



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

Quality Improvement and Health Equity Committee (QIHEC)

Regular Meeting

Tuesday, September 16, 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: 360 766 031#

13 Via Lucena
San Clemente, CA 92673

2220 E. Gonzales Rd Ste 120
Oxnard, CA 93036

523 15th Street
Huntington Beach CA 92648

1960 Ivy Creek Blvd.
Durham, NC 27707

3780 Kilroy Airport Way
Long Beach, CA 90806

2901 N. Ventura Road
Oxnard, CA 93036

506 College Drive
Ventura, Ca 93003

21 La Paz Court
Simi Valley, CA 93065

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 July 15, 2025.

ACTION ITEMS

2. Action items follow up

APPROVAL ITEMS

3. 2024 Quality Improvement and Health Equity Transformation Program Evaluation

PRESENTATIONS

4. NCQA (National Committee for Quality Assurance) NET (Network Management) Reports Review and Stakeholder Input:
 - NET-1BC: Availability of Primary Care and Specialty Practitioners
 - NET-2AC: Accessibility of Primary and Specialty Services
 - NET-3ABC: Assessment of Network Adequacy
 - NET-5CD: Assessment of Physician Directory Accuracy and Improvements
 - NET-5I: Web-Based Directory Usability Testing
5. NCQA ME (Member Experience) Reports Review:
 - ME-3C: Assessing Member Understanding Report
 - ME-6C: Call Center & Website Evaluation Report
 - ME-6D: Email Evaluation Report

STANDING ITEMS

6. Compliance / Delegation Oversight Update
7. 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 September 16, 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.