



AGENDA
COMPLIANCE & QUALITY COMMITTEE MEETING
BOARD OF GOVERNORS

Thursday, March 19, 2020, 2:00 P.M.

L.A. Care Health Plan, 1st Floor, CR 100, 1055 W. 7th Street, Los Angeles, CA 90017

Teleconference Information

Call (844) 907-7272 or (213) 438-5597/ Participant Access Code #73259739

All L.A. Care public meetings are accessible by telephone. California Governor Gavin Newsom issued Executive Order N-25-20 on March 12, 2020, which describes requirements and conditions for accessible public meetings and suspends portions of the Brown Act. Individuals can participate in this meeting by telephone using the phone number listed below, or in person at L.A. Care Health Plan, 1055 W. 7th Street, 1st Floor, Los Angeles, CA 90017. If you are sick, especially with a cough or fever, please consider using the teleconference option for this meeting. All votes in a teleconferenced meeting shall be conducted by roll call.

WELCOME

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| | Hilda Perez, <i>Committee Member</i> |
| 1. Approve today's meeting Agenda | <i>Committee Member</i> |
| 2. Public Comment | <i>Committee Member</i> |
| 3. Approve January 16, 2020 meeting minutes | <i>Committee Member</i> |
| 4. Chairperson Report | <i>Committee Member</i> |
| 5. Chief Medical Officer Report | Richard Seidman, MD, MPH
<i>Chief Medical Officer</i> |
| 6. Approve Quality Improvement Documents (COM A.0420) | Maria Casias, RN,
<i>Director,</i>
<i>Quality Improvement Accreditation,</i>
<i>Quality Improvement</i> |
| 7. Chief Compliance Officer Report | Thomas Mapp
<i>Chief Compliance Officer,</i> |
| • Risk Report & Issues Log | Elysse Palomo
<i>Director,</i> |
| • Covid-19 Preparedness Plan | <i>Regulatory Affairs, Compliance,</i>
Yasamin Hafid
<i>Senior Director,</i>
<i>Compliance Risk Management and</i>
<i>Operations Oversight,</i>
Sylvona Boler,
<i>Senior Manager,</i>
<i>Risk Management</i> |
| 8. Appeals & Grievance Update | LisaMarie Golden
<i>Director,</i>
<i>Customer Solution Center Appeals</i>
<i>and Grievances</i> |

Committee Issues

- | | |
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| 9. Review Committee Charter | Augustavia J. Haydel, Esq.
<i>General Counsel</i> |
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ADJOURNMENT

The next meeting is scheduled on May 21, 2020 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 COMMITTEE 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 MAY BE MADE TO ASSIST IN WRITING THE MINUTES AND IS RETAINED FOR 30 DAYS.

NOTE: THE COMPLIANCE & QUALITY COMMITTEE MEETS EVERY THIRD THURSDAY EVERY OTHER MONTH AT 2:00 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.