

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

Via Conference Call
March 27, 2026

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, March 27, 2026.

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. Taylor Ballou, Interim Vice President Performance, Blue Shield of California Promise Health Plan
10. Yesenia Curiel, Director, Associate VP Behavioral Health and Crisis Intervention Services, AltaMed Health Services
11. Richard Powell, MD, RLP Enterprises
12. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
13. Ruth Novodor, El Proyecto del Barrio, Inc.
14. Rosa Hernandez, Sr. Manager, Lifestyle Medicine, Blue Shield of California Promise Health Plan
15. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
16. Carol Nguyen, Clinical Services Project Coordinator, Community Clinic Association of LA County (CCALAC)

17. Jesse Brennan-Cooke, Director, Clinical Access Programs & Medi-Cal Behavioral Health Operations, Blue Shield of California Promise Health Plan
18. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
19. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield Promise Health Plan
20. Tahira Hashmi, Vice President, Clinical Service, Astrana Health
21. 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. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan
3. Sarine Pogosyan, Health Equity Program Director, Community Clinic Association of LA County (CCALAC)
4. Gloria Shier, Chief Executive Officer, Elite Care Health

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

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Sandra Rose, Sr. Director, Product Strategy
3. Doug Morales, IT Data Analyst, Consultant
4. Craig Lowe, Program Manager, Principal
5. Brigitte Lamberson, Principal Program Manager
6. Wendy Parrino, Director, Utilization Nurse Management
7. Karin Bartley, Director, Clinical Oversight, Office of Promise CMO
8. Skylar Fordahl, Director, Medi-Cal Performance and Optimization
9. Lorraine Greywitt, Sr. Director, Operations
10. Gayle Turner, Provider Communications Consultant
11. Somuadina Ojeh, Project Manager, Consultant, Medi-Cal Quality Improvement
12. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
13. Shahid Salam Director, Operations, Medicare Non-Clinical AGD
14. Som Florendo, Program Manager, Consultant, QI
15. Paige Brogan, Program Manager, Principal, CalAim
16. Paul Vota, Senior Director, Strategic Programs
17. Jackie Rangel, Program Manager, Principal, Executive Engagement
18. Eva Durazo, Program Manager, Principal, Clinical Quality Oversight
19. Amie Eng, Program Manager, Principal, Medi-Cal Quality Improvement
20. 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
Women's Health Workgroup	HEART Measure Set	Include external partners in the Women's Health workgroup and expand the audience to include providers.	Closed: Women's Health workgroup concluded in 2025 due to meeting Bold Goals. This will be revisited once Bold Goals are established for 2026-2028 period.
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.

BLUE SHIELD PROMISE 

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:

1. QIHEC Charter
2. QIHEC Meeting Minutes Q4 2025
3. 2026 QIHEC Work Plan
4. 2026 QIHET Program Description
5. BSP Medi-Cal Health Disparities Report

Community Reinvestments

Sandra Rose, Senior Director, Product Strategy, provided an overview of Community Reinvestment Plan, a new Medi-Cal requirement to reinvest a portion of positive net income into broader community health and social needs, with the first plan due September 1, 2026. The plan must align with county health assessments and behavioral health plans, involve county leaders and the Community Advisory Committee, and cannot fund administrative costs or activities limited to plan members. Five broad investment categories were reviewed

including neighborhoods and built environment, healthcare workforce, priority populations, local communities, and upstream health improvements. Community feedback emphasized food security (including community gardens paired with nutrition education), housing insecurity, mental health and stress support, domestic violence and sexual assault resources, workforce and career retraining, youth mentorship, and economic supports such as guaranteed income. QIHEC members and participants encouraged multiple targeted investments and partnerships with existing community organizations, and Blue Shield Promise committed to incorporating this input as it finalizes the plan for submission to DHCS.

Health Equity Strategy

Valerie Martinez, Chief Health Equity Officer, presented the health equity strategy. With great emphasis, Promise's work is grounded in three integrated cornerstones quality, equity, and growth, with equity embedded as a core driver of high-performing, sustainable operations rather than a standalone initiative. Since launching in 2022, the Promise HEO has evolved from foundational compliance and governance work to enterprise-wide integration and outcomes reporting, meeting more than 150 regulatory requirements, achieving a 100% score on NCQA Health Equity Accreditation, establishing oversight committees, and launching a health equity dashboard. The strategy aligns closely with state and federal regulatory direction and focuses on improving quality outcomes, reducing disparities, strengthening infrastructure, and shaping organizational culture through training, data stratification, and shared accountability. Recent accomplishments include expanding integration planning across behavioral health and growth teams, updating program descriptions to align with DHCS's Comprehensive Quality Strategy with a focus on maternal, pediatric, and behavioral health, refreshing equity training, and enhancing the dashboard to better track outcomes for special populations, positioning the organization for deeper analytics and targeted interventions moving forward.

Health Equity Spotlight: Emergency Response Dashboard

Craig Lowe, Program Manager, presented the development of a new emergency response mapping and analytics tool designed to rapidly identify members and other stakeholders affected by disasters and assess the level of impact with far greater precision than previous zip-code-based methods. Built to meet DHCS requirements for 24-hour emergency response and daily reporting, the tool overlays member address data with ArcGIS, (Esri's web-based mapping software), layers such as fire perimeters, evacuation zones, air quality, and earthquake severity to enable faster, more targeted outreach and triage.

Health Equity Quality Measurement Set (HEQMS) and Corrective Action Plan (CAP) Overview and Updates

Somuadina Ojeh, Program Manager, provided a high-level overview of the California Department of Managed Health Care's (DMHC) HEQMS and Blue Shield Promise's related CAP. HEQMS consists of 13 largely HEDIS-based measures stratified by race and ethnicity to assess how different populations experience care, with benchmarks set at the NCQA Medicaid Quality Compass 50th percentile and evaluated across multiple years. For measurement year 2023, DMHC identified 38 benchmark deficiencies across seven populations, triggering a required CAP submitted in November 2025 that detailed root

causes, planned interventions, success metrics, and timelines. Blue Shield Promise developed the CAP using a comprehensive barrier analysis incorporating member and provider feedback, data trends, literature review, and social drivers of health, in close collaboration with internal teams and the Promise HEO. Looking ahead, the organization is proactively monitoring stratified performance via dashboards, reviewing 2024 rates early to address gaps sooner, and focusing support where disparities persist, while early results show encouraging year-over-year improvement across several measures despite continued work needed to achieve consistent, equitable outcomes across all populations.

Regulatory Updates

Brigitte Lamberson, Principal Program Manager, presented an update on the scope and impact of the California Department of Health Care Services (DHCS) All Plan Letter (APL) 24-016. In response, Blue Shield Promise developed, governed, and launched an annually required training course for internal staff and external partners, formally approved by DHCS and refreshed in 2026 to incorporate feedback from members, providers, contractors, and regulators. The organization implemented automated training and completion tracking for network providers through its learning management system, while overseeing and manually monitoring training compliance for vendors, subcontractors, and downstream partners.

The table below provides an overview of Blue Shield Promise current compliance status with DHCS training program requirements under APL 24-016 and APL 24-017.

APL Reference	Audience	Training Title	Latest Update	Status / Completion
APL 24-016	All Promise Staff	Advancing Health Equity Training to Support Member Interactions	2026 version released March 3, 2026	On track — 32% completion; 2026 deadline: May 2, 2026
	Network Providers	Advancing Health Equity Training	2026 version released March 3, 2026; ongoing coordination with local managed care plans and a system for training record sharing	On track — 15% completion
	Vendors, Subcontractors, Downstream Subcontractors (Member-facing staff)	Advancing Health Equity Training to Support Member Interactions	2026 version released March 3, 2026; ongoing collaboration with vendors, subcontractors, downstream subcontractors	On track — 95% cumulative completion
	Vendors, Subcontractors, Downstream Subcontractors (Licensed Providers)	Advancing Health Equity Training	2026 version released March 3, 2026; ongoing collaboration with vendors, subcontractors, downstream subcontractors	On track — cumulative 72% completion
APL 24-017	Member-Facing Staff	Improving the Healthcare Experience for the Transgender, Gender Diverse, and Intersex Community	Training released April 1, 2025	On track — 100% completion

Health Equity Integration Plan Updates

Alexis Duke, Health Equity Business Analyst, reviewed Blue Shield Promise's contractually required approach to integrating health equity across eight designated functional areas through formal Health Equity Integration Plans. During the first quarter of 2026, teams finalized and broadened their integration plans, with implementation and monitoring continuing through year-end. An annual evaluation of 2025 activities are scheduled for quarter two and will be shared with the committee in June, alongside ongoing progress reports to internal performance meetings. Currently, 18 draft integration activities are planned, pending executive approval.

Health Equity Performance Dashboard

Valerie Martinez reviewed the 2026 Health Equity Performance Dashboard, which tracks progress across eight goals for the year. While some goals are currently marked yellow or red, this is expected early in the year as progress is measured quarter over quarter.

2026 Health Equity Performance Dashboard						
Goal	Objective	Quarterly Report	Q1	Q2	Q3	Q4
Maintain Health Outcomes Accreditation	Complete 100% of all Health Outcomes Accreditation activities as required by 12/31/2026	Rate of standards met	Health Disparities Report Approval			
	100% of health equity related contract deliverables will be compliant by 12/31/2026	Rate of deliverables met	100%			
Ensure contract compliance	For Well Child Visits HEDIS measure, the compliance rate among Black/African American members and Asian members will meet or exceed the minimum performance level or achieve improvement equivalent to at least 6 points	Performance Level	54.52% 56.07%			
	For Post-Partum Care HEDIS measures, Black/African American members will meet or exceed the minimum performance level or demonstrate a statistically significant increase in directional improvement	Performance Level	84.40%			
	At least 30% of network providers complete Diversity Equity and Inclusion training by 12/31/2025	Rate of training completion	15%			
	90% of finalized Health Equity Integration Plan activities will be completed by 12/31/2026	Rate of integration plans completed	Pending Integration Plan approval			
Build and Integrate a Culture of Equity	Member social drivers of health data collection increases by 5% by 12/31/2026		2.7%			
	85% of members with 1+ social driver will be addressed by 12/31/2026	Rate of social drivers of health collected per member	81%			

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 18, 2026.

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06/18/2026

Dr. Jennifer Nuovo
Chief Medical Officer
Chair

Date

Valerie

06/18/2026

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

Date

Co-Chair