



AGENDA
COMPLIANCE & QUALITY COMMITTEE MEETING
BOARD OF GOVERNORS

Thursday, March 16, 2017, 2:00 P.M.

L.A. Care Health Plan, 10th Floor, CR 1019, 1055 W. 7th Street, Los Angeles, CA 90017

WELCOME

G. Michael Roybal, MD,
Chair

1. Approve today's Agenda *Chair*
2. Public Comment *Chair*
3. Approve January 19, 2017 meeting minutes *Chair*

ADJOURN TO CLOSED SESSION (Est. time: 15 mins)

Chair

4. PEER REVIEW
Welfare & Institutions Code Section 14087.38(n)

RECONVENE IN OPEN SESSION

Chair

5. Chief Executive Officer Report
John Baackes
Chief Executive Officer
6. Chief Medical Officer Report
Gertrude S. Carter, MD
Chief Medical Officer
7. Compliance Officer Report
Thomas Mapp
Chief Compliance Officer
 - 2017 Compliance Work Plan

COMMITTEE ISSUES

8. Approve Quality Improvement, Utilization Management and Case Management Programs Documents (**COM A.0317**)
Gertrude S. Carter, MD
Chief Medical Officer
Jim Banks
Senior Director, QI and Health Assessment
9. Member Experience General Overview
Matthew Emons,
Medical Director, QI & Health Assessment
10. Update on All Plan Letter Requirements for Timely Access Compliance Reports
Matthew Emons
11. New Case Management Model of Care for Medicare Members
Rafael Amezcua
Medical Director, Medicare

ADJOURNMENT

The next meeting is scheduled on May 18 at 2:00 p.m.

The order of items appearing on the agenda may change during the meeting. Teleconference arrangements may change prior to the meeting. Those planning to participate by telephone should confirm with L.A. Care Board Services prior to the meeting. Please keep your comments to three minutes or less.

THE PUBLIC MAY ADDRESS THE BOARD OF GOVERNORS ON ALL MATTERS LISTED ON THE AGENDA BY FILLING OUT A "REQUEST TO ADDRESS" FORM AND SUBMITTING THE FORM TO L.A. CARE STAFF PRESENT AT THE MEETING BEFORE THE AGENDA ITEM IS ANNOUNCED. YOUR NAME WILL BE CALLED WHEN THE ITEM YOU ARE ADDRESSING IS DISCUSSED. THE PUBLIC MAY ALSO ADDRESS THE BOARD ON L.A. CARE MATTERS DURING PUBLIC COMMENT. AN AUDIO RECORDING OF THE MEETING IS MADE TO ASSIST IN WRITING THE MINUTES AND IS RETAINED ONLY FOR 30 DAYS.

NOTE: THE COMPLIANCE & QUALITY COMMITTEE MEETS EVERY THIRD THURSDAY OF THE MONTH, FROM 2:00 P.M. TO 4:00 P.M. POSTED AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION AT Board Services, 1055 W. 7th Street – 10th Floor, Los Angeles, California 90017.

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda has been posted will be available for public inspection at Board Services, L.A. Care Health Plan, 1055 W. 7th Street, 10th Floor, Los Angeles, CA 90017, during regular business hours, 8:00 a.m. to 5:00 p.m., Monday – Friday.

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats – i.e., large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care's Board Services Department at (213) 694-1250. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure accessibility to the meetings and to the related materials.