	P

I. CALL TO ORDER

Dr. Gordon Arakawa, Chair

Meeting called to order at 1200

A. Roll Call

Donna Ponce, Commission Clerk

Roll call taken and quorum confirmed. Attendance is as shown above.

Nancy Del Real and Gabriel Jimenez attended in place of Leticia Plancarte.

Dr. Ramiro Zuniga CMO for Health Net attended as guest.

B. Approval of Agenda

1. Items to be pulled or added from the Information/Action/Closed Session Calendar

2. Approval of the order of the agenda- Motion by Dr. Sampat. Seconded by Dr. Alshareef.

II. CONSENT AGENDA

A. Approval of Minutes from April 10th, 2024- *Motion to approve by Shilo Williams Seconded by Janette Angulo.*

B. Q2 CHPIV QIHEC Presentation- *Presentation by Dr. Arakawa*

- *Next Meeting- Work plans for each category will be a focus for next meeting. This meeting will be used to review baseline data from Q1.*

III. ACTION- No Action Items.

IV. Q&A

Dr. Sampat-



- ER utilization in our county, there is room for improvement. Need to come together to address issues leading to ER utilization and bringing down those numbers.
- Denials- Important to monitor. Asked question regarding length of time it takes for health plan to provide answer either approval or denial, circumstances leading to denials vs. approval, and number of calls that it takes to receive a response.
- Provider Network- Dr. Sampat states she has spoken to other MD's who report are unable to get approval to be a provider within the network, issues with credentialing. States there should not be a limit of specialist credentialed by CHPIV when they are needed
- HEDIS- Dr. Sampat asked of data pulled is claims based. States Cozeva is available but must be manually updated by the provider/staff which is time consuming.

Dr. Zuniga-

- Provided explanation on how data is pulled from HEDIS→Integration of data with use of CPT and CPT II codes, LOIN codes, Z Codes, Non-Billable Codes. Data mapping must be completed with use of codes so that data is pulled into HEDIS and is accurate when pulled.
- Prior Authorizations- Routine turn around time is 5 days from day of receipt. Urgent turn around time is 72 hours from receipt.
- Denials- Most are modification/partial denials meaning a request form additional information is needed to grant full request. For example, requesting X number of visits but only a percentage of those are approval based on proper diagnosis or assessment documentation. Another example is ordering a study but a different study being approved due to diagnosis.
- Dr. Zuniga would be happy to meet aside with providers to explain data pull and have an expert from Health Net explain specifics on coding, mapping and data pulling.

Shilo Williams-

Question: Will we be able to see data trends such as Q1, Q2, etc.

Dr. Arakawa-

Answer: Yes we will continue to present data for each quarter and be able to track and trend.

Janette Angulo-

- Question on Behavioral Health Data presented, is this only reflecting members referred to County Mental Health and not private providers?

Dr. Arakawa-

- Answer- yes this is only referring to County Mental Health it would be nice and important to have information for members seen at private practices.

Adjournment: *Meeting Adjourned at 1317*

