



Quality Improvement and Health Equity Committee (QIHEC): Medi-Cal Program Q3 2026 Activity Summary

Reporting Period: Q3 2026

QIHEC Meeting Date & Time: September 3, 2026 | 8:00 AM – 10:00 AM

Topics Discussed

Quality Improvement & Population Health

2026 (MY2025) Health Plan CAHPS

- Review of 2026 Health Plan CAHPS survey results, including member experience ratings, access to care measures, response rates, and disparities analyses by race, ethnicity, and language. Results showed improvement in child member ratings but continued challenges in adult member experience, particularly related to getting needed care and getting care quickly. Discussion focused on factors influencing survey results, including cultural differences in survey response patterns, language concordance, provider accessibility, and evolving membership demographics. The committee also reviewed ongoing and planned interventions to improve member experience, including provider engagement efforts, telehealth promotion, member outreach initiatives, and strategies to enhance access to care.

MY 2025 Quality Performance

- Final MY 2025 quality performance results demonstrated strong performance across quality measures, with all 18 DHCS Minimum Performance Level measures achieved. SFHP maintained a 4.5-health rating in NCQA Prevention and Population Health, improved Treatment from 3.5 to 4.0 stars, and increased overall NCQA accreditation performance from 4.0 to 4.5 rating. Discussion focused on factors contributing to performance gains, including provider engagement, supplemental data collection, ADT reporting, care coordination activities, the Provider Quality Performance Program, and preparation for NCQA digital quality measure requirements.

Health Equity

2026 Health Disparities Report

- Annual review of health disparities across chronic disease management, maternal health, and preventive care measures. Disparities were identified in blood pressure and diabetes control among Black/African American and Hispanic/Latinx members. Discussion emphasized integration of health equity considerations into quality improvement efforts and use of stratified data to support targeted interventions.

Behavioral Health

2025 Annual Quality Evaluation – Carelon

- Review of Carelon's annual evaluation of behavioral health quality performance, highlighting strengths in member experience, care coordination, access, patient safety, and cultural and linguistic services. Opportunities for improvement were identified in depression treatment engagement, medication management, provider availability, and provider communication.

Workplan (Q1-Q2 2026) – Carelon

- Review of behavioral health workplan progress, including improvements in routine access to care, patient safety monitoring, interpreter utilization, and network expansion efforts. Discussion focused on ongoing challenges related to psychiatric provider shortages, language-concordant provider availability, and coordination between behavioral health and primary care providers.

Actions Taken

Approval of Consent Calendar Items:

1. QIHEC Medi-Cal Program Minutes (June 2026)
2. QIHEC Medi-Cal Program Action Items (June 2026)
3. Grievances Oversight Report (Q4 2025, Q1 2026)
4. Appeals Oversight Report (Q4 2025, Q1 2026)
5. Annual Grievance & Appeals Report (2025)
6. Behavioral Healthcare Services Annual Grievance & Appeals Report (2025)
7. UM Committee Minutes (April 2026)
8. UM Oversight Performance Report (Q2 2026)
9. Health Services P&P Updates (June-August 2026)
10. PHM Documents
 - a. NCQA HO6A - Culturally and Linguistically Appropriate Services (CLAS) Program Description and Workplan (2026)
 - b. NCQA HO6B - CLAS Program Evaluation (2025)
 - c. NCQA NET1A - Cultural, Ethnic, Racial and Linguistic Needs of SFHP Members and Availability of Practitioners (2026)
11. QI3 Report Update

Next Steps

- Continue initiatives to improve member experience and access to care, informed by 2026 CAHPS survey findings.
- Advance efforts to prepare for NCQA digital quality measurement requirements and sustain high quality performance.
- Incorporate disparities findings into quality improvement strategies and continue targeted interventions for populations experiencing poorer outcomes.
- Monitor implementation of upcoming maternal health-related performance measures and value-based purchasing requirements.
- Review additional information from Carelon regarding provider communication survey methodology and interpreter utilization trends.
- Continue efforts to improve behavioral health access, provider capacity, care coordination, and communication between behavioral health and primary care providers.