

# Member Services

## Advisory Group (MSAG)

### Meeting Agenda

Thursday, February 12, 2026

10 – 11:30 a.m.

Alliance Offices



**Location: In San Benito County:**

Community Services & Workforce Development – Conference Room  
1161 San Felipe Road, Building B, Hollister, CA. 95023

**In Santa Cruz County:**

Central California Alliance for Health – Board Room  
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

**In Mariposa County:**

Mariposa County Health and Human Services – Mariposa Room  
5362 Lemee Lane, Mariposa, CA 95338

**In Merced County:**

Central California Alliance for Health – Board Room  
530 West 16th Street, Suite B, Merced, CA 95340

**In Monterey County:**

Central California Alliance for Health – Board Room  
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
  - a. Email comments by 5:00 p.m. on Wednesday, February 11, 2026 to [MSAG@thealliance.health](mailto:MSAG@thealliance.health).
    - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
    - ii. Comments will be read during the meeting and are limited to three minutes.
  - b. In person during the meeting when that item is announced.
    - i. State your name and organization prior to providing comment.
    - ii. Comments are limited to three minutes.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

# Member Services

## Advisory Group (MSAG)

### Meeting Agenda

Thursday, February 12, 2026

10 – 11:30 a.m.

Alliance Offices



**1. Call to Order by Chairperson Beleutz.**

**10:00 a.m.**

- A. Roll call
- B. Establish quorum
- C. Supplements and deletions to the agenda
- D. Review Member Services Advisory Group purpose statement  
*The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.*

**2. Oral Communications by Members of the Public.**

**10:05 a.m.**

- A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group.
  - A. Speakers are limited to three minutes per item.
  - B. Any individual may speak only once during Oral Communications.
- B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called.
  - A. Speakers are limited to three minutes per item.

**3. Comments and Announcements by Advisory Group Members.**

- A. Advisory Group members may provide comments and announcements.

**4. Comments and Announcements by Plan Staff.**

- A. Plan staff may provide comments and announcements.

**Consent Agenda Items:**

**10:10 a.m.**

**5. Approve Member Services Advisory Group minutes of November 6, 2025.**

**6. Accept Plan Staff Reports:**

- A. Current Enrollment
- B. Member Services Call Statistics
- C. Member Appeals and Grievance Report
- D. Community Engagement Report
- E. MSAG Feedback Impact Report
- F. Alliance Code of Conduct



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

# Member Services

## Advisory Group (MSAG)

### Meeting Agenda

Thursday, February 12, 2026

10 – 11:30 a.m.

Alliance Offices



#### Regular Agenda Items:

**10:15 a.m.**

**7. Member Survey Results**

**10:15 – 10:35 a.m.**

Inform and Feedback: Sarina King, Quality and Performance Improvement Manager, will provide an overview and solicit feedback on member survey results from the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

**8. Alliance Health Education Programs**

**10:35 – 10:55 a.m.**

Inform and Feedback: Desirre Herrera, Quality and Health Programs Manager, will provide an overview and solicit feedback on health education programs.

**9. Adjourn**



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

# Member Services Advisory Group (MSAG)

## Meeting Agenda

Thursday, February 12, 2026

10 – 11:30 a.m.

Alliance Offices



**The next meeting of the Member Services Advisory Group, after this February 12, 2026 meeting:**

- Member Services Advisory Group  
Thursday, May 14, 2026  
10 – 11:30 a.m.

Locations for the meeting (linked via videoconference from each location):

In San Benito County:

Community Services & Workforce Development – Conference Room  
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room  
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Coulterville Room  
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room  
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room  
950 East Blanco Road, Suite 101, Salinas, CA 93901

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

---

*The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/about-the-alliance/public-meetings/>. The meeting and the Member Services Advisory Group is held in accordance with the requirements of the [Ralph M. Brown Act](#). The Advisory Group complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at [MSAG@thealliance.health](mailto:MSAG@thealliance.health) or 800-700-3874. As a courtesy to persons affected, please attend the meeting smoke and scent free.*



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**



---

**DRAFT: PENDING APPROVAL**

**Meeting Minutes**

**Thursday, November 6, 2025**

**In San Benito County:**

Community Services & Workforce Development – Conference Room  
1161 San Felipe Road, Building B, Hollister, CA. 95023

**In Santa Cruz County:**

Central California Alliance for Health – Board Room  
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

**In Mariposa County:**

Mariposa County Health and Human Services – Mariposa Room  
5362 Lemee Lane, Mariposa, CA 95338

**In Merced County:**

Central California Alliance for Health – Board Room  
530 West 16th Street, Suite B, Merced, CA 95340

**In Monterey County:**

Central California Alliance for Health – Board Room  
950 East Blanco Road, Suite 101, Salinas, CA 93901

**Members Present:**

Aluriel Ceballos  
Candi Walker  
Doris Drost  
Frances Wong  
Guadalupe Barajas-Iniguez  
Janna Espinoza  
John Beleutz  
Mimi Park  
Moncerat Politron  
Stephanie Auld

Community Advocate  
Consumer  
Consumer  
Consumer  
Consumer Advocate  
Consumer  
Community Advocate  
Consumer  
Community Advocate  
Consumer

**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

**Members Absent:**

Adriana Zoghlahmi	Community Advocate
Carolina Meraz	Consumer
Humberto Carrillo	Consumer
Jamie Berry	Consumer
John Alexander	Community Advocate
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Community Advocate

**Staff Present:**

Adourin Malco	Community Engagement Specialist
Alissa Gil	Provider Network Development Manager
Clarisa Gutierrez	Community Engagement Coordinator
Elvia Contreras	Call Center Quality Analyst
Gabriela Chavez	Community Engagement Manager
Jessica Finney	Community Grants Director
Jim Lyons	Provider Relations Manager
Kayla Zolinski	Administrative Specialist
Kevin Lopez	Program Advisor – Quality and Health Programs
Maria Elena Villalobos	Administrative Specialist
Ronita Margain	Community Engagement Director
Sylvia Gutierrez	Provider Network Development Specialist
Ulises Cisneros-Abrego	Community Engagement Specialist

**1. Call to Order by Chairperson Beleutz.**

Chairperson Beleutz called the meeting to order at 10:01 a.m.

Roll call was taken and a quorum was present.

There were no supplements or deletions to the agenda.

**2. Oral Communications.**

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items not listed on the agenda. There was no public comment.

**3. Comments and announcements by Member Services Advisory Group members.**

Advisory Group member inquired about the Appeals and Grievance Report.

Advisory Group member inquired about medical necessity policy.

Advisory Group member commented about emergency preparedness.

Advisory Group member commented about the Medi-Cal change in eligibility.

**4. Comments and Announcements by Plan Staff.**

R. Margain, Community Engagement Director, announced Dr. Mike Wang as the Alliance's new Chief Medical Officer.

R. Margain, Community Engagement Director announced the launch of the Alliance's TotalCare (HMO D-SNP) Medicare Advantage Dual Special Needs Plan.

### **Consent Agenda Items:**

#### **5. – 6. Consent Agenda Items**

Chairperson Beleutz opened the floor for approval of the consent agenda.

**Action:** Consent agenda items were approved.

### **Regular Agenda Items:**

#### **7. Community Health Assessment and Community Health Improvement Plan**

J. Finney, Community Grants Director, provided an overview of Community Health Assessment and Community Health Improvement Plan and solicited feedback.

Advisory Group members recommended data sharing between healthcare providers and facilities, mental health access, and member navigation as priorities.

Advisory Group member stated there are individuals who don't know how or are afraid to call or seek help.

#### **8. Community Reinvestments**

J. Finney, Community Grants Director, provided an overview of Community Reinvestment and solicited feedback. J. Finney verbally updated the grantmaking priorities for 2026 slide to pull out Community Engagement through Community Health Workers (CHWs) as a top-level priority and CHWs will be utilized to help address behavioral health and parent education.

Advisory Group member inquired about support or funding for IHSS (in-home support services) recipient training. Community-based organizations, but not individuals, can apply for grant funding.

Advisory Group member inquired about cultural and linguistic competent care as a priority in 2026. J. Finney confirmed that culturally and linguistically appropriate care will continue as a priority.

Advisory Group member stated caregiver training classes are available online through Del Mar Resource Center and other resource centers throughout the state.

Advisory Group member recommended presenting about the Alliance to local college and nursing programs.

Advisory Group member recommended considering cultural barriers to accessing care and to promote accessing preventative care.

Advisory Group member recommended reviewing emerging issues such as youth mental health related to technology and bullying.

Advisory Group member inquired about the Alliance's participation in local politics. J. Finney stated that the Alliance is not involved in local politics.

#### **9. Provider Services**

J. Lyons, Provider Relations Manager, provided an overview of Provider Services and solicited feedback.

Advisory Group member recommended self-advocacy support. The Alliance's Member Services supports members.

Advisory Group member shared their provider did not receive notice of no longer being eligible for payment for services. Advisory Group member recommended sharing the need for provider outreach and training, especially for behavioral health providers, with the Alliance's Board.

Advisory Group member recommended alternative medicine for preventative care.

Advisory Group member inquired about grants or coverage, potentially as preventative care, for legal resources such as during disputes.

#### **10. Medi-Cal Enrollment and Eligibility Changes**

R. Margain, Community Engagement Director, provided an overview of upcoming Medi-Cal enrollment and eligibility changes and solicited feedback.

Advisory Group member expressed difficulty with the text messages that include links due to not having a smart phone.

Advisory Group member recommended banners and local news in Spanish and English and banners.

Advisory Group member recommended links to add redetermination dates as an appointment on calendar.

Advisory Group member expressed difficulty with renewal due to address being split between two counties and cautioned other members may be experiencing the same delay.

Advisory Group members expressed appreciation for the proactive approach and the outreach team.

#### **Adjourn:**

The meeting adjourned at 1:27 a.m.

The meeting minutes are respectfully submitted by Kayla Zoloniak, Community Engagement Administrative Specialist.

*Next Meeting: Thursday, February 12, 2026.*



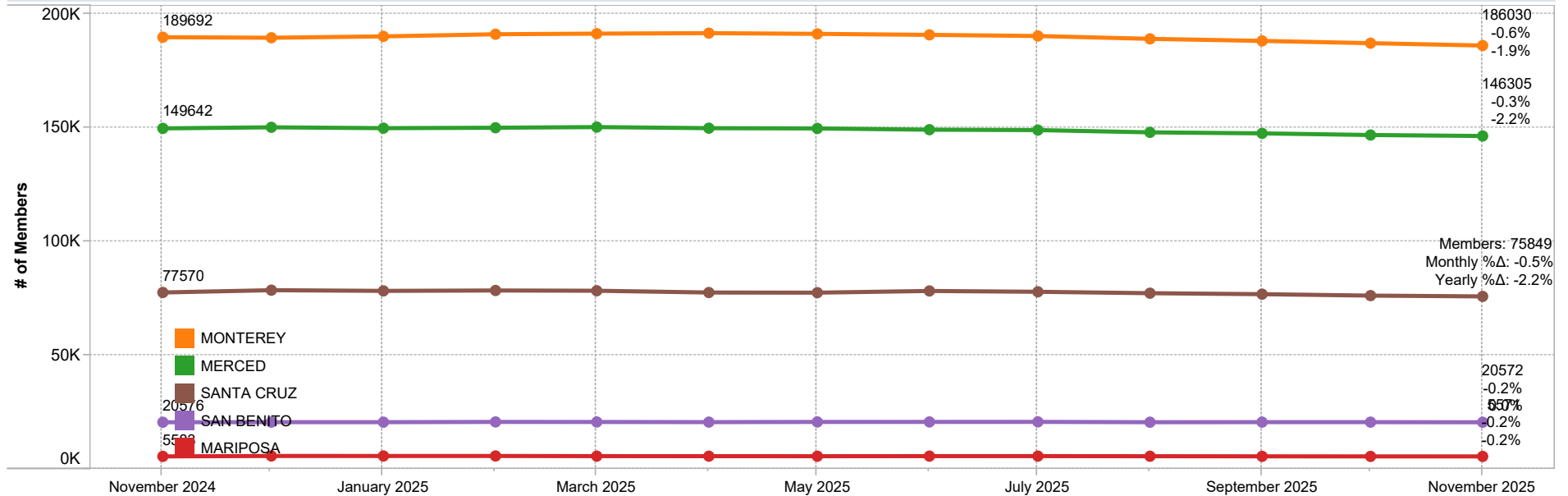


# Enrollment Report

County: **None** Program: **None** Aid Cat Roll Up: **None** Data Refresh Date: **11/17/2025 6:34:09 AM**

Enrollment Month  
11/1/2024 to 11/30/2025

Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year



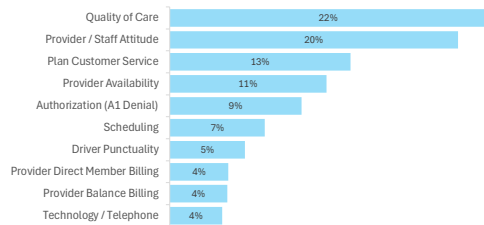
LOB	County	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025
Medi-Cal	SANTA CRUZ	77,570	78,575	78,275	78,449	78,334	77,555	77,492	78,239	77,873	77,257	76,824	76,195	75,849
	MONTEREY	188,990	188,759	189,365	190,306	190,582	190,812	190,499	190,067	189,571	188,286	187,341	186,336	185,292
	MERCED	149,642	150,116	149,733	149,926	150,216	149,731	149,616	149,065	148,893	147,901	147,455	146,727	146,305
	MARIPOSA	5,583	5,769	5,763	5,766	5,697	5,680	5,657	5,703	5,708	5,653	5,610	5,581	5,571
	SAN BENITO	20,576	20,614	20,611	20,718	20,697	20,635	20,709	20,725	20,739	20,594	20,626	20,623	20,572
IHSS	MONTEREY	702	693	684	680	675	663	654	650	648	680	727	731	738
Total Members		443,063	444,526	444,431	445,845	446,201	445,076	444,627	444,449	443,432	440,371	438,583	436,193	434,327



Member Appeals and Grievance Report  
2025 Q3

2025 Q3 Appeals and Grievances: 1641 ▲

Appeals: 8% ▲ 64% in favor of Plan; 26% in favor of Member  
Exempt: 11% ▼  
Grievances: 78% ▲  
Other: 3% ▲ [SFH. Etc.]



Analysis and Trends

- \* Increases for Quality of Care, Plan Customer Service, NMT Scheduling, and Technology/Telephone issues from Q225
- \* Authorization Trends continue to involve Community Supports benefits, Medically Tailored Meals (MT) & Housing Supports (HTSS)

Highest Grievances Filed by County

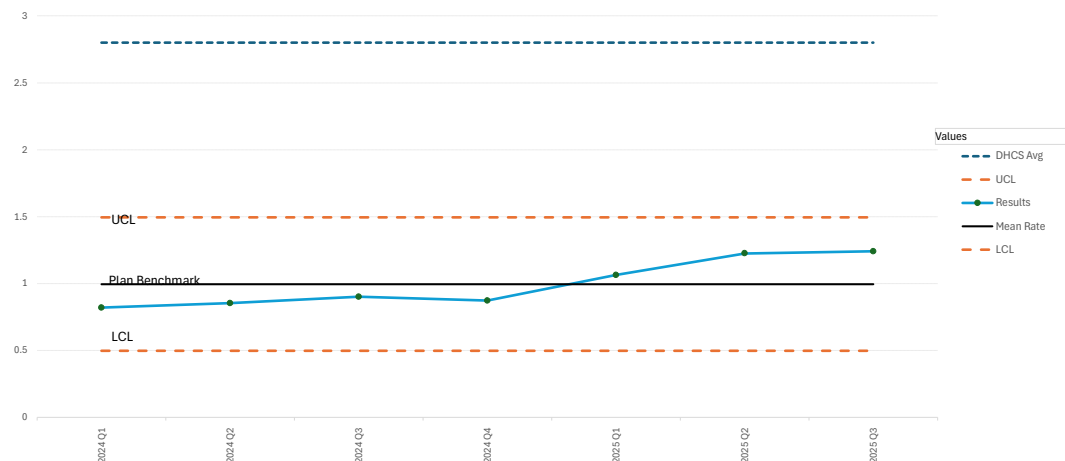
1. Monterey: 37%
2. Merced: 35%
3. Santa Cruz: 21%
4. San Benito: 4%
5. Mariposa: 2%

IHSS Summary: 13

- \* Member Greivances: 11
- \* Exempt Complaints: 2

☒ In Control  
☐ Not In Control

A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower

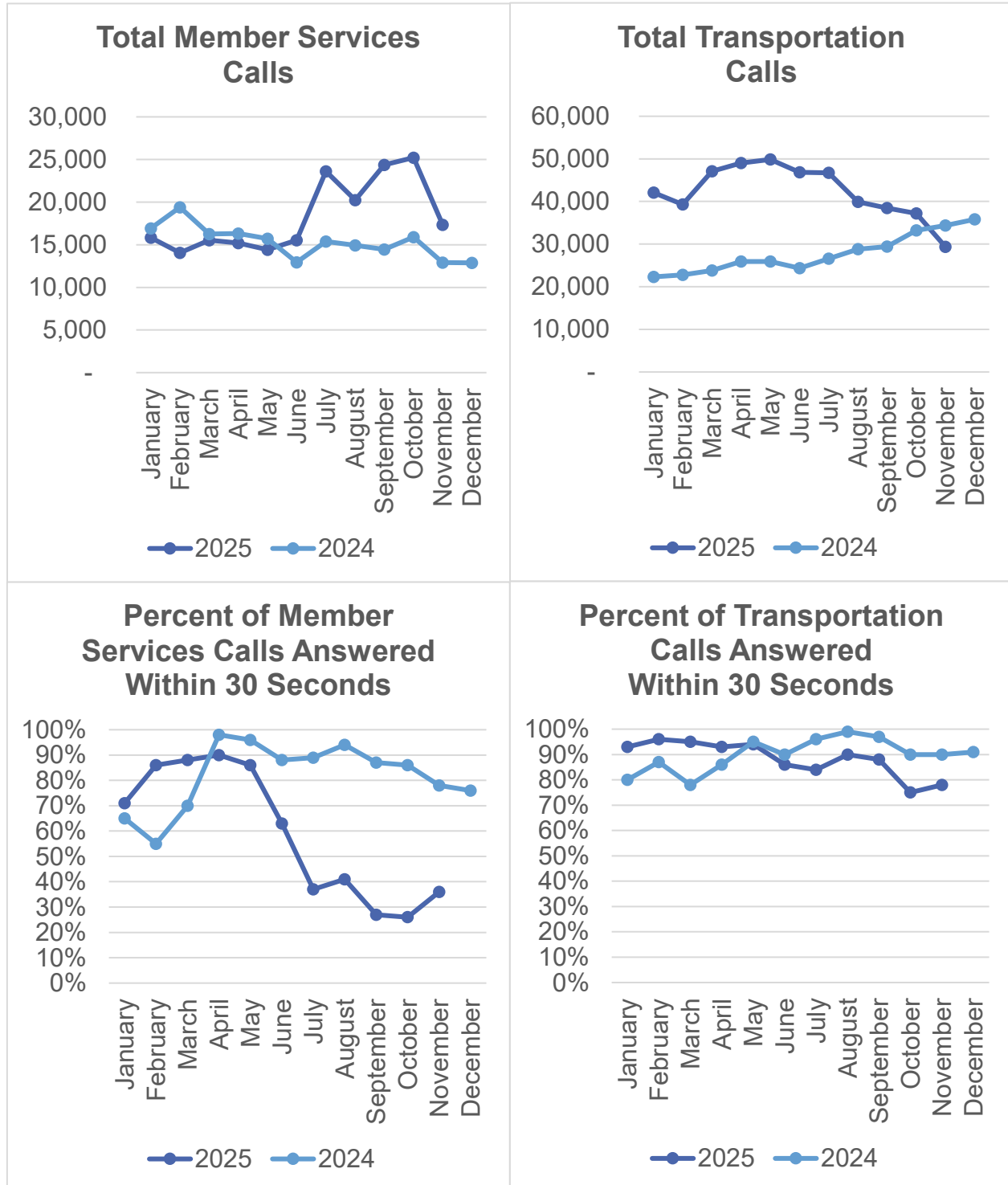


		January	February	March	April	May	June	July	August	September	October	November	December
2024	MemberMonths	458,092	456,831	456,656	455,037	452,105	450,230	448,718	447,326	446,010	444,031	443,062	444,526
	Case Count	394	386	345	399	427	333	416	409	384	421	385	356
	Case Count Per 1000 MM	0.86	0.84	0.76	0.88	0.94	0.74	0.93	0.91	0.86	0.95	0.87	0.80
2025	MemberMonths	444,432	445,847	446,203	445,079	444,628	444,447	443,428	440,350	438,541			
	Case Count	404	438	579	626	501	508	472	540	629			
	Case Count Per 1000 MM	0.91	0.98	1.30	1.41	1.13	1.14	1.06	1.23	1.43			

\*Grievances Per 1,000 Member Month



## Member Services Call Report



Community Engagement Department  
**YOUR HEALTH MATTERS**  
**OUTREACH REPORT**  
December 2025



Your Health Matters (YHM) is the outreach program of Central California Alliance for Health (the Alliance). This volunteer program is made up of Alliance employees who are interested in making a difference in the lives of our members and the communities we serve.

This program informs and educates our members, communities and the public about Alliance services. We also share resources based on member needs and accessibility.



**23**

events attended during  
the reporting period



**5,184**

members reached during the  
reporting period

Recent Outreach Activities					
	Mariposa	Merced	Monterey	San Benito	Santa Cruz
Events Attended	0	10	6	2	5
Estimated Members Reached	0	716	457	164	315

### Outreach Highlights:

- The Outreach Team attended events at community food banks, mobile mammography clinics, senior centers, and more.
- The Outreach Team attended the North American Mental Health Services (NAMHS) Hollister Clinic Grand Opening and shared information about the Alliance's services.



Stop by and say hi when you see the Alliance at events!

**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

Community Engagement Department

# **YOUR HEALTH MATTERS OUTREACH REPORT**

## **Upcoming Community Events**

If you would like to attend an event we will be at or would like us to be present at an event, contact us for more information.

Upcoming community events are on our website.

Homepage: <https://thealliance.health/>

Community Events Page: <https://thealliance.health/for-communities/healthy-communities/community-events/>

## **Upcoming Events:**

- February 13th | San Benito | The Salvation Army Drivethrough Food Distribution Pop Up
- February 18th | Monterey | Pathways to Early Success Resource Festival
- February 25th | Delhi | Women, Infants & Children (WIC Immunization Event
- April 11<sup>th</sup> | Los Banos | Week of the Young Child
- April 18<sup>th</sup> | Merced | Week of the Young Child

## **Contact Us:**

Email [ListOutreachGatekeeper@thealliance.health](mailto:ListOutreachGatekeeper@thealliance.health) and a YHM staff member will respond to your request.



## **Member Services Advisory Group Feedback Impact Report**

Dear Member Services Advisory Group Members,

Thank you for your time and feedback. Here are a few ways you have impacted the Alliance in 2025:

### Behavioral Health

- The Alliance is working with county offices of education across all five counties to launch the Department of Health Care Services (DHCS) Children and Youth Behavioral Health Initiative for school-based behavioral health services.
- The Alliance presented to Merced County Public Health on various youth behavioral health topics, including bullying.
- The integration of behavioral health services coming “in-house” in July was promoted on social media platforms.

### Provider Services

- Provided teaching facilities feedback about frequent provider assignment changes and the impact on continuity of care and ability to receive social security.

### Marketing and Communication

- The Alliance is launching a member portal.
- Media campaigns will be expanding beyond Merced County in 2026.

### Quality and Health Programs

- The Healthier Living Program, Live Better with Diabetes Program, and the Healthy Weight for Life program participants receive a recipe book.
- Being more active was incorporated into workshop programs.

### Care Management

- Staff received refresher training on the standardized turn-around time for responding to member needs.

# Alliance Code of Conduct



The Alliance's values are standards that guide our conduct. These values are represented in the Alliance's Code of Conduct.

**Collaboration:** Working together toward solutions and results.

**Equity:** Eliminating disparity through inclusion and justice.

**Improvement:** Continuous pursuit of quality through learning and growth.

**Integrity:** Telling the truth and doing what we say we will do.

The Code of Conduct provides guidelines to Board members, employees, and contractors, including subcontractors, downstream subcontractors, and network providers, on appropriate ethical and legal standards. The Code of Conduct is an important component of the Compliance Program and reflects the Alliance's commitment to comply with all applicable Federal and State laws, regulations, and contractual obligations. Compliance is everyone's responsibility, thus it is the Alliance's expectation that all Board members, employees, and contractors be familiar and comply with all requirements of the Code of Conduct, avoid actions and relationships that may violate these standards, and seek guidance from appropriate staff when necessary.

The information contained in the Alliance Code of Conduct is not all inclusive or encompassing. The Alliance reserves the right to evaluate any and all situations pertaining to an actual or perceived ethical or legal conflict or misconduct, and then make a determination as to appropriate disciplinary action, policy and procedures, etc., given the facts and circumstances.

This Code of Conduct must be approved by the Alliance Board annually and is made available to Alliance staff and Board members, and is publicly posted on the Alliance's website.

## COMPLIANCE WITH LAW

**The Alliance is committed to conducting all activities and operations in compliance with applicable laws.**



# Alliance Code of Conduct



## **Fraud Waste & Abuse**

With oversight from the Compliance Committee, the Alliance's Program Integrity function prevents, detects, evaluates, investigates, reports and resolves all potential/actual fraud, waste and abuse issues. Board members, employees, and contractors shall obey laws that prohibit direct or indirect payments in exchange for the referral of patients or services, which are paid by Federal and/or State health care programs.

## **Political Activities**

The Alliance's political participation is limited by the Political Reform Act. Alliance funds, property, and resources are not to be used to contribute to political campaigns, political parties, or organizations. Board members, employees, and contractors may participate in the political process on their own time and at their own expense but are not to give the impression that they are speaking on behalf of or representing the Alliance during these activities.

## **Anti-Trust**

All Board members, employees, and contractors must comply with applicable antitrust, unfair competition, and similar laws which regulate competition. The types of activities that involve antitrust laws include agreements to fix prices, bid rigging, and related activities; boycotts, exclusive dealings, and price discrimination agreements; unfair trade practices; sales or purchases conditioned on reciprocal purchases or sales; and discussion of factors that determine prices at trade association meetings.

## **MEMBER RIGHTS**

**The Alliance is committed to meeting the health care needs of its members by providing access to quality health care services.**

### **Access**

Alliance policies and procedures have been developed to be consistent with applicable laws governing member choice and access to health care services. Employees and contractors shall comply with all requirements for coordination of medical and support services for Alliance members. Employees and contractors shall provide culturally,





# Alliance Code of Conduct



linguistically, and culturally appropriate services to plan members to ensure effective communication regarding diagnosis, medical history and treatment, and health education.

## **Complaint Process**

Alliance employees and contractors shall inform members of their grievance and appeal rights through member handbooks and other communications in accordance with Alliance procedures and applicable laws. Alliance member grievances and appeals shall be investigated in a prompt and nondiscriminatory manner in accordance with Alliance policies and applicable laws.

## **BUSINESS ETHICS**

**The Alliance is committed to the highest standards of business ethics. Employees and contractors shall accurately and honestly represent the Alliance and not engage in any activity or scheme intended to defraud anyone of money, property, or honest services.**

### **Candor and Honesty**

Board members, employees, and contractors shall be candid and honest in the performance of their responsibilities and in all communications.

### **Financial Reporting**

All financial reports, accounting records, research reports, expense accounts, timesheets and other documents are to accurately and clearly represent the relevant facts or the true nature of a transaction. The Alliance maintains a system of internal controls to ensure that all transactions are executed in accordance with management's authorization and recorded in a proper manner to maintain accountability of the agency's assets.

### **Regulatory Agencies and Accrediting Bodies**

Alliance employees and contractors shall deal with all regulatory agencies and accrediting bodies in a direct, open, and honest manner.



# Alliance Code of Conduct



## PUBLIC INTEGRITY

**The Alliance and its Board members and employees shall comply with laws and regulations governing public agencies.**

### Public Records

The Alliance shall provide access to records to any person, corporation, partnership, firm or association requesting to inspect and copy them in accordance with the California Public Records Act, California Government Code Sections 6250 et seq., the Health Insurance Portability and Accountability Act (HIPAA), and Alliance policies.

### Public Funds

The Alliance, its Board members, and employees shall not make gifts of public funds or assets or lend credit to private persons without adequate consideration that they serve a purpose within the authority of the Alliance.

### Public Meetings

The Alliance, and its Board members and employees, shall comply with requirements relating to the notice and operation of public meetings in accordance with the Ralph M. Brown Act.

## CONFIDENTIALITY

**Board members, employees, and contractors shall maintain the confidentiality of all confidential information in accordance with applicable laws and shall not disclose confidential information except as specifically authorized by Alliance policies, procedures, and applicable law.**

### No Personal Benefit

Board members, employees, and contractors shall not use confidential or proprietary Alliance information for their own personal benefit or for the benefit of any other person or entity, while employed at or engaged by the Alliance, or at any time thereafter.



# Alliance Code of Conduct



## **Duty to Safeguard Member and Medical Confidential Information**

Board members, employees, and contractors shall safeguard Alliance member protected health information, identity, eligibility, and medical information, peer review, and other confidential information in accordance with HIPAA regulations, California law, and the Alliance's policies and procedures.

## **Personnel Files**

Personal information contained in employee personnel files shall be maintained in a manner designed to ensure confidentiality in accordance with applicable law.

## **Proprietary Information**

Alliance Board members, employees, and contractors shall safeguard confidential proprietary information including, without limitation, contractor information and proprietary computer software, in accordance with, and to the extent required by, contract or law. The Alliance shall safeguard provider identification numbers including: medical licenses, Medicare numbers, social security numbers, and other identifying numbers.

## **CONFLICTS OF INTEREST**

**Board members and employees have a duty to be loyal to the Alliance.**

### **Conflict of Interest Code**

Designated employees as identified in the Conflict of Interest Code, including Board members, shall comply with the requirements of Alliance Conflict of Interest policies to avoid impropriety or the perception of impropriety, which might arise from their influence on business decisions or disclosure of Alliance business operations.

### **Outside Services and Interests**

Employees shall not perform work or render services for any contractor, association of Contractors, or other organizations with which the Alliance does business or which seek to do business with the Alliance without prior Chief Executive Officer approval (See Outside Employment section in Employee Handbook). Employees shall not permit their names to be used in any fashion that would indicate a business connection with any contractor or association of contractors, including vendors. All employees shall report all Board-level



# Alliance Code of Conduct



volunteer activities to the Alliance's Human Resources Department upon consideration and on an annual basis thereafter.

## **BUSINESS RELATIONSHIPS**

**Business transactions with vendors, contractors, and other third parties shall be conducted at arm's length in fact and in appearance, transacted free from improper inducements, and in accordance with applicable law and ethical standards.**

### **Business Inducements**

Board members, employees, contractors, and providers shall not use their positions to personally profit or assist others in profiting in any way at the expense of Federal and/or State health care programs, the Alliance, or Alliance members.

### **Gifts to the Alliance**

Board members and employees shall not solicit or accept personal gratuities, gifts, favors, services, entertainment or any other things of value from any person or entity that furnishes items or services to the Alliance unless specifically permitted under Alliance Policies. Please see Alliance Policy 105-0015 – Conflict of Interest for specific guidance on acceptance of gifts by Alliance staff members.

### **Provision of Gifts by the Alliance**

Employees may provide gifts, entertainment or meals of nominal value to the Alliance's current and prospective business partners and other persons when these activities have a legitimate business purpose, are reasonable, and are consistent with applicable law and Alliance policy. In addition to complying with statutory and regulatory requirements, it is important to avoid the appearance of impropriety when giving gifts to persons and entities that do business or are seeking to do business with the Alliance.

### **Third-Party Sponsored Events**

The Alliance will not participate in any joint contractor, vendor, or third party sponsored event where the intent of the other participant is to improperly influence, or gain unfair advantage from, the Alliance or its operations. Employees' attendance at contractor, vendor or other third- party sponsored events, educational programs and workshops is generally permitted where there is a legitimate business purpose subject to prior approval by the



# Alliance Code of Conduct



Department Manager or Director. To align with California Fair Political Practices Commission requirements, third party sponsorship of events or travel is not permitted, unless the meeting attendee is a speaker or honoree at the event. Additionally, employees will not participate in raffles at third party sponsored events.

## **Provision of Gifts to Government Agencies**

Board members, employees, and contractors shall not offer or provide money, gifts or other things of value to any government entity or its representatives, except campaign contributions to elected officials in accordance with applicable campaign contribution laws.

## **PROTECTION OF ALLIANCE ASSETS**

**Board members, employees, and contractors shall strive to preserve and protect Alliance assets by making prudent and effective use of Alliance resources and properly and accurately reporting its financial condition.**

### **Personal Use of Alliance Assets**

The assets of the Alliance are not for personal use. Board members, employees, and contractors are prohibited from the unauthorized use or taking of Alliance equipment, supplies, materials or services.

### **Communications**

All communication systems, electronic mail, internet access, or voicemail are the property of the Alliance. Employees should assume that the communications are not private. Board members, employees, and contractors shall adhere to the highest standards of professional conduct and personal courtesy in the type, tone, and content of all written, verbal and electronic communications and messages.

### **Electronic Mail and Social Media**

Employees may not use internal communication channels or access to the internet at work to post, store, transmit, download, or distribute any information or material which is threatening, knowingly, recklessly, or maliciously false, obscene, or which constitutes or encourages criminal offenses, gives rise to civil liability or otherwise violates any laws or Alliance policies. The internal communication channels or access to the internet may not be used to send spam mail, or copyrighted documents that are not authorized for



# Alliance Code of Conduct



reproduction. Board members, employees, and contractors must adhere to the Alliance's Code-of-Conduct and policy 640-0005 – Social Media Policy when using social media in reference to the Alliance.

## DISCRIMINATION

**The Alliance acknowledges that fair and equitable treatment of employees, members, providers, and other persons is fundamental to fulfilling its mission and goals.**

### No Discrimination

Board members, employees, and contractors shall not unlawfully discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age or perceived age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, family care leave status, veteran status, marital status, genetic information, pregnancy, political affiliation, or any other legally protected status. The Alliance is committed to providing a work environment free from discrimination and harassment based on any classification noted above.

## PARTICIPATION STATUS

**The Alliance requires that network providers have valid and current licenses, certificates, and/or registration, as applicable, and that employees, contractors, and members of the Alliance Board of Commissioners are able to participate in Federal and State-funded programs.**

### Participation Status

The Alliance has policies that ensure network providers, employees, contractors, and members of the Alliance Board of Commissioners are not currently suspended, terminated, debarred, or otherwise ineligible to participate in any Federal or State health care program.

### Disclosure of Participation Status

Contractors shall disclose to the Alliance whether they are currently suspended, terminated, debarred, or otherwise ineligible to participate in any Federal and/or State health care program; if they have ever been excluded from participation in Federal and/or



# Alliance Code of Conduct



State health care programs based on a Mandatory Exclusion; and/or have met the Alliance's Felony Conviction status requirements as set forth in Alliance policy, as applicable.

## **Delegated Third Party Administrator Review**

The Alliance requires that its contractors review participating providers and suppliers for licensure and participation status as part of the delegated credentialing and recredentialing processes.

## **Licensure**

The Alliance requires that all employees and contractors who are required to be licensed, credentialed, certified or registered in order to furnish items or services to the Alliance and its Members have valid and current licensure, credentials, certification or registration as applicable.

## **GOVERNMENT INQUIRIES**

**Employees shall notify the Alliance upon receipt of government inquiries and shall not destroy or alter documents in response to a government request for documents or information.**

### **Notification of Government Inquiry**

Employees are to notify the Government Relations Director immediately upon the receipt of a formal government inquiry for information regarding Alliance business practices.

### **No Destruction of Documents**

Employees shall not conceal, destroy or alter Alliance information or documents in anticipation of, or in response to, a request for documents by any governmental agency or court.



# Alliance Code of Conduct



## COMPLIANCE PROGRAM REPORTING

**Board members, employees, and contractors have a duty to comply with the Alliance Compliance Program. Compliance is a condition of appointment, employment, and/or engagement.**

### Seeking Guidance

Board members, employees, and contractors may seek additional guidance and clarity on any requirements outlined in this Code of Conduct by contacting the Alliance's Chief Compliance Officer, Compliance Director, or any Compliance Department staff.

### Reporting Requirements

All Board members, employees, and contractors must report suspected violations of any statute, regulation, or guideline applicable to Federal and/or State health care programs or Alliance policies. Staff can be assured that they may report suspected and actual compliance or fraud issues or concerns without retaliation or retribution. Such reports may be made to a supervisor or manager, the Chief Compliance Officer, the Chief Administrative Officer, Human Resources Director, Compliance staff, or anonymously to the Confidential Disclosure Hotline.

Employees can call the Alliance's toll-free Confidential Disclosure Hotline at **1-844-910-4228**, or use the Alliance Confidential Disclosure website: **<https://ccah.ethicspoint.com>**. Additional reporting information is located on the Compliance Intranet page.

Contractors may report compliance concerns by contacting their designated Alliance contact person, contacting Compliance Department staff directly, or through the Compliance Concern Report form on the Alliance's website.

### Revision History:

Reviewed Date	Revised Date	Changes Made By	Approved By
	3/20/2018	Jenifer Mandella, Compliance Officer	Alliance Board
	12/18/2019		Alliance Board








# Alliance Code of Conduct



	1/13/2021	Jenifer Mandella, Compliance Officer	Alliance Board
	3/23/2022	Jenifer Mandella, Compliance Officer	Alliance Board
	9/20/2023	Jenifer Mandella, Compliance Officer	Alliance Board
	8/31/2023, with changes effective 1/1/2024	Jenifer Mandella, Chief Compliance Officer	






# Member Survey Results

## Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Sarina King, Quality and Performance Improvement Manager

February 12, 2026

7

<div>Member Survey Results</div>	<div>AGENDA:</div> <ul style="list-style-type: none"> <li>• Questions for MSAG</li> <li>• Overview of the Survey</li> <li>• Survey Outcomes</li> <li>• Supplemental Questions</li> <li>• Questions for MSAG</li> </ul> <div>    </div>
----------------------------------	---

8

## QUESTIONS FOR MSAG

- What would you like our providers to know about how well they communicate with you and other Alliance members/patients?
- What would you like the Alliance to know about getting needed care?



9

## OVERVIEW OF THE SURVEY

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Annual survey
  - Open for responses March 21, 2025 – June 13, 2025
- Adult Survey
  - 245 completed surveys
- Child Survey
  - 195 completed surveys
  - Completed by the parent



10

## SUMMARY OF SURVEY **OUTCOMES**

- All supplemental questions focused on cultural competence performance were favorable.
- Areas for improvement include:
  - Merced County
  - How Well Doctors Communicate
  - Getting Needed Care



11

## CURRENT & **NEXT STEPS**

- Educational webinars for providers
  - Topics in development for 2026 include Trauma Informed Care and Access and Care for Rural Communities.
- Video remote interpreting
- Workforce recruitment grant



12

## QUESTIONS FOR MSAG

- What would you like our providers to know about how well they communicate with you and other Alliance members/patients?
- What would you like the Alliance to know about getting needed care?



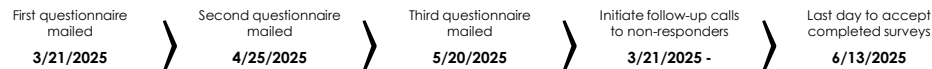
13

## SUPPLEMENTAL INFORMATION



14

# Methodology (ADULT)



## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31 of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## RESPONSE RATE CALCULATION

$$\frac{245 \text{ (Completed)}}{2,012 \text{ (Sample)} - 7 \text{ (Ineligible)}} = \frac{245}{2,005} = 12.2\%$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	78	18	39	31	0	8	135
Spanish	87	4	19	15	0	4	110
<b>Total</b>	<b>165</b>	<b>22</b>	<b>58</b>	<b>46</b>	<b>0</b>	<b>12</b>	<b>245</b>

Total Number of Undeliverables: 176

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	443	257	245
	Does not Meet Eligibility Criteria (01)	26	7	5
	Language Barrier (03)	2	0	0
	Mentally/Physically Incapacitated (04)	6	5	0
Ineligible	Deceased (05)	2	0	2
	SUBTOTAL	36	12	7
	Break-off/Incomplete (02)	19	10	6
	Refusal (06)	21	3	1
Non-response	Maximum Attempts Made (07)	1,493	1,730	1,753
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1,533	1,743	1,760
	Total Sample	2,012	2,012	2,012
	Oversampling	49.0%	49.0%	49.0%
	Response Rate	22.4%	12.9%	12.2%
	PG Response Rate	11.5%	11.1%	11.7%

15

# Methodology



## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## RESPONSE RATE CALCULATION

$$\frac{195 \text{ (Completed)}}{1,650 \text{ (Sample)} - 5 \text{ (Ineligible)}} = \frac{195}{1,645} = 11.9\%$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	37	15	36	30	0	6	88
Spanish	70	1	36	34	0	2	107
<b>Total</b>	<b>107</b>	<b>16</b>	<b>72</b>	<b>64</b>	<b>0</b>	<b>8</b>	<b>195</b>

Total Number of Undeliverables: 126

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	373	247	195
	Does not Meet Eligibility Criteria (01)	11	4	5
	Language Barrier (03)	1	0	0
	Mentally/Physically Incapacitated (04)	0	0	0
Ineligible	Deceased (05)	0	0	0
	SUBTOTAL	12	4	5
	Break-off/Incomplete (02)	20	5	14
	Refusal (06)	13	1	2
Non-response	Maximum Attempts Made (07)	1,232	1,393	1,434
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1,265	1,399	1,450
	Total Sample	1,650	1,650	1,650
	Oversampling	0.0%	0.0%	0.0%
	Response Rate	22.8%	15.0%	11.9%
	PG Response Rate	9.9%	9.4%	10.0%

16

## SURVEY OUTCOMES - DEFINITIONS

- Measures/Attributes are the individual items being measured.
- Composite is a group of measures.
- Percentile Rankings are in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.



17

## SURVEY OUTCOMES - ADULT

Composite/Measure/Attribute	Summary Rate and Percentile Ranking				
Response Rate: (245/2005) 12.2%	2025	2024	2023	2025 QC Benchmark	2025 QC %tile Rank
Getting Needed Care	79.0%	80.7%	78.9%	82.1%	10 <sup>th</sup> -32 <sup>nd</sup>
Getting Care Quickly	80.3%	82.4%	75.9%	81.6%	33 <sup>rd</sup> -66 <sup>th</sup>
How Well Doctors Communicate	91.2%	91.8%	91.6%	93.4%	10 <sup>th</sup> -32 <sup>nd</sup>
Health Plan Customer Service	87.6%	87.8%	87.5%	89.3%	10 <sup>th</sup> -32 <sup>nd</sup>
Rating of Health Care	78.1%	78.2%	72.7%	76.5%	33 <sup>rd</sup> -66 <sup>th</sup>
Rating of Personal Doctor	85.5%	86.4%	80.4%	84.6%	33 <sup>rd</sup> -66 <sup>th</sup>
Rating of Specialist	83.8%	84.2%	81.5%	83.1%	33 <sup>rd</sup> -66 <sup>th</sup>
Rating of Health Plan	76.8%	78.5%	77.1%	77.6%	33 <sup>rd</sup> -66 <sup>th</sup>



18

## SURVEY OUTCOMES – ADULT SUPPLEMENTAL QUESTIONS

Supplemental Questions	Always	Usually	Sometimes	Never
Treated unfairly at Drs. Office due to language barrier	1.7%	0.8%	2.5%	95.0%
Treated unfairly at Drs. Office due to cultural differences	0.4%	0.9%	0.9%	97.9%
Misunderstanding of culture by Dr./Staff	0%	0.8%	2.9%	96.2%



19

## SURVEY OUTCOMES – CHILD

Composite/Measure/Attribute	Summary Rate and Percentile Ranking				
Response Rate: 195/1645 (11.9%)	2025	2024	2023	2025 QC Benchmark	2024 QC %tile Rank
Getting Needed Care	80.4%	81.1%	79.4%	83.3%	10th-32nd
Getting Care Quickly	79.4%	83.8%	82.3%	86.3%	10th-32nd
How Well Doctors Communicate	93.0%	91.5%	91.7%	93.8%	10th-32nd
Health Plan Customer Service	89.6%	91.0%	88.0%	88.3%	33rd-66th
Rating of Health Care	88.3%	84.2%	79.3%	86.9%	33rd-66th
Rating of Personal Doctor	89.7%	88.8%	87.9%	89.7%	33rd-66th
Rating of Specialist	87.8%	85.2%	90.4%	87.2%	33rd-66th
Rating of Health Plan	92.0%	91.0%	89.0%	86.3%	Above 90th



20



## SURVEY OUTCOMES – **CHILD** SUPPLEMENTAL QUESTIONS

Supplemental Questions	Always	Usually	Sometimes	Never
Treated unfairly at Drs. Office due to language barrier	4.3%	0%	2.1%	93.6%
Treated unfairly at Drs. Office due to cultural differences	3.7%	0%	1.6%	94.7%
Misunderstanding of culture by Dr./Staff	0.5%	0.5%	2.1%	96.8%



21



## Alliance Health Education Programs

Desirre Herrera  
Quality and Health Programs Manager  
February 12, 2026

22

## Alliance Health Education Programs

### AGENDA:

- Questions for MSAG
- Overview of Health Education Programs
- Member Sign Up
- Past & Next Steps
- Questions for MSAG



23

### QUESTIONS FOR MSAG

- What would you like the Alliance to consider when thinking about our current programs, strategies, and priorities?
- What would you like the Alliance to consider when looking at improvement opportunities?



24

## OVERVIEW OF HEALTH EDUCATION PROGRAMS

- Member Workshops
  - Healthier Living Program
    - A workshop for adults with chronic conditions
  - Live Better with Diabetes Program
    - A workshop for adults with type 2 diabetes or pre-diabetes
  - Healthy Weight for Life Program
    - A workshop for parents to help their children reach a healthy weight



25

## OVERVIEW OF HEALTH EDUCATION PROGRAMS

- Telephonic-only
  - Healthy Moms and Healthy Babies Program
    - Helps pregnant members get early prenatal and postpartum care.
  - Adult Weight Management Program
    - Provides scholarships for members to participate in the WeightWatchers program.
  - Tobacco Cessation Support Program
    - Connect members to smoking cessation resources.



26

## MEMBER SIGN UP

- Alliance website:  
<https://thealliance.health/for-members/health-programs-sign-up/>
- Alliance Health Education Line:  
1-800-700-3874, ext. 5580



27

## PAST & NEXT STEPS

- Implement and monitor recent changes:
  - New Take Charge of Your Health flyer
  - Additional Live Better with Diabetes classes
  - Updated the Health Weight for Life program to six sessions
- Gather and evaluate member feedback.
- Continue to review feedback received through member surveys.

**Take charge of your health**  
Sign up for Health Education Programs.

At the Alliance, we care about your health. That's why our health education programs give Alliance members the tools to get healthy and stay healthy.

\*Members can sign up for programs online using the website link or QR code below.

The Alliance Health and Wellness services include: health education workshops, our Health Rewards Program\*\* and more!

\*\*Members with other health coverage are not eligible for the Health Rewards Program.

Questions?  
Call the Alliance Health Education Line at 800-700-3874, ext. 5580.

For more information, visit [www.thealliance.health/mchw](http://www.thealliance.health/mchw) or use your smart phone to scan the QR code:

HEALTHY PEOPLE. HEALTHY COMMUNITIES.  
[www.thealliance.health](http://www.thealliance.health) 10-2015



28

## QUESTIONS FOR MSAG

- What would you like the Alliance to consider when thinking about our current programs, strategies, and priorities?
- What would you like the Alliance to consider when looking at improvement opportunities?



29

## SUPPLEMENTAL INFORMATION



30

## MEMBER WORKSHOPS

- Healthier Living Program and Live Better with Diabetes Program
  - 6 weekly sessions/classes
  - \$50 Target gift card for attending all sessions
  - Groups held year-round
  - Available in English and Spanish
  - Available in telephonic, virtual or in-person classes
- Data is reviewed annually for the Alliance Culturally & Linguistically Appropriate Services (CLAS) evaluation. The evaluation found members needing additional support with diabetes management. There will be additional LBD classes offered in 2026 to support this need.



31

### Healthier Living Program

**A workshop for adults with chronic conditions**

If you have a chronic condition such as diabetes, high blood pressure or depression, you can sign up for our six-week Healthier Living Program workshop.

Workshops are held:

- In person.
- Online.
- Over the phone.

**There is no cost for Alliance members to participate!**

In 6 weeks, you will learn how to:

- Eat healthy.
- Stay active.
- Manage pain.
- Reduce stress.
- Set weekly goals.

**Sign up for a workshop today!**

Call the Alliance's Health Education Line at 800-700-3874, ext. 5580 (TTY: Dial 711). We have Alliance staff waiting to sign you up!

If the Alliance is your primary insurance, you can receive a **Target gift card of up to \$50 for participating in the workshops.** Ask about the Alliance Health Rewards Program.

For more information, visit [www.thealliance.health/HLP-flyer](http://www.thealliance.health/HLP-flyer) or use your smart phone to scan the QR code below:

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

[www.thealliance.health](http://www.thealliance.health) 06-2025

© Self-Management Resource Center, Inc. All rights reserved. An SMRC Evidence-Based Self-Management Program originally developed at Stanford University.

### Live Better with Diabetes Program

**A workshop for adults with type 2 diabetes or pre-diabetes**

If you have type 2 diabetes or pre-diabetes and are over the age of 18, you can sign up for our six-week Live Better with Diabetes Program workshop.

In 6 weeks, you will learn:

- How to eat healthy.
- How to stay active.
- How to appropriately use medication.
- Glucose monitoring.
- Proper foot care.

**Sign up for a Workshop today!**

Call the Alliance's Health Education Line at 800-700-3874, ext. 5580 (TTY: Dial 711).

If the Alliance is your primary insurance, you can receive a **Target gift card of up to \$50 for participating in the workshops.** Ask about our Health Rewards Program.

**We have Alliance Staff waiting to sign you up!**

For more information, visit [www.thealliance.health/diabetes-flyer](http://www.thealliance.health/diabetes-flyer) or use your smart phone to scan the QR code below:

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

[www.thealliance.health](http://www.thealliance.health) 06-2025

© Self-Management Resource Center, Inc. All rights reserved. An SMRC Evidence-Based Self-Management Program originally developed at Stanford University.

32

## MEMBER WORKSHOPS

- Healthy Weight for Life Program
  - 6 weekly sessions/classes
  - \$50 Target gift card for attending all sessions
  - Groups held year-round
  - Available in English and Spanish
  - Available in virtual or in-person classes
- Member feedback is collected annually for the Alliance population needs assessment. According to parent/guardian feedback this program was valuable, but it was too long. The program has been updated in 2026 to be 6 sessions instead of 10.



33



### Healthy Weight for Life Program





**To sign up, call the Alliance Health Education Line at 800-700-3874, ext. 5580 (TTY: Dial 711).**

If the Alliance is your child's primary insurance, your child will receive a Target gift card of up to \$50 for your participation in the workshop.

Ask about our Health Rewards Program when you sign up for the HWL workshop.

**Call today!**

For more information, visit [www.thealliance.health/HWL-flyer](http://www.thealliance.health/HWL-flyer) or use your smart phone to scan the QR code below:



**A workshop for parents to help their children reach a healthy weight.**

Workshops are held:

- In person.
- Online.

In 6 weeks, you will learn how to:

- Use positive parenting skills.
- Eat healthy as a family.
- Get active as a family.
- Set health goals.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.  
[www.thealliance.health](http://www.thealliance.health)

10-2025

34