

Quality Improvement and Health Equity Committee (QIHEC): Medi-Cal Program Q2 2026 Activity Summary

Reporting Period: Q2 2026

QIHEC Meeting Date & Time: June 11, 2026 | 8:00 AM – 10:00 AM

Topics Discussed

Quality Improvement & Population Health

QI Scorecard (Q1 2026)

- Review of early-year performance trends across core quality measures, with expected variability noted at the start of the measurement year. Emphasis placed on maintaining focus on priority measures to meet 2026 targets and reduce unnecessary prior authorizations while monitoring delegate denial rates.

2025 QIHE Evaluation Follow-up: Final Rates & Target Outcomes

- Final 2025 results showed 16 of 27 measures met target, with significant improvement in all-cause readmissions (10th to 66th percentile). SFHP is projected to meet all Medi-Cal Accountability Set (MCAS) Minimum Performance Levels and achieve Tier 1 status. Key 2026 priority measures include well-child visits, well-care visits, follow-up after ED visits for substance use (FUA), and health plan caps.

PHM Governance

- Updates provided on Population Health Management governance structure, with 2026 priorities focused on improving primary care access/engagement and strengthening policy, monitoring, and operational workflows. Efforts include cross-functional access workgroups and enhancements to Community Health Worker (CHW) integration and referral processes.

Behavioral Health

2025 Carelon Provider Experience and Member Satisfaction Survey Results

- Results showed improved provider satisfaction and gains in member experience (appointment access, language services, staff courtesy). Key areas for improvement include claims processing timeliness, customer service responsiveness, provider engagement, first-time appointment access, and call center performance. Full reports expected by July 1, 2026.

Health Equity

Health Equity Updates

- Discussion of disparities affecting the Unsatisfactory Immigration Status (UIS) population, particularly lower preventive care performance across pediatric measures. Need identified for historical trend analysis and targeted interventions. Additional considerations included vaccine hesitancy and access barriers impacting well-child visits.

CHIP/Community Re-investment

- Overview of Community Health Improvement Program (CHIP) priorities and requirement to submit a community reinvestment plan aligned with these priorities to DHCS by September 2026.
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Actions Taken

Approval of Consent Calendar Items:

- QIHEC Medi-Cal Program Minutes (Mar 2026)
- UM Committee Minutes (Feb 2026)
- UM Performance Report (Q1 2026)
- UM Prior Authorization Metrics (All Lines of Business)
- Health Services P&P Updates (Mar – May 2026)

Next Steps

- Maintain focus on priority 2026 quality measures to support achievement of annual targets and sustained compliance with MCAS requirements.
- Continue efforts to improve utilization management processes, including reduction of unnecessary prior authorizations and ongoing monitoring of delegate performance.
- Advance PHM governance priorities to strengthen access, care coordination, and operational processes.
- Continue implementation of enhanced data exchange capabilities, including expansion of ADT/HIE functionality and transition to Manifest MedEx.
- Pursue governing board approval and prepare for implementation of incentive-based interventions (e.g., follow-up after emergency department visit pilot).
- Continue implementation of targeted initiatives to improve preventive care utilization and member engagement.
- Review final Carelon survey reports and incorporate findings into quality improvement initiatives addressing access, engagement, and service experience.
- Conduct additional data analysis to better understand disparities among UIS and other priority populations and inform targeted interventions.
- Develop and submit a CHIP-aligned community reinvestment plan to DHCS by September 2026.