Consumer Protection Committee Meeting Minutes

Thursday, June 25, 2026, 1:30 p.m. – 3:00 p.m.

Meeting location: 7001 East A Parkway, Conference Room 1001, Sacramento, CA 95823

Virtual and telephone participation options offered via Teams.

Attendance

- SCHA Voting Members (in person): Edwin Kirby, Kirti Malhotra, Margarita Dodatko, Nicholas Capistrano
- SCHA Voting Members (by Teams): None
- County Staff (in person): Maria Moody
- County Staff (by Teams): Jenine Spotnitz, Ashley Ortega
- Members of the Public (in person): Alana Pfeffinger, Tianna Arbulu
- Members of the Public (by Teams): Oleda Dyda, Christy DeMaria, Rebekah Widmer, Magda Chavez, Shannon Hanlin, Pang Vang

1. Welcome, Agenda Review, and Updates

Dr. Kirti Malhotra, CPC Chair, convened the meeting at 1:47 p.m. and a quorum was established.

Introductions were made by SCHA voting members, MCP representatives (Anthem and Health Net), County staff, and attendees participating in person and via Teams.

The Chair acknowledged the focused agenda and reviewed the purpose of today's meeting:

- To review CalAIM provider issues submitted in advance;
- To hear initial MCP responses; and
- To prepare expectations for the August 1 General Meeting.

2. Discussion: Discuss CalAIM Provider's Outstanding Issues and Managed Care Plans' Responses, and Prepare for August General Meeting CalAIM Presentation – *Dr. Kirti Malhotra, CalAIM Providers, and Anthem, Health Net, Molina, and Kaiser Permanente representatives*

County Staff displayed the CalAIM Outstanding Issues document.

The Chair outlined the goal of this discussion:

- Clarify the issues raised by providers;
- Document each MCP's next steps and timelines to address the issues; and
- Identify what MCPs will present at the August general meeting.

2.1 Anthem reported:

• They acknowledge provider challenges with referral and authorization processing.
• Office hours, one-on-one support, and escalation pathways remain available.
• They are exploring automation tools (e.g., system “bots”) to speed up authorization processing.
• They anticipate up to six months for substantial improvement but will send updates before the August meeting.
• They are reviewing documentation expectations (e.g., discharge summaries) and will follow up with providers.
• They will revisit criteria language around TBI requirements after provider feedback.

CalAIM Provider representatives shared:

• Delayed authorizations are leading to service disruptions and billing issues.
• Expiring authorizations without MCP response remain a significant operational problem.
• Reassignment of ECM members continues to occur without clear reasoning; providers request contextual feedback to better support members.
• Email pathways and escalation steps sometimes go unanswered.

2.2 Health Net reported:

• FindHelp remains the preferred but not the only referral pathway.
• A taskforce has been created to correct portal accuracy issues.
• Temporary staffing has been added to support data transfer and validation.
• Providers should document any incorrect information provided by call center staff (including staff name, date, time) to allow for direct staff coaching.
• Reassignment processes are being reviewed for potential communication with providers when members switch ECM providers.
• Updates will be provided for the August meeting.

2.3 Kaiser Permanente and Molina were not in attendance.

• The Kaiser Permanente representative notified us in advance of their absence and committed to following up with the CalAIM provider that had reported issues.
• The Committee requested that they be added to the July CPC meeting agenda for a full report-back on their responses to providers’ issues and efforts to resolve them.

2.3 Planning for August General Meeting

The Chair facilitated discussion about the MCP presentation at the August 3 general SCHA meeting.

Key points included:

• The initially proposed 5–7 minutes per MCP may not be sufficient for detailed updates.

• Agreement: MCPs should present high-level themes and timelines, while detailed discussion of each issue and Q&A can occur in future CPC meetings.
• The August agenda will also include a CalAIM success stories segment (~5 minutes jointly with all MCPs).
• Another presentation scheduled for that meeting will limit available time; staff will review timing and confirm available time for this item.
• The July CPC meeting will be used to refine MCP content and prepare written materials for distribution ahead of August.

3. Public Comment – *One comment per person, limited to two minutes.*
There were no public comments.

4. Next Steps and Adjournment – *Dr. Kirti Malhotra*
Chair Malhotra summarized the following next steps:
• Staff will compile notes from this meeting and will confirm Kaiser and Molina's attendance and report-back for the July CPC meeting.

The SCHA CPC Meeting was adjourned at 2:58 p.m.