



**Ventura County Medi-Cal Managed Care Commission (VCMMCC)
dba Gold Coast Health Plan (GCHP)**

Quality Improvement and Health Equity Committee (QIHEC)

Regular Meeting

Tuesday, November 18, 2025, 3:00 P.M.

Community Room at Gold Coast Health Plan

711 E. Daily Drive, Suite 110, Camarillo, CA 93010

Members of the public can participate using the Conference Call Number below.

Conference Call Number: 805-324-7279

Conference ID Number: 653 791 441#

300 Hillmont Ave.
Ventura, CA 93003

19545 Sherman Way
Reseda, CA 91335

506 College Drive
Ventura, Ca 93003

3780 Kilroy Airport Way
Long Beach, CA 90806

2901 N. Ventura Road
Oxnard, CA 93036

AGENDA

CALL TO ORDER

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address Ventura County Medi-Cal Managed Care Quality Improvement Committee on the agenda.

Persons wishing to address the Quality Improvement and Health Equity Committee are limited to three (3) minutes unless the Chair of the Committee extends time for good cause shown. Comments regarding items not on the agenda must be within the subject matter jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to ask@goldchp.org. If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.

OPEN SESSION

CHAIRMAN'S REMARKS

CONSENT

1. Approval of Quality Improvement and Health Equity Committee Regular Minutes of September 16, 2025.
2. Adoption of Quality Improvement and Health Equity Committee Meeting Schedule for 2026.

ACTION ITEMS

3. Action items follow up

APPROVAL ITEMS

4. None

PRESENTATIONS

5. Measurement Year (MY) 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Trended Rates, Activities, Next steps
6. Managed Care Accountability Set (MCAS) MY 2024 – Plan Comparative Performance
7. 2025 Department of Health Care Services (DHCS) Regulatory Quality Improvement Projects

STANDING ITEMS

8. Compliance / Delegation Oversight Update
9. QIHEC Dashboard, Work Plan and Department / Committee Updates
 - a. Quality Improvement – Managed Care Accountability Set (MCAS)
 - b. Clinical Quality Improvement
 - c. Population Health
 - d. Behavioral Health
 - e. Utilization Management / Care Management
 - f. Member Services
 - g. Member Advisory Committee
 - h. Provider Network Operations
 - i. National Committee for Quality Assurance (NCQA) Accreditation
 - j. Health Education, Cultural and Linguistic Services
 - k. Grievance and Appeals
 - l. Pharmacy
 - m. Credentials / Peer Review

CLOSED SESSION

None

ADJOURNMENT

Date and location of the next meeting to be determined at the November 18, 2025 meeting.

ADMINISTRATIVE REPORTS RELATING TO THIS AGENDA AND MATERIALS RELATED TO AN AGENDA ITEM SUBMITTED TO THE COMMITTEE AFTER DISTRIBUTION OF THE AGENDA PACKET ARE AVAILABLE FOR PUBLIC REVIEW DURING NORMAL BUSINESS HOURS AT THE OFFICE OF THE CHIEF MEDICAL OFFICER, 711 E. DAILY DRIVE, SUITE #106, CAMARILLO, CA.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT DEBORAH AT (805) 437-5594. REASONABLE ADVANCE NOTIFICATION OF THE NEED FOR ACCOMMODATION PRIOR TO THE MEETING (48 HOURS ADVANCE NOTICE IS PREFERABLE) WILL ENABLE US TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING.