

Consumer Protection Committee Meeting Minutes

Friday, July 17, 2026, 1:00 p.m. – 3:00 p.m.

Meeting location: 4600 Broadway, Community Room 2020
Sacramento, CA 95820

Virtual and telephone participation options offered via Teams.

Attendance

- SCHA Voting Members (in person): Kirti Malhotra, Margarita Dodatko, Nicholas Capistrano
- SCHA Non-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): Cristina Pena, Eliana Argueta, Deborah Bowyer, Jillian Marks, Mari Knuth-Bouracee
- Members of the Public (by Teams): Rebekah A, Asya Anderson, Stephanie Landrum-Hall, Alana Pfeffinger, Pang Vang, Christy DeMaria, Abbie Totten, Tianna Arbulu, Randy VonFeldt

1. Welcome, Agenda Review, and Updates

Dr. Kirti Malhotra, CPC Chair, convened the meeting at 1:04 p.m. and a quorum was established.

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

The Chair began the meeting by acknowledging the focused agenda and outlining the purpose of the session. She emphasized that today's meeting was intended to continue reviewing CalAIM provider issues, receive ongoing feedback and updates from the MCPs, and prepare expectations and required follow-up for the August SCHA Meeting. She noted that the committee's work today would help shape MCP deliverables, timelines, and content for the upcoming August session.

2. Action Item: Approval of 3/27/26 and 6/25/26 Minutes – Presenter: Dr Kirti Malhotra, Chair

Action: Approve minutes from 3/27/26 and 6/25/26 meetings.

Public comment: Chair called for public comment; none received.

Motion: Commissioner Margarita Dodatko

Second: Commissioner Nicholas Capistrano

Vote: A roll call vote was taken.

Outcome: Motion carried.

3. Presentation and Discussion: MCP Updates and Review Written MCP Feedback on CalAIM Issues – Presenters: MCP Representatives, County Staff, and Commissioners

The Chair reiterated that the purpose of this segment was to allow each MCP to outline progress made, outstanding barriers, and commitments they could make before the August SCHA Meeting. She emphasized that this work would inform expectations, deliverables, and areas requiring clarification next month, and prompted each MCP to provide updates based on commitments from the previous CPC Meetings.

3.1 Molina reported:

- Acknowledged ongoing ECM and Community Supports (CS) billing and claims issues and stated they remain under investigation, including claim routing and payment concerns.
- Reported that CS referral forms were recently updated and reformatted and acknowledged provider concerns regarding confusion caused by multiple form versions.
- Stated that contracted providers should receive a daily authorization file identifying Community Supports assignments and advised providers not receiving the file to contact the CS mailbox for assistance.
- Responded to provider concerns regarding communication delays and announced that a dedicated Provider Representative Program Manager will begin on July 27. Molina committed to providing additional follow-up at the September meeting.
- Addressed provider concerns regarding Assisted Living Facility Transition services and agreed to schedule a follow-up meeting with the Medical Director team and Senior Connection to further discuss the issues raised by providers.
- Clarified that Housing Deposit requests are reviewed based on medical necessity and individual member needs for a safe move-in. Requests are evaluated on a case-by-case basis. Molina stated that requests requiring correction may be returned to the provider and that formal denials may be appealed.
- Responded to provider concerns regarding RTF reporting and CCA/EMR data discrepancies. Molina stated it would continue reviewing enrollment, reporting and data-alignment issues internally and provide additional updates at the September meeting.
- Noted ongoing collaboration among MCPs to improve alignment across Community Supports services, including the development of shared County referral forms and efforts to align processes where feasible.
- Confirmed that Asthma Remediation services remain available and encouraged providers to continue submitting referrals. Molina stated updated workflows, office hours, and provider guidance will be shared once the new process is finalized.

3.2 Kaiser Reported:

- Confirmed that its preliminary review indicates basic hygiene products are allowable under the Housing Deposits benefit and requested member-specific examples to investigate reported denials.
- Responded to provider concerns regarding Housing Deposit authorization delays and reported denials of basic hygiene items. Kaiser stated it is continuing to work with ILS to review these issues and will provide additional updates at the August SCHA General Meeting.
- Acknowledged provider concerns regarding monthly documentation submission requirements and stated it is reviewing documentation requirements with ILS to ensure providers are submitting only documentation necessary for DHCS compliance.
- Acknowledged provider concerns regarding referral form revisions made without prior notice and stated it is evaluating improvements to provider communication when CalAIM referral forms are updated.

3.3 Anthem and Health Net

- Anthem and Health Net representatives participated in the discussion. The meeting primarily focused on Molina and Kaiser follow-up responses and planning for the August SCHA General Meeting.

Committee members and providers discussed ongoing operational challenges related to CalAIM implementation, including referral processes, provider communication, authorization timelines, documentation requirements, and opportunities for greater cross-plan alignment. Commissioners emphasized the importance of ensuring equitable access to services for members. Staff noted that additional provider concerns would be incorporated into the MCP Outstanding Issues tracker for future follow-up.

4. Discussion and Action: Planning for August MCP Presentations and Related Agenda Components

The Committee discussed the structure and content of the August SCHA General Meeting presentation regarding CalAIM implementation.

Discussion included:

- Agreement that the presentation should focus on common operational themes and systemwide challenges across Managed Care Plans rather than individual plan presentations.
- Recommendation that the presentation also highlight collaborative successes and partnerships, including examples of cross-plan coordination and improvements made through provider and MCP collaboration.
- Committee members discussed highlighting successful collaborative efforts and examples of effective Community Supports implementation, including approaches used in other counties, as part of the August presentation.
- MCP representatives indicated they would collaborate on a joint presentation and submit draft presentation materials to County staff by July 28, 2026, for review and posting in advance of the August meeting.
- Staff requested that MCP representatives coordinate with County staff regarding agenda development and presentation content.

No formal action was taken.

5. Public Comment

There were no public comments.

6. Next Steps and Adjournment – *Dr. Kirti Malhotra*

Chair Malhotra summarized the following next steps:

- Staff will compile meeting notes, update the MCP Outstanding Issues tracker to reflect discussion from the meeting, and continue developing the August SCHA General Meeting agenda and presentation materials.
- MCPs will continue collaborating on outstanding CalAIM issues and submit presentation materials to County staff by July 28, 2026, for review and posting in advance of the August SCHA General Meeting.

A motion was made and seconded to adjourn the meeting early. The motion carried.

The SCHA CPC Meeting was adjourned at 2:42 p.m.