Public Policy and Community Advisory Committee (PPCAC)
Meeting Minutes
6/18/2026 10:00-11:30am PST

Members
Voting Members: ☒ Kassandra Gomez, MPH, Health Equity Officer and Chair ☒ Sandra Holzer, Esq, CHC Compliance Officer (Co-Chair) ☒ Dr. Toeque, Regional Medical Director, PHC California Network Provider ☒ Dr. Howell, Medical Director, PHC California Network Provider ☒ Michael O'Malley, Executive Oversight Committee of the Board of Directors ☒ Thomas Owen, PHC California Enrollee ☒ Dennis Lumpkin, PHC California Enrollee ☒ Sandra Whitmus, PHC California Enrollee ☒ Andre Zitouniadis, PHC California Enrollee ☒ Stephen Tate, PHC California Enrollee ☒ Adrian Christian, PHC California Enrollee (Substitute) ☒ Brent Moris, PHC California Enrollee (Substitute) ☒ Luis Ortiz, PHC California Enrollee (Substitute) ☒ Gerald Turner, PHC California Enrollee (Substitute)
Non-Voting Members ☒ Emelyne Beneche, Associate Director, Risk Management ☒ Tiffany Jarrett, National Director of Care Management, Utilization Management, and Risk Management ☒ Jason Griggs, Associate Director, National Grants, Specialty Network, and Operations ☒ Sandy Johansson, Senior Contracts Manager ☒ Adam Villalpando, Enhanced Care Management Program Manager ☒ Angie Barrera Martinez, Clinic Operations Manger ☒ Claudia Silva-Trigo, Associate Director, Medical Waiver Program Services ☒ Melissa Ramos, Director of Member Services ☒ Brandie Barcinas, Contracting & Provider Relations Manager ☒ PHC Enrollees (Guests, not listed as voting)
Guests: ☒ Jose Castillo ☒ Dennis Lumpkin ☒ Leonardo Martinez ☒ Frank Sonnek ☒ Brent Morris ☒ Thomas Owen ☒ Ronald Gagnon ☒ John Harris ☒ Douglas Korn ☒ Adam Villalpando ☒ Sandra Whitmus
Scribe: Michelle Ladyzhenskaya, Executive Assistant, PPCAC Coordinator

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Agenda Item	Discussion	Responsible Party
Call to Order	K. Gomez confirmed quorum and called the meeting to order at 11:03 AM PST.	K. Gomez
Review Q2 Meeting Minutes	Motion to approve Q2 2026 Meeting Minutes was approved by S. Holzner and seconded by G. Turner. No opposed.	K. Gomez
2026 PPCAC Charter	The committee discussed and approved changes to the 2026 PHP PPCAC Charter.	K. Gomez
QFL	The group also received an overview of the smoking cessation program, including its nationwide availability, 24/7 access to live coaches across time zones, and availability of Spanish-speaking support. Members discussed staffing and after-hours availability, and it was confirmed that the program is equipped to provide live support whenever members call. Updated outreach materials will be shared with the committee following the meeting.	C. Rico
Health Equity / Health Education	Updates included the completion of 10 DEI trainings, with additional Cultural Competency trainings scheduled for Q3, as well as upcoming newsletter and outreach activities. A member survey campaign was developed to better understand communication preferences, language access needs, and opportunities to improve member engagement. The survey findings will help inform Health Equity initiatives, communication strategies, and future program planning, including efforts related to NCQA Health Equity Accreditation. The committee also received updates regarding Tribal Liaison activities and participation in the MCP Tribal Liaison Workgroup, which focuses on identifying best practices for engaging American Indian and Alaska Native communities and addressing barriers to care. Participation in the workgroup will help support culturally responsive services and strengthen Health Equity planning and outreach efforts. Additionally, PHC California has begun participating in the Los Angeles Population Health Collaborative (LA-PHC), a countywide partnership focused on improving community health outcomes and advancing Health Equity. Current areas of discussion include Community Health Assessments and Community Health Improvement Plans, birth equity, Community Reinvestment planning, and coordination with Behavioral Health Services Act Integrated Plans.	K. Gomez
Grievance and Appeals	Discussion highlighted several recurring areas of concern, including transportation, access to care and referrals, provider/staff interactions, telephone accessibility, and billing-related issues. Transportation-related grievances included scheduling issues, cancellations, incorrect pickup information, vehicle accessibility, and driver concerns. Several cases resulted in process improvements, including additional review of transportation requests, verification of pickup information, improved coordination with transportation vendors, and enhanced monitoring of future rides.	E. Beneche

	The grievance log also identified concerns related to access to specialists and referral coordination, including delays, incorrect or outdated referrals, and challenges with provider availability. Resolutions included identifying alternative in-network providers, correcting referral and authorization information, and reinforcing processes for verifying provider network status and completing required documentation. Additional grievances involved member communication and customer service, including difficulties reaching Member Services and concerns regarding provider or staff interactions. Follow-up actions included reinforcing appropriate communication practices, clarifying contact information and hours of operation, and reminding staff of expectations for professional and timely communication. Overall, the grievance review emphasized opportunities to strengthen transportation coordination, referral management, provider communication, and member support processes, with corrective actions and follow-up implemented where issues were identified.	
Quality Updates	The committee received an overview of PHC California's HEDIS performance, comparing MY2025 results with MY2024. Several areas showed notable improvement, including significant gains in ED follow-up, diabetic eye exams, depression screening and follow-up, statin therapy and adherence, and diabetes management measures such as blood pressure, kidney health evaluation, and HbA1c control. Areas requiring continued attention included opioid use disorder treatment, substance use measures, and poor diabetes control, with a decline in opioid use disorder treatment engagement and an increase in the percentage of members with HbA1c levels above 9%. For MY2026, the focus will be on sustaining improvements in ED follow-up, depression care, and statin adherence; increasing engagement in opioid use disorder treatment; reducing poor diabetes control; strengthening outreach related to diabetic eye exams, kidney health, and blood pressure control; and enhancing behavioral health interventions to support depression remission.	T. Jarrett
Care Management	Care Management updates were deferred as a formal report; however, Adam Villalpando and A. Barrera Martinez provided information regarding PHP hearing and vision benefits. A. Villalpando noted that the information presented was taken directly from the Evidence of Coverage (EOC). The committee discussed the process for obtaining hearing aids. A. Villalpando explained that the process begins with a referral, generally to an audiologist. A. Barrera Martinez further clarified that following the audiologist evaluation, a prescription/order for the hearing aids would be submitted for authorization and review before the hearing aids could be obtained. Several member-specific access-to-care concerns were also addressed, including outstanding referrals/authorizations, MRI follow-up, provider participation, and transportation. Care Management staff committed to coordinating with providers and members and following up on outstanding issues as appropriate.	A. Villalpando/A. Barrera Martinez

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Open Discussion		
Adjournment	K. Gomez adjourned the meeting at 11:50 am PST	

X Kassandra Gomez

Committee Chair, Health Equity Officer

09.17.26