

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

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Via Conference Call  
March 20, 2025

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, March 20, 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. Jennifer Christian-Herman, VP, MindBody Medicine, Blue Shield of California
5. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan
6. Vivian Phillips Husband, VP Customer Experience and Shared Services, Blue Shield of California
7. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
8. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
9. Dr. Brendan Mull, Medical Director, Quality Management, MedPOINT Management
10. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
11. Sonia Tucker, VP of Population Health, San Ysidro Health
12. Frances Trimble, Quality Manager, San Ysidro Health
13. Yesenia Curiel, Director, Associate VP Behavioral Health and Crisis Intervention Services, AltaMed Health Services
14. Gloria Shier, Chief Executive Officer, Elite Care Health
15. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management
16. Sarine Pogosyan,
17. Deanna Newman, Senior Manager of Data Operations, Community Clinic Association of Los Angeles County
18. Alyson Spencer, Senior Director, Blue Shield of California Promise Health Plan

Committee Members absent:

1. Ruth Novodor, El Proyecto del Barrio, Inc.
2. Nate Oubre, VP Performance, Blue Shield of California Promise Health Plan
3. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan
4. Diana Lam, Director of Quality Operations, Accountable Health Care
5. Richard Powell, MD, RLP Enterprises

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

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Brigitte Lamberson, Principal Program Manager
3. Eduardo Delgado, Principal Program Manager
4. Norm Cohen, Project Manager, Principal, Health Equity
5. Carlo Carino, Principal, Population Health & Health Equity Analytics
6. Rosa Hernandez, Sr. Manager, Lifestyle Medicine
7. Heather Smalley, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
8. Karin Bartley, Director, Clinical Oversight, Office of Promise CMO
9. Kaye Monty, Human Resources Business Partner - Principal, People & Engagement
10. Destiny Swearengin, Sr. Stakeholder Manager
11. Marilyn Milano, NCQA Health Equity Program Manager Principal, Clinical Operations Oversight
12. Jessica Delaney, Program Manager, CalAIM Incentives
13. Leah Brydone-Jack, Program Manager, Principal
14. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
15. Shahid Salam Sr. Manager, Operations, Medicare Non-Clinical AGD
16. Shannon Cosgrove, Senior Director, Health Equity and Blue Shield of CA Chief Health Equity Officer
17. Som Florendo, Program Manager, Consultant, QI
18. Yasamin Hafid, Senior Director, Medi-Cal Compliance Promise Chief Compliance Officer
19. Nicole Evans, Sr. Manager, Medi-Cal Maternal & Infant Health Equity
20. Gayle Turner, Marketing Communications Specialist, Consultant
21. Faby Iniguez, Program Manager, Principal
21. Ayesha Sharma, Sr. Manager, Governance, Population Health Management

## 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

There were no action items to be reviewed for old business.

## 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:

- QIHEC Charter
- BSC Promise QIHEC Meeting Minutes Q4 2024
- 2025 BSC Promise QIHEC Work Plan (Q1)
- 2025 QIHET Program Description
- Diversity, Equity, and Inclusion (DEI) Training Program Requirements Policy and Procedures
- HEART Measure Set 03.20.2025

## Health Equity 2024 and 2025 Performance Dashboard

Valerie Martinez presented on the 2024 Health Equity Performance Dashboard and accomplishments in 2024 that spanned governance, technology, a member-centric approach, and influential leadership. The Health Equity Office (HEO) obtained successful Health Equity Accreditation with a score of 100%. Ensured compliance contract deliverables are met; publishing three (3) health equity assessment reports; conducted at least 3 interventions targeting disparities experienced by subpopulations; launching the Diversity, Equity, and Inclusion Training Program; and building and integrating a culture of equity by way of training Blue Shield Promise employees; launching the HEART Advocate Program and initiating health equity integration plans across departments.

In 2025, Blue Shield Promise Health Equity Dashboard will focus on maintaining Health Equity Accreditation, ensuring contract compliance is met, and will continue to build on building and integrating a culture of equity. The HEO will track health equity goals and objectives as outlined in Figure 2. Health Equity performance Dashboard.

## Regulatory Updates

Brigitte Lamberson, Health Equity Principal Program Manager, presented an update regarding the mandatory Diversity, Equity, and Inclusion (DEI) Medi-Cal training entitled the

2024 Advancing Health Equity training that was softly launched earlier this year, in Quarter 2, to meet regulatory requirements for NCQA, DMHC, and DHCS Medi-Cal contract. To date Blue Shield Promise have reached a 99% completion rate. This year, on March 3<sup>rd</sup>, Blue Shield Promise officially launched the 2025 Advancing Health Equity training to all Promise staff. The Plan is also launching the external Provider facing training on the new Blue Shield of California Provider Learning Center platform; external partners will be notified of the training for completion.

Health Equity Office is collaborating with our Promise Health Education Cultural and Linguistic team, Health Equity Classic Partners, and several enterprise-wide subject matter experts to launch the new Transgender, Gender Diverse or Intersex (TGI) Cultural Competency Training as set forth by All Plan Letter 24-017 and Senate Bill 923.

### Health Equity Data Dashboard

Eduardo Delgado, Health Equity Principal Program Manager presented the health equity data dashboard to the committee. Providing an overview of the dashboard, exploring its capabilities and outputs, discussion on actionable insights, and finalizing with a summary and next steps. The dashboard meets the requirements as set forth by the DHCS APL 24-016, Our Diversity, Equity, and Inclusion program, including grievance tracking.

Key insights include statistical analyses using Z-scores, drill-down capabilities across demographics, geo-mapping with area deprivation analytics, and customizable views tailored for different audiences. The dashboard architecture includes four interactive pages: the Membership Profile, REGAL Comparison, Disparity Impact, and Provider Profile Reports, each producing valid, retrospective data.

Eduardo provided an example of actionable insights drawn from the dashboard data results. The metric with the greatest disparities was the social driver of health. This measure accesses and reports the rate of Promise members with at least 1+ SDOH reported. Currently, 1.6% of Promise members have SDOH captured. To address this, Blue Shield Promise has established a goal to increase SDOH reporting by 5% by year-end.

### Health Equity Spotlight: HEART Advocate Assessment Report

Valerie Martinez presented on the I have HEART Advocate program launched in 2024 to help support the advancement of Blue Shield Promise' Health Equity Transformation Program. The key driver to meet one of our program goals of cultivating a culture of equity.

This is a volunteer program for employees who support Promise where they participate in a six-month long program where we talk about health equity and have training and featured guest speakers. Program participants worked on some actual health equity projects together as a team. Valerie Martinez shared the program ran from September 2023 – March 2024. A total of forty-five participants completed the program; 93% of participants reported the program help increase health equity for practical application of health equity concepts within own teams and departments; 100% reported value in the information shared; content was helpful; and there is potential to scale internally and externally. As a

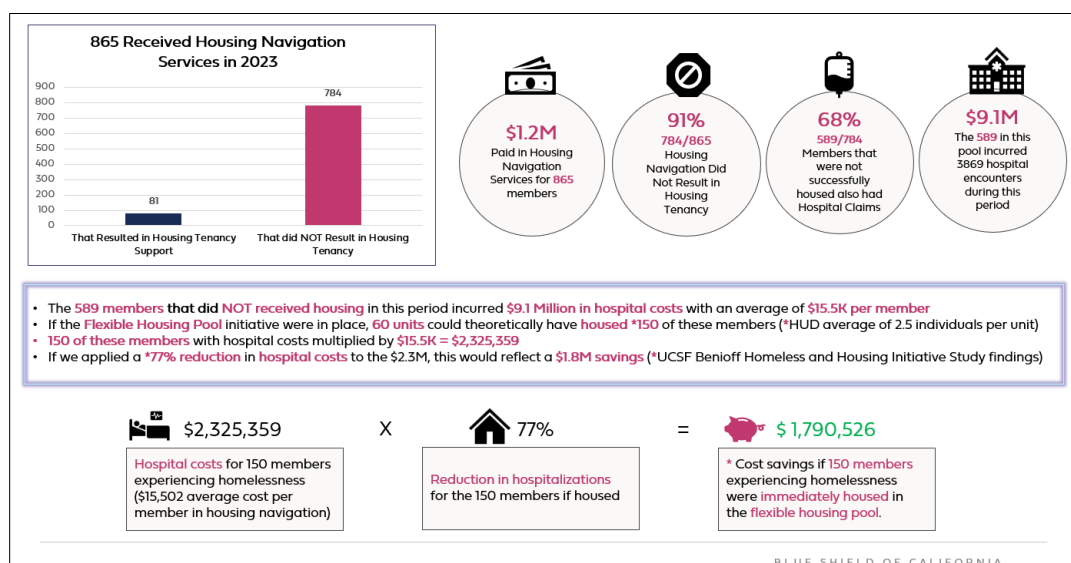
result of much success in the first cohort, a second cohort has launched and will run for 6 months. A total of sixty-two participants have already signed up to the program.

### Health Equity Spotlight: CalAIM Homelessness

Jessica Delaney, CalAIM Program Manager, presented on Blue Shield Promise' Housing and Homeless Incentive Plan (HHIP) Investment, the Flexible Housing pool, and a cost saving analysis.

The **\$3M** Investment in the **Flexible Housing Pool** will provide **guaranteed housing units** for Promise Members **enrolled in Housing Related Community Supports (CS)** in San Diego including, housing transition and/or navigation, housing deposits, and transitional rent – a new CS to be mandated benefit by 1/1/2026. Eligibility is determined by their housing status; the member must be homeless and need housing.

*Figure 1. Housing Related Community Supports Administered in 2023*



Blue Shield Promise staff will continue to track housing related community supports for successful outcomes.

### Health Equity Integration Plan Updates

Alexis Duke, Health Equity Business Analyst, presented on Blue Shield Promise Medi-Cal contract requirements to maintain a Health Equity Transformation Program (HETP) which includes at a minimum integration of health equity activities across a wide range of functional areas. Those mandated functional areas include:

1. Health Education and Cultural and Linguistic Services
2. Growth, Community Engagement, and Marketing
3. Provider Network
4. Population Health Management
5. Grievances and Appeals

6. Utilization Management
7. Quality
8. Medical Services: Case management and Maternal Health

Blue Shield Promise will maintain an integration plan program, document planned activities and outcomes to integrate health equity. Teams to finalized integration plans by end of last year. Beginning in 2025, activities will begin to be implemented across the functional areas and progress will be reported. This work will continue to focus on interventions and identifying opportunities. There are a total of thirty-seven activities across the eight health equity integration plans. Teams are progressing well with ten activities or 27% completed by the end of Quarter 1, 2025.

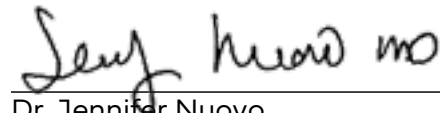
### Next Steps

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

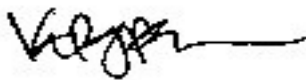
Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held June 26, 2025.



Dr. Jennifer Nuovo  
Chief Medical Officer  
Chair

06/26/2025

Date



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

06/26/2025

Date