

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

Via Conference Call
June 18, 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, June 18, 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. Taylor Ballou, Vice President Performance Optimization, Blue Shield of California Promise Health Plan
8. Yesenia Curiel, Director, Associate VP Behavioral Health and Crisis Intervention Services, AltaMed Health Services
9. Dr. Richard Powell, RLP Enterprises
10. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
11. Ruth Novodor, El Proyecto del Barrio, Inc.
12. Rosa Hernandez, Sr. Manager, Lifestyle Medicine, Blue Shield of California Promise Health Plan
13. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
14. Carol Nguyen, Clinical Services Project Coordinator, Community Clinic Association of LA County (CCALAC)
15. Jesse Brennan-Cooke, Director, Clinical Access Programs & Medi-Cal Behavioral Health Operations, Blue Shield of California Promise Health Plan
16. Dr. Jesus Saucedo, Clinical Advisor, Trust Care
17. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield Promise Health Plan

18. Tahira Hashmi, Vice President, Clinical Service, Astrana Health

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
5. Alyson Spencer, Senior Director, Blue Shield of California Promise Health Plan
6. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan

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

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Brigitte Lamberson, Principal Program Manager
3. Karin Bartley, Director, Clinical Oversight, Office of Promise CMO
4. Nicole A Evans, Director, Medi-Cal Maternal, Infant & Child Health Equity Office of the CMO
5. Somuadina Ojeh, Project Manager, Consultant, Medi-Cal Quality Improvement
6. Salvador Tapia Hernandez, Program Manager - Principal Medi-Cal Behavioral Health Services, Office of the Chief Medical Officer (CMO)
7. Shahid Salam Director, Operations, Medicare Non-Clinical AGD
8. Som Florendo, Program Manager, Consultant, QI
9. Paige Brogan, Program Manager, Principal, CalAim
10. Paul Vota, Senior Director, Strategic Programs
11. Perry Chen, Director, Partnerships and Programs, Behavioral Health Services
12. Eva Durazo, Program Manager, Principal, Clinical Quality Oversight
13. Amie Eng, Program Manager, Principal, Medi-Cal Quality Improvement
14. 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.

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 Q1 2026 Meeting Minutes

2. 2026 QIHEC Work Plan
3. 2026 QIHETP Annual Evaluation
4. Blue Shield Promise Medi-Cal Culturally and Linguistically Appropriate Services (CLAS) Program Description
5. Blue Shield Promise Medi-Cal CLAS Workplan
6. HEQ-001 QIHETP Policy and Procedure
7. HEQ-002 QIHEC Policy and Procedure
8. HEQ-003 Diversity, Equity, and Inclusion (DEI) Training Program Requirements Policy and Procedure

Culturally and Linguistically Appropriate Services (CLAS) Program Description and Workplan

Rosa Hernandez, Sr. Manager, Health Education and Cultural & Linguistic Services presented an overview of the approved 2026 Culturally and Linguistically Appropriate Services (CLAS) Program Description and Work Plan. The CLAS program is supported by eleven (11) cultural and linguistic policies and procedures that undergo annual review to ensure ongoing compliance and program effectiveness. The integrated Work Plan will serve as the central mechanism for tracking CLAS goals, objectives, and activities, with quarterly updates provided to monitor progress and ensure continued compliance with regulatory and accreditation requirements.

Quality Improvement and Health Equity Transformation Program Annual Evaluation

Brigitte Lamberson, Principal Program Manager, presented an overview of Blue Shield of California Promise's 2026 Quality Improvement and Health Equity Transformation Program (QIHETP) Annual Evaluation. The Evaluation highlights the organization's continued progress in advancing quality improvement and health equity across its operations, member services, and community partnerships. The evaluation assesses performance against the 2025 work plan and program design, identifies key accomplishments, and outlines opportunities for continued enhancement. Key evaluation findings indicate that Blue Shield Promise has established a strong foundation for sustainable health equity improvement through enhanced governance structures, workforce readiness, and operational infrastructure. The organization improved its ability to identify and monitor disparities across race, age, and preferred language by strengthening data analytics, dashboards, and reporting capabilities. These efforts have also helped identify critical gaps in preventive care engagement and other areas requiring targeted intervention.

School-based Health Center Grants

An overview of Blue Shield of California's BlueSky Behavioral Health Initiative was presented, highlighting its continued partnership with Blue Shield Promise and its focus on advancing youth behavioral health across California. The initiative is centered on three strategic pillars: expanding access to care, increasing awareness of behavioral health resources, and advancing advocacy efforts. The presentation also highlighted efforts to engage parents, caregivers, educators, and community members through Mental Health First Aid training offered in partnership with the California Department of Education, helping build community capacity to recognize and respond to behavioral health needs. The

discussion reinforced the value of ongoing partnerships that improve behavioral health access, strengthen community-based support, and advance equitable outcomes for California's youth and families.

Maternal Equity Strategy

Nicole Evans, Director, Medi-Cal Maternal, Infant & Child Health Equity presented an update on the Maternal and Infant Health Equity Strategy. The strategy focuses on improving outcomes across the prenatal, postpartum periods. Through targeted interventions, provider partnerships, and enhanced care coordination. Key accomplishments include the launch of an early pregnancy identification capability and risk stratification process that enables earlier outreach, care management, and support for members with chronic conditions. Committee discussion highlighted opportunities to increase awareness and utilization of the Medi-Cal doula benefit among members and providers. Recommendations included expanding provider education, enhancing point-of-care messaging, strengthening community outreach, and addressing geographic gaps in doula availability.

Health Equity Spotlight: Support Group

Rosa Hernandez, Sr. Manager, Health Education and Cultural & Linguistic Services provided an update on a culturally and linguistically tailored support group developed for Chinese-speaking members at Community Resource Centers in El Monte and Lincoln Heights. The program was created in response to participant feedback and observations that many members sought opportunities for social connection and community engagement beyond traditional health education classes. The support group was designed to reduce social isolation, foster a sense of belonging, and provide a safe and supportive environment for members to connect with one another. The program has received positive community response and media recognition, underscoring its value as an innovative approach to addressing social isolation and promoting culturally responsive member engagement.

Health Equity and Grievance Taskforce Workgroup Updates

Valerie Martinez, Health Equity Chief Officer presented an update on the workgroup to strengthen the review and resolution of discrimination-related grievances, with a focus on enhancing provider training, ensuring investigations appropriately consider members' perceptions, expanding multidisciplinary review processes, and improving data capture to identify trends by provider, site, and grievance type. Committee members discussed opportunities to strengthen provider escalation and review processes through greater involvement of medical group leadership, clinic operations teams, and other stakeholders who can assist in identifying root causes and implementing corrective actions. The committee also emphasized the value of monitoring recurring patterns involving specific providers, clinics, service locations, or complaint types to support targeted interventions and continuous quality improvement.

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 — 98% 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 — 14% 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 73% 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

Utilization Management Study

Alexis Duke, Health Equity Business Analyst, presented an overview of a planned Quality Improvement and Health Equity study focused on emergency department (ED) utilization among Blue Shield Promise Medi-Cal members. The project will examine patterns of both overutilization and underutilization of healthcare services by analyzing emergency department visits, preventive care engagement, and ambulatory care utilization. Using data from the Health Equity Dashboard and other available sources, the study will assess potentially avoidable ED visits, identify barriers to primary care access, and evaluate disparities across key demographic and equity measures, including disability status and care management participation.

Health Equity Integration Plan

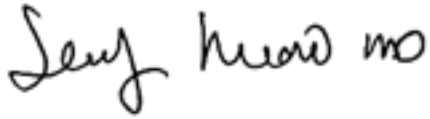
Alexis Duke, Health Equity Business Analyst, presented an update on the Health Equity Integration Plan. A summary of 2025 accomplishments will be distributed to committee members, while 2026 initiatives are being finalized to ensure meaningful and measurable outcomes. Progress updates will continue to be shared with the committee throughout the year.

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

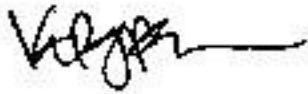
Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held on December 10, 2026.



Dr. Jennifer Nuovo
Chief Medical Officer
Chair

09/24/2026

Date



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

09/24/2026

Date