

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

Via Conference Call
December 4, 2025

Once a quorum was established, the Blue Shield of California Promise Health Plan Quality Improvement and Health Equity Committee (QIHEC) meeting was called to order by the Chairperson, Dr. Jennifer Nuovo, Chief Medical Officer via telephone conference on Thursday, December 4, 2025.

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. Christine Nguyen, Director, Clinical Quality, Blue Shield of California Promise Health Plan
4. Dr. Brendan Mull, Medical Director, Quality Management, MedPOINT Management
5. Sonia Tucker, VP of Population Health, San Ysidro Health
6. Frances Trimble, Quality Manager, San Ysidro Health
7. Vivian Phillips Husband, VP Customer Experience and Shared Services, Blue Shield of California
8. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan
9. Yesenia Curiel, Director, Associate VP Behavioral Health and Crisis Intervention Services, AltaMed Health Services
10. Richard Powell, MD, RLP Enterprises
11. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
12. Ruth Novodor, El Proyecto del Barrio, Inc.
13. Rosa Hernandez, Sr. Manager, Lifestyle Medicine, Blue Shield of California Promise Health Plan
14. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
15. Carol Nguyen, Clinical Services Project Coordinator, Community Clinic Association of LA County (CCALAC)
16. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield Promise Health Plan
17. Tahira Hashmi, Vice President, Clinical Service, Astrana Health

18. Alyson Spencer, Senior Director, Blue Shield of California Promise Health Plan

Committee Members absent:

1. Deanna Newman, Senior Manager of Data Operations, Community Clinic Association of Los Angeles County
2. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
3. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan
4. Sarine Pogosyan, Health Equity Program Director, Community Clinic Association of LA County (CCALAC)
5. Taylor Ballou, Interim Vice President Performance, Blue Shield of California Promise Health Plan
6. Gloria Shier, Chief Executive Officer, Elite Care Health
7. Jesse Brennan-Cooke, Director, Clinical Access Programs & Medi-Cal Behavioral Health Operations, Blue Shield of California Promise Health Plan

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

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Nicole Evans, Director, Medi-Cal Maternal, Infant & Child Health Equity
3. Brigitte Lamberson, Principal Program Manager
4. Eduardo Delgado, Principal Program Manager
5. Angelique Davis, Manager, Utilization Nurse Management
6. Wendy Parrino, Director, Utilization Nurse Management
7. Karin Bartley, Director, Clinical Oversight, Office of Promise CMO
8. Marilyn Milano, NCQA Health Equity Program Manager Principal, Clinical Operations Oversight
9. Somuadina Ojeh, Project Manager, Consultant, Medi-Cal Quality Improvement
10. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
11. Katie Bartunek, Program Coordinator, Office of the Promise CMO
12. Shahid Salam Director, Operations, Medicare Non-Clinical AGD
13. Som Florendo, Program Manager, Consultant, QI
14. Paige Brogan, Program Manager, Principal, CalAim
15. Mimi Nguyen, Program Manager, Consultant, Behavioral Health
16. Keachelle Lewis, Program Manager, Senior Medi-Cal Maternal, Infant & Child Health Equity
17. Ianne Arguelles, Manager, Utilization Nurse Management
18. Eva Durazo, Program Manager, Principal, Clinical Quality Oversight
19. Raine Arndt-Couch, Director, Social Services Management
20. Amie Eng, Program Manager, Principal, Medi-Cal Quality Improvement
21. Danika Cunningham, Sr. Director, Health Operations Oversight

Introductions and Welcome

Valerie Martinez welcomed committee members, called the meeting to order, previewed the meeting agenda, and provided a brief statement on Blue Shield Promise' health equity commitment.

Old Business

The following items were reviewed:

Item #	Agenda Topic	Action Item(s)	Status
Korean Population Analysis	HEART Measure Set	Investigate the geographic distribution of the Korean population and their access to clinic sites using Geo mapping.	Closed: Geographic maps don't include this population.
Women's Health Workgroup	HEART Measure Set	Include external partners in the Women's Health workgroup and expand the audience to include providers.	Open: Pending internal logistics. This item will be revisited in 2026.
Teens Rise	External Engagement	Explore partnerships with social media platforms to engage adolescents in preventive care.	Open: Pending consideration of Teen Health Equity Workgroup. Potential for partnership with Teens Rise Foundation. Launched Student Health Worker collaboration with Cristo Rey High School. Incorporating activities to gather information from teens.

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 meeting. The following documents were approved by voting committee members:

- BSC Promise QIHEC Meeting Minutes Q3 2025
- BSC Promise QIHEC 2025 Work Plan Q4 2025

Blue Shield Promise Cultural and Linguistic Program Assessment Report

Rosa Hernandez, Senior Manager, Health Education and Cultural and Linguistics Programs, provided an overview of Blue Shield Promise' Cultural and Linguistic Program Assessment and Evaluation Reports. The Cultural and Linguistic Program Assessment Report involves an annual review of member and provider demographics across key areas such as race, ethnicity, language, sexual orientation, and gender identity. Report findings demonstrate a large self-reporting of race and ethnicity (93.59%) meeting our 80% Blue Shield Promise goal. The Cultural and Linguistic (CLAS) Evaluation Report examines all program activities annually to ensure members' needs and preferences are met in areas including race and

ethnicity, language, sexual orientation, gender identity, cultural and linguistic grievances, and provider offerings.

Health Disparities Report

Amie Eng, Principal Program Manager, Medi-Cal Quality Improvement Department, provided a brief overview of the Health Disparities Report which analyzes race, ethnicity, language, sexual orientation, and gender identity data to identify inequities in Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures.

Blue Shield Promise analyzed HEDIS® measures for prenatal and postpartum care (by race/ethnicity), child and adolescent well-care visits (by language and gender), and CAHPS ratings (by race/ethnicity), prioritizing interventions for diabetes and maternal care disparities. Key findings indicate there are high rates of poor glycemic control (>9%) among Hispanic/Latino members in Los Angeles County (38.75%) and San Diego County (37.45%). Interventions will include Medically Tailored Meals and Wellvolution resources. Prenatal and postpartum care rates fell below targets (PPC- Timeliness of Care: San Diego County: 82.36%; Los Angeles County: 82.70%; PPC-Postpartum Care: San Diego County: 80.00%; Los Angeles County: 78.89%). Strategies will focus on Black/African American members through early identification, maternity care management, and increased doula benefit utilization. HEDIS® measures will be re-analyzed in Q2 2026 to assess improvement and benchmark achievement.

Health Equity Data Dashboard

Eduardo Delgado, Health Equity Principal Program Manager, presented the quarterly HEART Measure Set updates, including the following: 1) Quarterly action items status updates; 2) Results of disparity data analysis – findings, results, takeaways, disaggregated data by race, ethnicity, age and/or language and analysis of the Asian population; 3) Provider dashboard key features and value proposition summary; and 4) HEART measures beyond priority set. Eduardo provided a thorough disparity analysis among Blue Shield Promise Asian members across key health measures in Los Angeles and San Diego counties, including a review of findings, results, and takeaways. Eduardo provided key features and benefits of the Provider Dashboard. Additional data for other HEART measures was included in the presentation appendix.

Member Outreach, Education, and Experience Assessment for Non-Specialty Mental Health Services (NSMHS)

Mimi Nguyen, Behavioral Health Program Manager Consultant, provided an overview and update regarding All Plan Letter (APL) 24-012 mandates Medi-Cal Managed Care Plans (MCPs) as required by Senate Bill (SB) 1019 to enhance awareness and utilization of NSMHS through targeted outreach, education, and experience evaluation. To increase engagement among low utilizers Blue Shield Promise focuses on improving mental health service utilization through six key actions: 1) targeted outreach and education to raise awareness among males, older adults, and people with disabilities using culturally sensitive messaging; 2) language access improvements via interpretation services, partnerships with community

organizations, and telehealth; 3) enhanced data collection with standardized procedures and provider training to capture accurate demographic data; 4) reducing barriers to care by addressing transportation, scheduling, and digital access while offering flexible options like telehealth; 5) fostering collaboration across departments to design interventions and monitor progress; and 6) enhance behavioral health webpages for both members and providers to improve access to information.

Health Equity Spotlight: Medi-Cal Member Experience Outreach

Ron Bauer, Principal Program Manager, Medi-Cal Quality Improvement Department presented Blue Shield Promise's Medi-Cal Member Experience Outreach Call Program. The program uses year-round outreach calls to assist members in accessing care, supported by six dedicated call representatives including bilingual staff. Outreach leverages predictive analytics and scripts addressing unmet social needs and mental or emotional health. Goals include helping members schedule appointments, navigate benefits e.g., transportation, Teladoc, Wellvolution, and improving CAHPS and Net Promoter Scores. Access to Care remains a top issue in surveys and grievances, prompting plans for a 2026 multilingual mailer and high-risk member call campaign.

Regulatory Updates

The mandatory DEI Medi-Cal training entitled the *2025 Advancing Health Equity: Training to Support Member Interactions* internal training for all staff was released on March 3, 2025. Blue Shield Promise has reached a 99% completion rate. Blue Shield Promise released the external Provider facing training, *2025 Advancing Health Equity* training on the new Blue Shield of California Provider Learning Center platform on April 28, 2025. Blue Shield Promise has reached 13%.

In addition, the new Transgender, Gender Diverse or Intersex (TGI) Cultural Competency Training was released on April 1, 2025, to internal member-facing staff. Blue Shield Promise has reached 54% completion rate. Blue Shield Promise continues to work through implementing new operational processes across All Plan Letters to ensure compliance with all regulatory guidelines.

Next Steps

The committee will continue to present QIHETP Workplan updates, present HEART Measure Set Monitoring Report rates and disparity analysis and identify quarterly Health Equity Spotlight reports. The HEO will track the action items and bring updates forward at the next QIHEC meeting.

Closing and Adjournment

Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held March 27, 2026.

Jenny Nuovo mo

Dr. Jennifer Nuovo
Chief Medical Officer
Chair
Date: 03/27/2026

Valerie

Valerie Martinez, DrPH(c), MPH
Chief Health Equity Officer
Co-Chair
Date: 03/27/2026