



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

**Quality Improvement and Health Equity Committee (QIHEC)**

**Regular Meeting**

**Tuesday, September 15, 2026, 3:00 P.M.**

**Piru Creek Meeting Room at Gold Coast Health Plan**

**4880 Santa Rosa Road, Camarillo, CA 93012**

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

**Conference Call Number: 805-324-7279**

**Conference ID Number: 965 032 101#**

2220 E. Gonzales Road, #120  
Oxnard, CA 93036

13 Via Lucena  
San Clemente, CA 92673

506 College Drive  
Ventura, CA 93003

251 Camino Cortina  
Camarillo, CA 93010

1960 Ivy Creek Blvd  
Durham, NC 27707

6450 E. El Roble Street  
Long Beach, CA 90815

300 Hillmont Ave, Building 340  
Ventura, CA 93003

2049 Rosebay Street  
Westlake Village, CA 91361

**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](mailto: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 14, 2026.

### **ACTION ITEMS**

2. Review Action Items Log

### **APPROVAL ITEMS**

3. 2025 Quality Improvement and Health Equity Transformation (QIHET) Evaluation

### **PRESENTATIONS**

4. Annual Assessment of Grievances & Appeals and Consumer Assessment of Healthcare Providers and Systems (CAHPS)
5. MY 2026 NCQA HEDIS Benchmarks

### **STANDING ITEMS**

6. Compliance / Delegation Oversight Update
7. QIHEC Dashboard, Work Plan and Department / Committee Updates
  - a. Quality Improvement – Managed Care Accountability Set (MCAS) and Medicare Stars
  - b. Clinical Quality Improvement
  - c. Population Health
  - d. Behavioral Health
  - e. Utilization Management / Care Management
  - f. Member Services

## **CLOSED SESSION**

None

## **ADJOURNMENT**

Date and location of the next meeting to be determined at the September 15, 2026 meeting.

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**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, 4880 SANTA ROSA ROAD, 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.**