

MEETING OF
BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN
QUALITY IMPROVEMENT HEALTH EQUITY COMMITTEE (QIHEC)

Via Conference Call
June 20, 2024

Once a quorum was established, the Blue Shield of California Promise Health Plan Quality Improvement Health Equity Committee (QIHEC) meeting was called to order by the Chairperson, Dr. Jennifer Nuovo, Chief Medical Officer via telephone conference on Thursday, June 20, 2024.

Attendance

Committee Members present:

1. Dr. Jennifer Nuovo, Chief Medical Officer, Blue Shield of California Promise Health Plan
2. Valerie Martinez, Chief Health Equity Officer, Blue Shield of California Promise Health Plan
3. Alyson Spencer, Senior Director, Blue Shield of California Promise Health Plan
4. Christine Nguyen, Director, Clinical Quality, Blue Shield of California Promise Health Plan
5. David Bond, Director, Enterprise Behavioral Health, Blue Shield of California Promise Health Plan
6. Jennifer Christian-Herman, VP, MindBody Medicine, Blue Shield of California
7. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan
8. Dr. Manisha Sharma, Senior Medical Director, Blue Shield of California Promise Health Plan
9. Nate Oubre, VP Performance, Blue Shield of California Promise Health Plan
10. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan
11. Vivian Phillips Husband, VP Customer Experience and Shared Services, Blue Shield of California
12. Gloria Shier, Chief Executive Officer, Elite Care Health
13. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
14. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
15. Dr. Brendan Mull, Medical Director, Quality Management, MedPOINT Management
16. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
17. Diana Lam, Director of Quality Operations, Accountable Health Care
18. Deanna Newman, Senior Manager of Data Operations, Community Clinic Association of Los Angeles County

19. Richard Powell, MD, RLP Enterprises
20. Ruth Novodor, El Proyecto del Barrio, Inc.
21. Sonia Tucker, VP of Population Health, San Ysidro Health
22. Yesenia Curiel, Director, Cultural and Linguistic Equity, AltaMed Health Services

Committee Members absent:

1. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield of California Promise Health Plan
2. Frances Trimble, Quality Manager, San Ysidro Health
3. Vivian Cheung, VP, Patient Access, Family Health Centers

Blue Shield of California and Blue Shield of California Promise Health Plan Representatives present:

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Amie Eng, Program Manager, Principal, Medi-Cal QI
3. Brigitte Lamberson, Health Equity Principal Program Manager
4. Camden Foster, Intern, CalAIM
5. Dr. Cammy Babaie, Medical Director, Operations
6. Danika Cunningham, Director, Quality Assurance & Management, Clinical Quality
7. Heather Smalley, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
8. Jesse Brennan-Cooke, Director, Clinical Access Programs
9. Joseph De Los Santos, Payment Innovation Program Manager, Principal
10. Katie Abbott, Senior Director, Promise CMO Operations
11. Karin Bartley, Director, Utilization and Medical Review
12. Kristen Cerf, President & CEO, Blue Shield of California Promise Health Plan
13. Lillian Chen, Program Manager, Principal, Office of Promise CMO
14. Linda Fleischman, Health Education & Cultural and Linguistic Senior Manager
15. Lindsay Gervacio, Senior Legislative Advocate, Public Programs
16. Marilyn Milano, Principal Program Manager, BSC Quality Accreditation & Governance, QI
17. Mary Katherine Waters, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
18. Matthew Azevedo, Senior Manager, Strategic Partnerships & Pilot Programs
19. Negin Nafissi, Program Manager Consultant, QA Accreditation, QI
20. Dr. Nina Birnbaum, Regional Medical Director, Health Transformation Acceleration QI
21. Paige Brogan, Program Manager, Principal, CalAIM
22. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
23. Sequoia SimeGeffer, Business Analyst, Senior, VP Performance Optimization
24. Shahid Salam Sr. Manager, Operations, Medicare Non-Clinical AGD
25. Shannon Cosgrove, Senior Director, Health Equity and Blue Shield of CA Chief Health Equity Officer
26. Som Florendo, Program Manager, Consultant, QI

27. Yasamin Hafid, Senior Director, Medi-Cal Compliance Promise Chief Compliance Officer

Introductions and Welcome

Dr. Jennifer Nuovo welcomed committee members, called the meeting to order, and previewed the meeting agenda.

Old Business

Brigitte Lamberson reviewed old business and provided an update on the action item follow-up from last quarter's committee meeting regarding Violet Health. Violet Health was invited to present at today's Quarter 2, 2024 meeting.

Document Review and Approval (Pre-reads)

The Quality Improvement and Health Equity Transformation Program (QIHETP) program documents were circulated to voting committee members for review and approval via email prior to the QIHEC Q1 meeting. The following documents were approved by voting committee members:

- BSC Promise QIHEC Meeting Minutes Q1 2024
- 2024 BSC Promise QIHEC Work Plan
- QIHETP Annual Evaluation Report Year (RY) 2024
- Health Equity Advancements Resulting in Transformation (HEART) measure set.

Health Equity Dashboard

Brigitte Lamberson presented the Health Equity dashboard listing the goals, objectives, and activities demonstrating the progress made for the Quality Improvement Health Equity Transformation Program (QIHETP), and work completed.

QIHETP Annual Evaluation Report Year (RY) 2024 Summary

Brigitte Lamberson presented the QIHETP Annual Evaluation Highlights stating that the report will address the Plan's initial Action Plan Goals and Objectives as outlined in the 2023-2024 QIHET Program Description. Brigitte reviewed highlights and key findings identified including:

- Progress towards obtaining Health Equity Accreditation.
- Plan and implement Health Equity Oversight Committee for integrated health equity strategy across Blue Shield of California for all products.
- Conduct additional comprehensive health equity assessments periodically throughout the year to evaluate utilization of services, outcomes, and experiences to identify gaps in service delivery and opportunities to increase utilization, design or

improve program activities, increase inclusivity, expand access, and establish collaborative partnerships.

- Conduct Health Equity Assessments preparing recommendations and interventions.
- HEART Measure Set and automation and integration culminating in health equity dashboard for improved tracking and trending.
- Focus efforts on vulnerable priority populations, in alignment with DHCS bold goals (including maternal health, child health, justice-involvement, homelessness, LGBTQ+, members with open care gaps, member experience as indicated by the CAHPS[®] survey, and utilization management over- and under-utilization of services)

Regulatory Updates

Brigitte Lamberson provided regulatory updates regarding the following topics:

- DHCS DEI Training Program and Requirements, work in progress and completed to date toward meeting compliance of All Plan Letter (APL) 23-025.
- DMHC Health Equity updates related to the Health Equity Quality Measure Set (HEQMS) and reporting process, and Senate Bill (SB) 923 Gender Affirming Care, draft All Plan Letter for comment released to all managed care health plans.
- NCQA update reviewing the Accreditation timeline and activities completed through March 2024.

Violet Health

Dr. Nina Birnbaum provided a brief overview of the Violet Health pilot program for committee feedback regarding the platform. The proposed Violet Health pilot program targeting San Diego County Medi-Cal Providers. The pilot would include the following activities:

- Clinician Training to upskill providers in cultural competency offering extensive Continuing Education (CE) curriculum opportunities.
- Provider data collection to improve payor insight into network composition and representation
- Inclusivity Score and potential to add to Find a Doctor (FaD) feature.

DHCS Bold Goals 50x2025 Overview

Amie Eng provided an overview of the DHCS Bold Goals and Blue Shield of California Promise Health Plan progress. This initiative is part of DHCS' Comprehensive Quality Strategy and supports DHCS' goal of Keeping Families and Communities Healthy via Prevention. The initiative focuses on three priority areas including Children's preventive care, Maternity/ reproductive health & Behavioral health integration. Each Bold Goal is evaluated by a collection of individual quality measures. Measures are in the Medi-Cal Managed Care Accountability Sets (MCAS) of quality metrics that we report on annually. The Bold Goal strategies require cross-functional collaboration. One pillar includes stratifying and reviewing quantifiable measures by race, ethnicity and SDOH. Amie reviewed the timeline to include the baseline measurement period, current period (MY) 2024 and (MY) 2025 and

reporting year 2026. Each bold goal has a workgroup and reoccurring meeting to meet each goal.

HEART Measure Set Monitoring Data Report

Brigitte Lamberson presented the HEART Measure Set Monitoring Data Report, metrics identified in partnership with each functional area across the health plan, in process automated work, analysis, and initial trend observations by measure domain. Initial observations have led to recommendations per metric including planned or current activities.

Domain	Metric	Observation	Recommendation
Equitable Social Interventions	SDOH Reporting	1% of members with Social Determinants of Health reported	SDOH Incentives for Providers pending DHCS approval
Equitable High-Quality Clinical Care	Childhood Immunization Status	Low Childhood Immunizations among African American (24%) and White (26%)	Assess root causes (vaccine hesitancy vs. access)
Overall Well-Being	Depression Screening follow-up	Geographical variance	Track next 6 months to confirm trend
Equitable Structures of Care	Bilingual calls managed by Call Center	Assess if Call Center agents can meet need of Spanish-speaking members	Call Center Leadership to prioritize recruitment of bilingual Call Center staff 21 of 29 recent hires are bilingual
Equitable Access to Care	Interpreter service utilization	American Sign Language highest utilization of onsite interpreter service	<ol style="list-style-type: none"> 1. Request membership data to identify hard of hearing members 2. ASL category across all HEART measures to assess health outcomes for hard of hearing members

Two status updates, including the SDOH Incentives for Providers program were approved. It was confirmed through membership enrollment data that there are a total of 56 members whose preferred language is ASL in our Medi-Cal services areas: 10 members in LA county and 46 members in SD county.

Additionally, there is work in progress to look closely into member level data.

The Health Equity Office will continue to monitor data, track, trend analysis and follow through the recommendations as depicted in Figure 2. Opportunities/Next Steps.

Health Equity Spotlight: Emergency Response in San Diego

Jesse Brennan-Cooke provided a Health Equity Spotlight Report highlighting Blue Shield of California Promise Health Plan's Emergency Response in San Diego County due to Flooding. The Clinical Access Programs team conducted outreach calls to our Seniors and Persons with Disabilities (SPD) members, resulting in 3,000 Wellness Check Calls and \$70,000 donations to community organizations who were directly supporting those affected by the flooding.

Actions

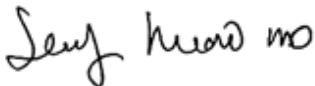
No action was taken.

Closing and Adjournment

Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held September 19, 2024.

Dr. Jennifer Nuovo
Chief Medical Officer
Chair

Date: 9/19/2024



Valerie Martinez, DrPH(c), MPH
Chief Health Equity Officer
Co-Chair

Date: 9/19/2024

