

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

Quality Improvement and Health Equity Committee (QIHEC)

Regular Meeting

Tuesday, May 13, 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: 145 750 460#

13 Via Lucena
San Clemente, CA 92673

21 La Paz Court
Simi Valley, CA 93065

2220 E. Gonzales Rd Ste 120
Oxnard, CA 93036

1320 Maricopa Highway, Suite D
Ojai, CA 93023

3780 Kilroy Airport Way
Long Beach, CA 90806

2901 N. Ventura Road
Oxnard, CA 93036

711 E. Daily Drive, Suite 106
Camarillo, CA 93010

450 West Clara Street
Oxnard, CA 93033

19803 Pricetown Ave.
Carson, CA 90746

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 March 18, 2025.

ACTION ITEMS

2. Follow up on open items

APPROVAL ITEMS

3. Quality Improvement (QI) Policy Updates
 - a. QI-003 Primary Care Provider Facility Site Review
 - b. QI-024 Medical Records Requirements
4. 2025 Culturally and Linguistically Appropriate Services (CLAS) Program Description [National Committee for Quality Assurance (NCQA) Health Equity (HE) Standard 5, Element A]
5. 2025 CLAS Work Plan (NCQA HE Standard 5, Element A)

PRESENTATIONS

6. Annual CLAS Evaluation Plan (NCQA HE Standard 5, Element B)
7. Enhancing Network Responsiveness Report and Discussion (NCQA HE Standard 4, Element B)
8. Use of Data to Monitor & Assess Services Report and Discussion (NCQA HE Standard 6, Element C)
9. Use of Data to Measure CLAS (HE Standard 6, Element D)
10. Addressing Health Disparities in Quality Measures: Chronic Disease Management and Preventive Screenings (NCQA HE Standard 6, Element B)
11. Medicare 5 STARS Part 2 - Survey Measures - Consumer Assessment of Healthcare Providers and Systems (CAHPS), Health Outcomes Survey (HOS)

CLOSED SESSION

None

ADJOURNMENT

Date and location of the next meeting to be determined at the May 13, 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.