

| Calendar Year (CY) 2026 Quality Improvement and Health Equity Committee Workplan |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              |                                            |                     |                                                |                                                                                                                                              |                                                           |                 |                 |    |    |    |    |                   |         |      |                                                                     |
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| Item No.                                                                         | Regulatory Standard (e.g., CMS, DMHC, DHCS and NCQA, Office of Affordability) | Planned Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Responsible Person/Owner (s) | Speaker                                    | Reporting Frequency | Goal                                           | Objective                                                                                                                                    | Action Item e.g., performance measure, measurable(s)      | Initiation Date | Completion Date | Q1 | Q2 | Q3 | Q4 | Reporting Date(s) | Status  | Risk | If an activity is at risk, what is the root cause and/or corrective |
| 1                                                                                | DHCS                                                                          | <b>Health Equity Office Policies and Procedures:</b><br>- HEQ-001: Quality Improvement and Health Equity Transformation Program (QIHETP) Policy<br>- HEQ-002: Quality Improvement Health Equity Committee (QIHEC) Policy<br>- HEQ-003: Diversity, Equity, Inclusion (DEI) Training Program Requirements Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Valerie Martinez             | Brigitte Lamberson                         | Annual              | Build Sound Infrastructure and Operations      | Submit Policies and Procedures for annual review and approval by 6/18/2026.                                                                  | Annual Review and Approval                                | 1/1/2026        | 6/18/2026       |    | X  |    |    | 6/18/2026         | Planned | Low  |                                                                     |
| 2                                                                                | DHCS, DMHC, NCQA                                                              | <b>Culturally and Linguistically Appropriate Services (CLAS) Policies and Procedures:</b><br>70.15.10.0: Cultural and Linguistic Related Grievance<br>70.15.12.0: Cultural and Linguistic Program Evaluation<br>70.15.2.0: IPA/PMG and Provider Responsibilities in the Provision of Culturally and Linguistically Appropriate Services<br>70.15.3.0: Translation of Written Member-Informing Materials (vital documents) and Health Education Materials<br>70.15.3.1: Tracking of Written Member Informing Materials to Limited English Proficient (LEP) Members<br><br>70.15.4.0: Cultural Awareness and Sensitivity (Diversity, Equity, and Inclusion) Training for Plan Staff and Subcontractors<br>70.15.5.0: Proficiency of Interpreters<br>70.15.5.1: Language Proficiency Assessment and Use of Bilingual Staff<br>70.15.6.0: Access to Interpretation Services at Medical and Non-Medical Sites<br>70.15.7.0: Access to Interpreter Services for Deaf, Hard-of-Hearing and Members with a Speech Disability<br>70.15.9.0: Member Referral to Culturally and Linguistically Appropriate Services and Agencies | Rosa Hernandez               | Rosa Hernandez                             | Annual              | Build Sound Infrastructure and Operations      | Submit Policies and Procedures for annual review and approval by 9/17/2026.                                                                  | Annual Review and Approval                                | 1/1/2026        | 9/17/2026       |    |    | X  |    | 9/17/2026         | Planned | Low  |                                                                     |
| 3                                                                                | DHCS                                                                          | Quality Improvement and Health Equity Committee Charter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Valerie Martinez             | Brigitte Lamberson                         | Annual              | Build Sound Infrastructure and Operations      | Submit the QIHEC Charter to voting members for review and approval by 3/27/2026.                                                             | Annual Review and Approval                                | 1/1/2026        | 3/27/2026       | X  |    |    |    | 3/27/2026         | Closed  | Low  |                                                                     |
| 4                                                                                | DHCS                                                                          | Quality Improvement and Health Equity Transformation (QIHET) Program Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Valerie Martinez             | Brigitte Lamberson                         | Annual              | Build Sound Infrastructure and Operations      | Develop the written QIHET Program Description and submit to QIHEC for review and approval by 3/27/2026.                                      | Annual Review and Approval                                | 1/1/2026        | 3/27/2026       | X  |    |    |    | 3/27/2026         | Closed  | Low  |                                                                     |
| 5                                                                                | DHCS                                                                          | Quality Improvement and Health Equity Transformation Program Evaluation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Valerie Martinez             | Brigitte Lamberson                         | Annual              | Build Sound Infrastructure and Operations      | Assess the QIHET Program Evaluation and submit to QIHEC for review and approval by 6/18/2026.                                                | Annual Review and Approval                                | 3/27/2026       | 6/18/2026       |    | X  |    |    | 6/18/2026         | Planned | Low  |                                                                     |
| 6                                                                                | DHCS, NCQA                                                                    | Health Equity Advancement Resulting in Transformation (HEART) Measure Set Monitoring Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Valerie Martinez             | Various Promise Health Equity Office Leads | Quarterly           | Embed Equity and Advance Information in Action | Submit the HEART Measure Set monitoring report to track and trend notable health disparities to QIHEC by 9/17/2026 and quarterly thereafter. | Analysis of quarterly reports to identify HE disparities. | 1/1/2026        | 9/17/2026       |    |    | X  |    | 9/17/2026         | Planned | Low  |                                                                     |

|    |            |                                                                                                                                                                                                                                                                         |                                                                        |                          |            |                                                                                            |                                                                                                                                                                                                                               |                                                                                                         |          |                         |   |   |   |   |                                                   |         |     |  |
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| 7  | DHCS       | Health Equity Spotlight Report<br>- Health Equity Navigator Trainings<br>- External partner spotlights                                                                                                                                                                  | Various Functional Leads                                               | Various Functional Leads | Quarterly  | Embed Equity                                                                               | Submit a Health Equity Spotlight Report to demonstrate health equity integration in everything we do by 3/27/2026 and quarterly thereafter.                                                                                   | Spotlight and report a health equity initiative.                                                        | 1/1/2026 | 12/10/2026              | X | X | X | X | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 8  | DHCS       | I have HEART Advocate Program and Updates                                                                                                                                                                                                                               | Valerie Martinez                                                       | Alexis Duke              | Quarterly  | Build Sound Infrastructure and Operations<br>Cultivate a culture of Equity                 | Provide general updates of the I have HEART Advocate Program to QIHEC by 9/17/2026.                                                                                                                                           | Informational and report out to QIHEC.                                                                  | 1/1/2026 | 9/17/2026               |   |   | X |   | 9/17/2026                                         | Planned | Low |  |
| 9  | DHCS, NCQA | APL 24-016: Diversity, Equity, and Inclusion Training Program Requirements and compliance (supersedes APL 23-025)                                                                                                                                                       | Valerie Martinez<br>Rosa Hernandez<br>Angelica Matsuno<br>Melinda Kjer | Brigitte Lamberson       | Quarterly  | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Monitoring of DEI training program requirements by 3/27/2026, and quarterly thereafter.                                                                                                                                       | DEI training program requirements updates for informational purposes and report out to QIHEC.           | 1/1/2026 | 12/10/2026              | X | X | X | X | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 10 | DHCS, NCQA | Senate Bill (SB) 923 Gender Affirming Care Training Requirements and Updates (Reference DHCS APL 24-017)                                                                                                                                                                | Rosa Hernandez                                                         | Rosa Hernandez           | Quarterly  | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.                                                                                                                                                      | Informational and report out to QIHEC.                                                                  | 1/1/2026 | 12/10/2026              | X | X | X | X | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 11 | DHCS, NCQA | Assembly Bill (AB) 133 REAL/SOGI data collection Requirements and Updates                                                                                                                                                                                               | Shannon Cosgrove<br>Valerie Martinez                                   | Shannon Cosgrove         | Quarterly  | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Provide general updates to QIHEC by 9/17/2026, and quarterly thereafter.                                                                                                                                                      | Informational and report out to QIHEC.                                                                  | 1/1/2026 | 9/17/2026               |   |   | X |   | 9/17/2026                                         | Planned | Low |  |
| 12 | NCQA       | NCQA Health Outcomes Accreditation Updates                                                                                                                                                                                                                              | Danika Cunningham<br>Valerie Martinez                                  | Danika Cunningham        | Quarterly  | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Provide general updates to QIHEC by 6/18/2026, and quarterly thereafter.                                                                                                                                                      | Informational and report out to QIHEC.                                                                  | 1/1/2026 | 3/27/2026               | X |   |   |   | 3/27/2026                                         | Closed  | Low |  |
| 13 | DHCS       | BSP Bold Goals Strategic Plan Updates                                                                                                                                                                                                                                   | Christine Nguyen                                                       | Amie Eng                 | Semiannual | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Develop Quality Improvement Studies for Subpopulation(s) with disparities identified in Bold Goals (2) to reduce health disparities in given subpopulations.                                                                  | Informational report out to QIHEC for discussion.                                                       | 1/1/2026 | 9/17/2026               |   |   | X |   | 9/17/2026                                         | Planned | Low |  |
| 14 | DHCS       | Health Equity Assessment Report (2) for example:<br>- Cost of Healthcare Report<br>- HEART Measure Set Written Monitoring Report<br>- Bold Goals Report<br>- CalAIM Report<br>- Quality Improvement and Health Equity Study: Utilization of Emergency Department Visits | Valerie Martinez                                                       | Various Functional Leads | Semiannual | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Prepare Health Equity Assessment Reports that will include an in-depth assessment to understand specific areas looking at utilizations, services offered, member experience, outcomes, barriers and opportunities to improve. | Informational report out to QIHEC for discussion.                                                       | 1/1/2026 | 3/27/2026<br>12/10/2026 |   | X |   | X | 3/27/2026<br>12/10/2026                           | Planned | Low |  |
| 15 | NCQA, DHCS | Monitor Health Disparities Report: Opportunity for Improvement and Intervention Plan (Reference Health Disparities Report tab)                                                                                                                                          | Christine Nguyen                                                       | Amie Eng                 | Quarterly  | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Monitor NCQA Health Disparities Report to demonstrate how the HEO is tracking and trending notable health disparities and advancing information in action by 12/10/2026.                                                      | Informational updates as presented within the QIHEC workplan (Reference Health Disparities Report tab). | 1/1/2026 | 12/10/2026              | X | X | X | X | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |

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| 16 | NCQA, DHCS       | Annual Health Disparities Report                                                                                                                                                                                                                                                                                                                                                       | Christine Nguyen         | Amie Eng                           | Annual    | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Submit a Health Disparities Report to demonstrate how the HEO is tracking and trending notable health disparities and advancing information in action by 12/10/2026.       | Annual Review and Approval                                                                | 1/1/2026 | 12/10/2026 |   |   |   |   | X | 12/10/2026                                        | Planned | Low |  |
| 17 | DHCS             | <b>Health Equity Integration Plan</b> Updates per functional area:<br>- Health Education and Cultural and Linguistics<br>- Growth, Community Engagement, and Marketing Network<br>- Grievances and Appeals<br>- Utilization Management<br>- Medical Services: Case management; Population Health Management, Maternal Management, Health Education, and Quality<br>- Behavioral Health | Various Functional Leads | Various Functional Leads           | Quarterly | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Maintain and monitor Health Equity Integration Plans and provide updates on each functional area to QIHEC by 3/27/2026, and quarterly thereafter.                          | Informational report out to QIHEC for discussion.                                         | 1/1/2026 | 12/10/2026 | X | X | X | X |   | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 18 | DHCS             | Health Equity Internal Engagement                                                                                                                                                                                                                                                                                                                                                      | Valerie Martinez         | Promise Health Equity Office Leads | Quarterly | Embed Equity                                                                               | Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.                                                                                                   | Informational and report out to QIHEC.                                                    | 1/1/2026 | 12/10/2026 | X | X | X | X |   | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 19 | DHCS             | Health Equity External Engagement                                                                                                                                                                                                                                                                                                                                                      | Valerie Martinez         | Promise Health Equity Office Leads | Quarterly | Embed Equity                                                                               | Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.                                                                                                   | Informational and report out to QIHEC.                                                    | 1/1/2026 | 12/10/2026 | X | X | X | X |   | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |
| 20 | DHCS, DMHC, NCQA | Culturally and Linguistically Appropriate Services (CLAS) Program Description                                                                                                                                                                                                                                                                                                          | Rosa Hernandez           | Rosa Hernandez                     | Annual    | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Develop the written CLAS Program Description and submit to QIHEC for review and approval by 6/18/2026.                                                                     | Annual Review and Approval                                                                | 1/1/2026 | 6/18/2026  |   | X |   |   |   | 6/18/2026                                         | Planned | Low |  |
| 21 | DHCS, DMHC, NCQA | Culturally and Linguistically Appropriate Services (CLAS) Workplan                                                                                                                                                                                                                                                                                                                     | Rosa Hernandez           | Rosa Hernandez                     | Annual    | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Submit the CLAS Program Workplan to QIHEC for review and approval by 6/18/2026.                                                                                            | Annual Review and Approval                                                                | 1/1/2026 | 6/18/2026  |   | X |   |   |   | 6/18/2026                                         | Planned | Low |  |
| 22 | DHCS, DMHC, NCQA | Culturally and Linguistically Appropriate Services (CLAS) Assessment and Evaluation Report(s)                                                                                                                                                                                                                                                                                          | Rosa Hernandez           | Rosa Hernandez                     | Annual    | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Submit a CLAS Report to demonstrate how the organization continually improves its services to meet the needs of multicultural populations.                                 | Annual Review and Approval                                                                | 1/1/2026 | 12/10/2026 |   |   |   |   | X | 12/10/2026                                        | Planned | Low |  |
| 23 | DHCS, DMHC, NCQA | Monitor Culturally and Linguistically Appropriate Services (CLAS) Report: Opportunity for Improvement and Intervention Plan (Reference CLAS Report tab)                                                                                                                                                                                                                                | Rosa Hernandez           | Rosa Hernandez                     | Quarterly | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Monitor CLAS Report planned activities to demonstrate how the organization continually improves its services to meet the needs of multicultural populations by 12/10/2026. | Informational updates as presented within the QIHEC workplan (Reference CLAS Report tab). | 1/1/2026 | 12/10/2026 | X | X | X | X |   | 3/27/2026<br>6/18/2026<br>9/17/2026<br>12/10/2026 | Ongoing | Low |  |

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| 24 | DHCS             | Member and Family Engagement Strategy                                                                                                                                                                                                                            | Sandra Rose                  | Araceli Garcia Nairi Varteressian | Quarterly  | Embed Equity<br>Advance Information in Action<br>Build Sound Infrastructure and Operations | Provide general updates to QIHEC by 9/17/2026.                                                                                                              | Informational report out to QIHEC for discussion. | 1/1/2026 | 9/17/2026               |   |  | X |  | 9/17/2026                    | Planned | Low |  |
| 25 | DHCS             | Behavioral Health Equity Integration Plan                                                                                                                                                                                                                        | Jesse Brennan-Cooke          | Mimi Nguyen                       | Annual     | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Maintain and monitor the Behavioral Health Equity Integration Plan and provide updates to QIHEC by 6/18/2026.                                               | Informational report out to QIHEC for discussion. | 1/1/2026 | 6/18/2026               |   |  | X |  |                              | Planned | Low |  |
| 26 | DHCS             | CaAIM Spotlight Report                                                                                                                                                                                                                                           | Dr. Jennifer Nuovo           | Dr. Jennifer Nuovo                | Annual     | Embed Equity                                                                               | Submit a CaAIM Health Equity Spotlight Report to demonstrate health equity integration in everything we do by 6/18/2026.                                    | Spotlight and report a health equity initiative.  | 1/1/2026 | 6/18/2026               |   |  | X |  |                              | Planned | Low |  |
| 27 | DHCS             | Community Reinvestment Requirements (Reference APL 25-004)                                                                                                                                                                                                       | Sandra Rose                  | Sandra Rose                       | Annual     | Embed Equity                                                                               | Provide general updates to QIHEC by 3/19/2026, and quarterly thereafter.                                                                                    | Informational and report out to QIHEC.            | 1/1/2026 | 3/19/2026               | X |  |   |  |                              | Closed  | Low |  |
| 28 | DHCS, NCQA       | Maternal Equity Strategy (Outcomes)                                                                                                                                                                                                                              | Nicole AEvans                | Nicole AEvans                     | Annual     | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Assess the the Maternal Equity Strategy and provide outcomes report to QIHEC by 6/18/2026.                                                                  | Informational and report out to QIHEC.            | 1/1/2026 | 6/18/2026               |   |  | X |  |                              | Planned | Low |  |
| 29 | DHCS, NCQA       | Population Health Management Updates, for exampke, Key Performance Indicators and/or the following:<br>- Member social drivers of health data collection increases by 5% by 12/31/2026<br>- 85% of members with 1+ social driver will be addressed by 12/31/2026 | Jennifer Miyamoto-Echeverria | Jennifer Miyamoto-Echeverria      | Annual     | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Provide pertinent updates to QIHEC by 9/17/2026, and quarterly thereafter.                                                                                  | Informational and report out to QIHEC.            | 1/1/2026 | 9/17/2026               |   |  | X |  | 9/17/2026                    | Planned | Low |  |
| 30 | DHCS, DMHC, NCQA | Health Equity and Grievance Taskforce Workgroup Updates                                                                                                                                                                                                          | Shahid Salam                 | Shahid Salam                      | Semiannual | Embed Equity<br>Build Sound Infrastructure and Operations<br>Cultivate a Culture of Equity | Monitor and review grievances related to discrimination, cultural and linguistics received by Blue Shield Promise to meet APL 24-016 regulatory compliance. | Informational and report out to QIHEC.            | 1/1/2026 | 6/18/2026<br>12/10/2026 |   |  | X |  | X<br>6/18/2026<br>12/10/2026 | Planned | Low |  |

| Legend   |                                               |
|----------|-----------------------------------------------|
| Status   | Definition                                    |
| Complete | Presented and Approved by Committee           |
| Planned  | Future Activity                               |
| Ongoing  | Ongoing Monitoring (daily, monthly, annually) |

| Summary of Changes |                                                                 |
|--------------------|-----------------------------------------------------------------|
| Status             | Definition                                                      |
| MM/DD/YYYY         | Briefly explains item changes                                   |
| 3/19/2026          | Establishment of original document for Calendar Year (CY) 2026. |
| 6/18/2026          | Updated activities, reporting dates and status.                 |
| 9/17/2026          |                                                                 |
| 12/10/2026         |                                                                 |

| Health Disparities Report (MY2024/RY2025)    |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                              |                             |                 |                         |                        |                                                    |
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| Owner: Christine Nguyen and Valerie Martinez |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                              |                             |                 |                         |                        |                                                    |
| Driver: Amie Eng                             |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                              |                             |                 |                         |                        |                                                    |
| No.                                          | Category                                                             | Findings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Recommendations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Action/Planned Intervention(s)                                                                                                                                                                               | Date of Implemen-<br>tation | Progress/Status | Responsible Departments | Goal                   | Improvements                                       |
| 1                                            | HEDIS®: Glycemic Status<br>Assessment for Patients with Diabetes >9% | We observed inequities by race/ethnicity for glycemic status assessment (>9%) for members in Los Angeles County, additionally target goals for San Diego were not achieved. Our intervention strategy will continue to focus on reducing inequities for Hispanic/Latino members in Los Angeles County and San Diego County as they accounted for a large proportion of the denominator (when stratifying rates by ethnicity) and had the highest number of members demonstrating glycemic status levels >9%. | Diet and food insecurity remain persistent challenges for this group. Offering MTM/MSM to members can connect members to a registered dietician for nutritional counseling, along with home delivered meals to support a healthy diet.<br><br>Decreasing the number and percentage of members diagnosed with Diabetes with a glycemic index >9%, to improve the health of our members, with an emphasis on members who identified as Hispanic or Latino in Los Angeles County and San Diego County                                                                                 | Offering Medically Tailored Meals/Medically Supportive Meals (MTM/MSM) to members diagnosed with diabetes and demonstrating a glycemic index >9%.                                                            | 10/1/2025                   | Not Started     | Cross Departmental      | MY2024 DHCS MPL 33.33% | Will be included in 2026 Health Disparities Report |
| 2                                            | HEDIS®: Glycemic Status<br>Assessment for Patients with Diabetes >9% | We observed inequities by race/ethnicity for glycemic status assessment (>9%) for members in Los Angeles County, additionally target goals for San Diego were not achieved. Our intervention strategy will continue to focus on reducing inequities for Hispanic/Latino members in Los Angeles County and San Diego County as they accounted for a large proportion of the denominator (when stratifying rates by ethnicity) and had the highest number of members demonstrating glycemic status levels >9%. | Education and social support remain critical components to diabetes management. Through the healthy weight management program in Wellvolution, members will be connected to a guided coach to support sustained lifestyle and diet changes.<br><br>Decreasing the number and percentage of members diagnosed with Diabetes with a glycemic index >9%, to improve the health of our members, with an emphasis on members who identified as Hispanic or Latino in Los Angeles County and San Diego County                                                                            | Modifying outreach approaches to promote relevant programs through the Wellvolution platform.                                                                                                                | 10/1/2025                   | Not Started     | Cross Departmental      | MY2024 DHCS MPL 33.33% | Will be included in 2026 Health Disparities Report |
| 3                                            | HEDIS®: Prenatal and Postpartum Care                                 | We observed inequities by race/ethnicity for Postpartum care among Promise members in Los Angeles County. Target goals for Los Angeles County were not achieved when stratifying performance by race. Our intervention strategy will focus on reducing inequities for Black/African American, members as these groups showed the highest preventive care visit gaps among Promise members.                                                                                                                   | In the focus groups across Los Angeles and San Diego, Medi-Cal consumers expressed an interest in employing a doula to support the birthing journey. Additionally, Medi-Cal consumers demonstrated a lack of awareness about this covered Medi-Cal benefit. Promoting and increasing the utilization of the doula benefit will connect more members to the long-term technical support members requested.<br><br>Increase the number and percentage of members receiving prenatal and postpartum care, with emphasis on Black or African American members                          | Promoting and increasing the utilization of the doula benefit among birthing members                                                                                                                         | 11/1/2025                   | Not Started     | Cross Departmental      | MY2024 DHCS MPL 80.23% | Will be included in 2026 Health Disparities Report |
| 4                                            | HEDIS®: Prenatal and Postpartum Care                                 | We observed inequities by race/ethnicity for Postpartum care among Promise members in Los Angeles County. Target goals for Los Angeles County were not achieved when stratifying performance by race. Our intervention strategy will focus on reducing inequities for Black/African American, members as these groups showed the highest preventive care visit gaps among Promise members.                                                                                                                   | In the focus groups across Los Angeles and San Diego, Medi-Cal consumers expressed the need for resources and support throughout the birthing journey. Intervening earlier in the pregnancy provides the opportunity to build the relationship with the member, support the identification of a preferred provider that reflects their experience, and identify additional family members that are part of their birthing journey.<br><br>Increase the number and percentage of members receiving prenatal and postpartum care, with emphasis on Black or African American members | Leveraging existing data tools to identify members earlier in their pregnancy, to offer maternity care-management, additional resources for the family, and provide support earlier in the birthing journey. | 1/1/2026                    | Not Started     | Cross Departmental      | MY2024 DHCS MPL 80.23% | Will be included in 2026 Health Disparities Report |

| Culturally and Linguistically Appropriate Services (CLAS) Program Evaluation Report |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                              |                             |                                                                                                                                   |                                                                 |                                                                                                                                                                                                                                                                                                                                             |                                      |
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| Owner: Rosa Hernandez and Valerie Martinez                                          |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                              |                             |                                                                                                                                   |                                                                 |                                                                                                                                                                                                                                                                                                                                             |                                      |
| Driver(s):Rosa Hernandez and Jennifer Mazariegos                                    |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                              |                             |                                                                                                                                   |                                                                 |                                                                                                                                                                                                                                                                                                                                             |                                      |
| No.                                                                                 | Category                                                          | Findings                                                                                                                                                                                                                                                                                                                                                                              | Recommendations                                                                                                                                                                                                                                                                                                                                                                                  | Action/Planned Intervention(s)                                                                                                                                                                                                                                                                                                                                               | Date of Implemen-<br>tation | Progress/Status                                                                                                                   | Responsible Departments                                         | Goal                                                                                                                                                                                                                                                                                                                                        | Improvements                         |
| 1                                                                                   | Provider Race and Ethnicity – Middle Eastern and North African    | Blue Shield Promise does not meet the goal of having 1 Middle Eastern and North African practitioner for every 700 Middle Eastern and North African members, in either county.<br><br>Blue Shield Promise does not meet the goal of 1 other race practitioner for every 700 other race members in San Diego County.                                                                   | Improve Middle Eastern and North African provider capacity                                                                                                                                                                                                                                                                                                                                       | Administrative facing: Blue Shield Promise is forming a cross departmental workgroup to examine provider data to determine the precise root cause and develop an action plan to ensure Middle Eastern and North African providers are adequately represented in the Blue Shield Promise network.<br>Responsible: Provider Relations; Network Analytics; Provider Contracting | Quarter 3 2025              | Not Started                                                                                                                       | Cross Departmental                                              | Meet the goal of having 1 Middle Eastern and North African practitioner for every 700 Middle Eastern and North African members, in either county.<br><br>Meet the goal of 1 other race practitioner for every 700 other race members in San Diego County.                                                                                   | Will be included in 2026 CLAS report |
| 2                                                                                   | Provider Languages – Specialist                                   | Blue Shield does not meet the 1:1200 ratio for the following specialty types in Los Angeles County:<br><br>- Cardiology- Spanish<br>- Gastroenterology- English, Spanish, Cantonese<br><br>Blue Shield does not meet the 1:1200 ratio for the following specialty types in San Diego County:<br>- Cardiology- English<br>- Gastroenterology- English, Spanish, Vietnamese and Tagalog | Increase cardiologist and gastroenterologist capacity in Los Angeles and San Diego counties:<br><br>- In Los Angeles County increase the number of Spanish-speaking cardiologist and English, Spanish and Cantonese gastroenterologist<br><br>- In San Diego County increase the number of English-speaking cardiologist and Englis, Spanish, Vietnamese and Tagalog speaking gastroenterologist | Administrative facing: Cross-department workgroup to be formed to review all provider network language data that did not meet goal, examine current outreach activities, determine best practices approach to increase the network in these areas, and develop a timeline.                                                                                                   | Quarter 1 2026              | Not Started<br><br>Initial conversations have occurred with Provider Network. Meetings with a formal workgroup will be scheduled. | Provider Relations<br>Network Analytics<br>Provider Contracting | Meet the 1:1200 ratio for the following specialty types in Los Angeles County:<br><br>- Cardiology- Spanish<br>- Gastroenterology- English, Spanish, Cantonese<br><br>Meet the 1:1200 ratio for the following specialty types in San Diego County:<br>- Cardiology- English<br>- Gastroenterology- English, Spanish, Vietnamese and Tagalog | Will be included in 2026 CLAS report |
| 3                                                                                   | Member Cultural and Linguistic Grievances                         | Blue Shield Promise does not currently maintain a formal target for member grievances; however, all grievances and identified gaps within the broader cultural and linguistic program are subject to thorough review and assessment.                                                                                                                                                  | Decrease grievances related to face-to-face interpreters.                                                                                                                                                                                                                                                                                                                                        | Administrative facing intervention: A cross-department workgroup will be formed to review existing process of categorizing grievances and identify ways to streamline the reporting process to internal teams. This will allow for better tracking and review of grievance                                                                                                   | Quarter 1 2025              | In progress                                                                                                                       | Cultural and Linguistic, Appeals and Grievance, Health Equity   | Review all cultural and linguistically related grievances.                                                                                                                                                                                                                                                                                  | Will be included in 2026 CLAS report |
| 4                                                                                   | Member Cultural and Linguistic Grievances                         | Blue Shield Promise does not currently maintain a formal target for member grievances; however, all grievances and identified gaps within the broader cultural and linguistic program are subject to thorough review and assessment.                                                                                                                                                  | Decrease grievances related to face-to-face interpreters.                                                                                                                                                                                                                                                                                                                                        | Member facing:<br>1. Explore the feasibility of a stand-along member flyer or short video on the availability of language services.<br>2. Transition interpreter satisfaction member survey from annual to quarterly.                                                                                                                                                        | Quarter 1 2026              | Not started                                                                                                                       | Cultural and Linguistic                                         | Review all cultural and linguistically related grievances.                                                                                                                                                                                                                                                                                  | Will be included in 2026 CLAS report |
| 5                                                                                   | Member Self-reported Gender Identification and Sexual Orientation | Blue Shield Promise has not achieved 20% self-report gender identity and sexual orientation data capture.                                                                                                                                                                                                                                                                             | Improve member self-reported gender identification and sexual orientation                                                                                                                                                                                                                                                                                                                        | Administrative facing intervention: Explore opportunities for Customer Service to collect self-reported demographics from members when they call Blue Shield Promise.                                                                                                                                                                                                        | Quarter 2 2025              | In progress                                                                                                                       | Customer Services<br>Health Equity                              | Achieve 20% increase data capture of member sexual orientation and gender identity data.                                                                                                                                                                                                                                                    | Will be included in 2026 CLAS report |

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| 6 | Utilization of Language Assistance Services-Bilingual Services                                      | Blue Shield Promise does not have a centralized system to track the number of employees who have been assessed for their bilingual skills. | Increase tracking and reporting capabilities of staff bilingual assessments | Administrative facing intervention: Review current process with bilingual skills assessment vendor (Language Line) to explore the possibility of a reporting dashboard. Develop centralized tracking process whereby leaders of member-facing departments track bilingual assessments on a quarterly basis. | Quarter 4 2025 | In progress | Cultural and Linguistic and all internal departments that have their employees assessed for their bilingual skills, including Customer Services, Population Health Management (Care Management, Children's Services, Social Services), Community Engagement and Member Retention, Appeals & Grievances | Develop a centralized system to track reporting capabilities of staff bilingual assessments. | Will be included in 2026 CLAS report |
| 7 | Member Experience with Interpreter Services During Healthcare Encounters and Health Plan Encounters | Blue Shield Promise has not achieved a 20% response rate for the interpreter member satisfaction surveys                                   | Increase response rate for interpreter services satisfaction member survey  | Administrative facing intervention: Implement a digital survey delivery system through e-mail and an online survey platform. Transition the survey cadence from annually to quarterly.                                                                                                                      | Quarter 4 2025 | In progress | Cultural and Linguistic                                                                                                                                                                                                                                                                                | Achieve 20% response rate for the interpreter member satisfaction surveys.                   | Will be included in 2026 CLAS report |