

Quality Improvement Health Equity Committee Report

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To simplify presentation of materials, the documents referenced herein are each hyperlinked for your convenience to supplement your Board's meeting materials.

Executive Summary

This QIHEC report summarizes proceedings from its 4th quarterly meeting of 2025, held on December 11, 2025. QIHEC is your Board's appointed entity accountable to oversee the effectiveness of CenCal Health's Quality Improvement and Health Equity Transformation Program (QIHETP).

Key committee actions included approval of:

- August 28, 2025, **QIHEC minutes**.
- Reports from the Pediatric Clinical Advisory Committee, Customer Experience Committee, Utilization Management Committee, Peer Review and Credentialing Committee, and Pharmacy and Therapeutics Committee.
- Twelve **QIHETP and related policies** presented for annual review that were largely reviewed and revised for applicability to both Medi-Cal and expansion to a new Dual Special Needs Plan (D-SNP) line of business. ([Reference 1: Policies](#))
- **Behavioral Health quarterly update** summarizing collaborative efforts to improve timely access to mental health services, including enhanced support for justice-involved members upon release using a no-wrong-door approach, closed-loop referrals, and expanded partnerships with county school districts to strengthen behavioral health resources for children and youth.
- **Non-Specialty Mental Health Service Provider Outreach Education Plan**, to annually alert and remind providers of CenCal Health's behavioral health benefit availability for members with mild to moderate behavioral health impairment.
- A **Continuity and Coordination of Medical and Behavioral Healthcare Report**, including identification of improvement needs for *Follow-Up After High-Intensity Care for Substance Use Disorder – 7 Days*. CenCal Health will leverage its

partnership with the county mental health to strengthen care transitions to improve health outcomes.

- A D-SNP **Model of Care** readiness update highlighting completion of Health Risk Assessment workflow alignment and systems testing, strengthened care coordination and transitions-of-care processes, and continued provider engagement through targeted outreach and clinical guideline alignment. D-SNP quality oversight structures, such as STARS monitoring, dashboard integration, updated policies, and internal audit plans, are in place.
- A **Risk Stratification and Segmentation (RSS) Bias Analysis Report** highlighting refinements made to annually adjust CenCal Health's RSS system that computes member risk tiers to assess case management (CM) needs. Accurate tier assignment is a critical first step to ensure members with the highest risks are identified for timely intervention. This year's necessary adjustments were far fewer with only two subpopulations with possible biases, indicating refinements made are increasing the accuracy of risk tiering. Continued improvement helps ensure that resources are directed timely to members most likely to benefit from CM support.
- The **2026 QIHETP Description**, which describes CenCal Health's comprehensive Quality Program structure and the resources that oversee, support and ensure the effectiveness of its operations.
- The **2026 Population Health Management (PHM) Strategy**, and **2026 Wellness & Prevention Program Description**, which are fundamental components of CenCal Health's PHM Program.
- Key performance metric results that demonstrate cross-functional **QIHETP integration of Utilization Management, Access and Availability, and Member Grievance operations**. All metrics met expectations.
- For Access and Availability, CenCal Health completed the 2025 Annual Network Certification process with final results pending from the Department of Health Care Services (DHCS).
- A **Member Experience Post Visit Survey Report** summarizing the January 2026 launch of new surveys aligned with Medicare Stars and DHCS performance measures. Member experience metrics (*Getting Needed Care, Getting Care Quickly, and Overall Rating of Health Care*) will be incorporated into CenCal Health's Quality Care Incentive Program beginning March 2026 for Medi-Cal and D-SNP members to advance equitable care.
- Routine quarterly updates of the **QIHETP Work Plan** and **Quality Dashboard**.

The QIHEC's approval of the work products listed above included consideration by contracted network physicians and other representatives that are required members of the QIHEC.

Background

DHCS requires that CenCal Health implement and maintain a QIHEC appointed by and accountable to your Board. Your Board's annual approval of the QIHETP Description affirms your Board's appointment of the QIHEC to oversee the effectiveness of the QIHETP. The QIHEC's quarterly review ensures that CenCal Health's QIHETP evolves and is implemented with meaningful contracted network practitioner involvement. The QIHEC's recent review and approval was based upon their understanding that their action was undertaken as your Board's accountable entity to oversee CenCal Health's QIHETP.

Role of the Board

Your Board, as CenCal Health's governing body, is required to participate in CenCal Health's Quality Improvement System as follows:

1. *Annual approval of the overall QIHETP, annual QIHETP Work Plan, and Quality Program Evaluation.*

This responsibility was completed with your Board's March 2025 approval of CenCal Health's 2024 Quality Program Evaluation, the 2025 QIHETP Description, and the 2025 QIHETP Work Plan. These documents detail CenCal Health's achievements and goals for continued improvement during the coming year. They define the structure of CenCal Health's QIHETP and responsibilities of entities and individuals within CenCal Health that support improvement in quality of care, patient experience, and safety. They also demonstrate CenCal Health's investment of resources to assure continuous improvement and achieve population health excellence.

2. *Appointment of an accountable entity within CenCal Health to oversee the effectiveness of the QIHETP.*

This responsibility was affirmed by your Board's approval of CenCal Health's 2025 QIHETP Description. The QIHEC, chaired by the Chief Medical Officer in collaboration with the Chief Health Equity Officer, is accountable for overseeing the QIHETP's effectiveness and evolution.

3. *Review of written progress reports from the QIHEC describing actions taken, progress in meeting QIHETP objectives, improvements made, and directing necessary modifications to QIHETP policies and procedures to ensure compliance with quality improvement and health equity standards.*

This report represents your Board's report on the quality committee's recent proceedings for its 4th quarterly meeting of 2025, including QIHETP and related policies for your consideration, direction, and approval. This report fulfills your Board's responsibility to review written progress reports from the QIHEC.

After each quarterly meeting of the QIHEC, staff present your Board with approved minutes of the QIHEC's proceedings to assure the full scope of QIHEC activities is available to inform your Board's governance. Additionally, each quarterly report includes policies reviewed and approved by the QIHEC, for your Board's further consideration, direction, and approval.

In total, this QIHEC report includes the summary of recent QIHEC proceedings detailed above, and the following documents referenced:

- a) The QIHETP and related program policies reviewed and approved by the QIHEC provide details about CenCal Health's QIHETP program structure and related processes to ensure its effectiveness. Staff confirmed that the policies reviewed by the QIHEC comply with all DHCS quality improvement and health equity standards, and applicable Centers for Medicare and Medicaid Services (CMS) requirements. QIHEC's engagement in policy review enables valuable feedback and guidance from the QIHEC to meaningfully direct the effective administration of CenCal Health's QIHETP. ([Reference 1: Policies](#))
- b) The meeting agenda for the recent QIHEC meeting. ([Reference 2: Agenda](#))
- c) The meeting minutes of the prior QIHEC meeting, which were approved at the recent meeting of the QIHEC. ([Reference 3: Minutes](#))

The QIHEC's approval of the referenced policies and work products serves as the QIHEC's recommendation for your Board's approval.

Next Steps

Subject to your Board's approval, staff will implement the approved documents and policies. The proceedings of future quarterly QIHEC meetings will be reported to your Board after each meeting of the QIHEC, to fulfill the progress reporting responsibilities.

Recommendation

Staff recommends your Board accept this QIHEC progress report, and provide additional direction if warranted based on the content that was evaluated and approved by the QIHEC. Acceptance of this report includes approval of the QIHETP and related policies provided as Reference 1.

References:

- [Reference 1 – QIHETP and Related Policies 12-11-2025 - qty. 12](#)
- [Reference 2 – QIHEC Meeting Agenda 12-11-2025](#)
- [Reference 3 – QIHEC Approved Meeting Minutes 8-28-2025](#)