

Quality Improvement Health Equity Committee (QIHEC) 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 is CenCal Health's QIHEC report to the Board, including information about the committee's proceedings for its 3rd quarterly meeting of 2026, completed on August 27, 2026. This report summarizes key topics reviewed by the QIHEC as your Board's appointed entity accountable to oversee the effectiveness of CenCal Health's Quality Improvement and Health Equity Transformation Program (QIHETP).

The QIHEC's recent proceedings included:

- Approval of the May 28, 2026, QIHEC minutes.
- Approval of reports from the Pediatric Clinical Advisory Committee, Customer Experience Committee, Utilization Management Committee, and Peer Review and Credentialing Committee. The Pharmacy & Therapeutics Committee did not have a report due to their meeting being rescheduled to September 16, 2026.
- Approval of the following materials and reports:
 - Seven (7) QIHETP and related policies presented for annual review by the Member Services and Quality departments. These policies underwent revision to incorporate new Department of Healthcare Services (DHCS) and/or Centers for Medicare and Medicaid Services (CMS) requirements. [\(Reference 1: Policies\)](#)
 - Key performance metrics that demonstrate cross-functional QIHETP integration of Utilization Management (UM), Access and Availability, and Member Grievance operations.

- Behavioral Health quarterly update regarding authorization turnaround times, closed-loop referrals, and the annual National Committee for Quality Assurance (NCQA) Behavioral Health Member Experience Survey.
- Initial Health Appointment and Medical Record Review report regarding year-to-date results for documentation of physical examinations, health education, follow-up for abnormal findings, preventive screenings services, immunizations, Adverse Childhood Experiences (ACEs) screenings, Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT), and selected age-specific measures like lead risk assessment and lead testing.
- The Measurement Year 2025 Population Health Management Impact Analysis report, which evaluates the effectiveness and impact of its Population Health Management (PHM) Strategy in accordance NCQA requirements and DHCS priorities. Results demonstrated overall program effectiveness in improving health outcomes and advancing health equity, while identifying opportunities to inform future PHM strategy enhancements.
- The Measurement Year (MY) 2025 Over & Underutilization Monitoring analyses which show Physical Health measures were within NCQA established thresholds. Additional key findings included strong performance (appropriate utilization above the Medicaid 90th percentile) for both Santa Barbara County and San Luis Obispo County in the following areas assessed: Well-Child Visits Age 15-30 Months, Asthma Medication Ratio, and Appropriate Treatment for Upper Respiratory Infection.
- The Quality Care Incentive Program (QCIP) report provided an update on CenCal Health's pay-for-performance system, which is used to motivate primary care practice transformation and promote consistently high-quality, evidence-based preventive care and treatment. The report highlighted the first QCIP payment distribution completed in July 2026, which incorporated newly introduced measures that span CenCal Health's Dual Eligible Special Needs Plan (D-SNP) population and further align provider incentives with plan priorities for preventive care, chronic condition management, member experience, and improved Stars performance. The update also summarized quality improvement progress and future program refinements designed to support improved health outcomes, member experience, and overall plan performance.
- The D-SNP Model of Care (MOC) and Medicare Stars Performance highlighted ongoing priorities include preventive care, chronic disease

management, transitions of care, and member engagement to improve quality outcomes and member experience.

- Quarterly update on progress of the QIHETP Work Plan and Quality Dashboard metrics. During the past quarter, CenCal Health advanced multiple QIHETP Work Plan priorities, including successful completion of two concurrent NCQA MY 2025 HEDIS compliance audits. These audits support quality of care reporting for both regulatory oversight and accreditation, with favorable results reported to NCQA and DHCS. In addition, CenCal Health continued key health equity and population health initiatives by expanding use of Manifest Medex Health Information Exchange (HIE) data and launching vaccine barrier listening sessions that informed development of a provider-led virtual town hall to improve childhood immunization uptake. The Quality Dashboard update identified priority measures for improvement, including pediatric preventive services and behavioral health-related measures, which will be reassessed once updated benchmark data is available for MY 2026 performance.

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 QIHECs 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 2026 approval of CenCal Health's 2025 Quality Program Evaluation, the 2026 QIHETP Description,

and the 2026 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 2026 QIHETP Description. The QIHEC, chaired by the Chief Medical Officer in collaboration with the Chief Health Equity Officer as co-chair, 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 QIHEC's recent proceedings for its 3rd quarterly meeting of 2026, including QIHETP 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 ensure 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) QIHETP and related program policies reviewed and approved by the QIHEC. CenCal Health staff confirmed that the seven (7) policies reviewed by the QIHEC comply with DHCS quality improvement and health equity standards. The QIHEC's engagement in policy review enables valuable feedback and direction 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 meeting of the QIHEC, 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, as your Board's accountable entity to oversee the effectiveness of the QIHETP.

Next Steps

Subject to your Board's approval, staff will complete implementation of 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 described above.

Recommendation

Staff recommends your Board accept this progress report, and provide additional direction if warranted, based on the referenced policies and other content that was evaluated and approved by the QIHEC.

References:

- Reference 1 - [QIHETP-and-Related-Policies-8.27.2026-Qty-7.pdf](#)
- Reference 2 - [QIHEC-Meeting-Agenda-8.27.2026.pdf](#)
- Reference 3 - [QIHEC-Approved-Minutes-5.28.2026.pdf](#)