

# Contra Costa Health Plan

## Joint Conference Committee Meeting Minutes

March 6, 2026 | 9:30 AM – 12:30 PM

**VOTING MEMBERS PRESENT:**

Supervisor Candace Andersen, District II  
 Supervisor Diane Burgis, District III

Dr. Kimberly Ceci, Lifelong  
 Dr. Geena Jester, CCRMC

**OTHER STAFF AND GUESTS PRESENT:**

Dr. Irene Lo  
 Samantha Barnes  
 Brian Buchanan  
 Sunny Cooper

David Culberson  
 Beth Hernandez  
 Norman Hicks  
 Shulin Lin

Jersey Neilson  
 Heather Roberts  
 Bhumil Shah

SUBJECT	DISCUSSION	ACTION / WHO
<b>1.0 Call to Order</b>	<b>1.1 Roll Call and Introductions</b> Supervisor Andersen called the meeting to order at 9:30 AM. Introductions were made for in-person attendees.	Supervisor Candace Andersen
<b>2.0 Public Comment</b>	<b>PUBLIC COMMENT on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).</b>  No public comments.	Public
<b>3.0 Consent Items</b>	<b>CONSIDER CONSENT ITEMS (Items listed as C.1. through C.3. on the following agenda) – Items are subject to removal from Consent Calendar by request of any Member of the CCHP Joint Conference Committee. Items removed from the Consent Calendar will be considered with Discussion Items.</b>  A motion was made to approve all three consent items by Supervisor Diane Burgis, seconded by Dr. Kimberly Ceci. All consent items were approved unanimously.	Supervisor Candace Andersen
<b>4.0 Discussion Items</b>	<b>D.1. ACCEPT report from Executive Director (Irene Lo, Executive Director)</b> CCHP is currently in a transformative mode with operations running and actively mitigating risks. There are no immediate threats that would halt continuity of operations.  CCHP is working on reinforcing leadership and operational readiness, and leadership recruitments are in progress. The second round of interviews for Chief Operations Officer are to be completed in the next couple of weeks. The Chief Medical Officer recruitment is currently underway, and interviews will begin in the next one to two weeks. CCHP is also recruiting for an Associate Medical Director and a new Director of Utilization Management.  As of 1/1/2026, enrollments in Medi-Cal for adults with unsatisfactory immigration status (UIS) have been frozen. In September 2025, CMS Medicaid Director announced that states need to clarify their stance on emergency Medicaid services for UIS individuals. CCHP is still waiting on the state to provide guidance to the plans on how to provide emergency Medicaid services.	Dr. Irene Lo, Executive Director



	<p>CCHP is anticipating a California Department of Managed Health Care (DMHC) financial audit in April of 2026 and actively in preparation and working on corrective remediations. They had their exit conference with the Department of Healthcare Services (DHCS) regarding the 2025 medical audit and received ten preliminary findings across various areas with corrective actions already underway. They are expecting a final report from DHCS in the next one to two months.</p> <p>CCHP has been reaccredited as a National Committee for Quality Assurance (NCQA) accredited health plan for another three years and has achieved 100% “Met” across all standards. The health plan continues to manage existing DMHC enforcement matters and is currently awaiting response from DMHC.</p> <p>The health plan created several performance improvement workgroups that are ongoing. Dr. Lo discussed CCHP’s priorities for second quarter, including continuation of audit remediation and working on strengthening relationships with Contra Costa Health IT. Dr. Lo provided an overview of key risks being managed, acknowledging financial and policy uncertainty.</p> <p>A motion was made to approve the Executive Director Report by Dr. Geena Jester, seconded by Dr. Kimberly Ceci. The Executive Director Report was approved unanimously.</p> <p><b>D.2. ACCEPT report from Quality and Health Equity, RECOMMEND APPROVAL and FORWARD the Report to the Contra Costa County Board of Supervisors for approval (Jersey Neilson, Quality Program Manager)</b></p> <p>Jersey Neilson discussed the overall goals of CCHP’s Quality and Health Equity department, emphasizing providing a strong and coordinated population health management strategy that supports members. A majority of core operational work focuses on performance improvement projects and outreach calls for members.</p> <p>During the fourth quarter, CCHP made over 1,700 calls to CCRMC members to help close care gaps, educating them on the importance of maintaining preventive health care, while also aiding in scheduling their appointments.</p> <p>CCHP collaborated with County Behavioral Health, Public Health and Kaiser Permanente on the Follow-Up After Behavioral Health Emergency Department visits project. This initially began as part of the Institute for Health Care Improvement collaborative with the Department of Health Care Services that launched in 2024.</p> <p>The Health Education team continued to engage with the community and participated in over 15 events. They launched a pilot project in partnership with the Advice Nurse Unit and CCRMC where patients who are discharged from CCRMC’s Emergency Department will receive a follow-up call from the Advice Nurse Unit to help schedule follow-up appointments. The overall goal is to reduce bounce-backs to the Emergency Department and increase awareness of the advice nurse line.</p> <p>With the launch of Contra Costa Health Plan’s Dual Eligible Special Needs Plan (D-SNP), CCHP has hired a Health Services Planner Evaluator to oversee the D-SNP STARS Quality Program and to ensure high performance on STARS measures.</p> <p>A motion was made to approve the Quality and Health Equity Report by Dr. Kimberly Ceci, seconded by Dr. Geena Jester. The Quality and Health Equity Report was approved unanimously.</p>	<p>Jersey Neilson, Quality Program Manager</p>
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For Medi-Cal, the state did not anticipate such an increased medical cost for the first calendar year, however they are anticipating breaking even. For Medicare, given the data so far, they are likely to break even. The loss itself is caused by high startup costs. The Commercial Plan loss was discussed in depth at the previous JCC. CCHP will continue to monitor the Medi-Cal line to make sure containment is in place.

Shulin Lin discussed medical loss ratio and higher utilization during the winter months and provider contract rate increases. She highlighted the partnership with the County Treasurer's Office making sure money was invested properly and helping offset the operating expense.

Shulin Lin presented on Medi-Cal rate setting, depicting the Medi-Cal line of business as 97-98% of CCHP's business. CCHP submitted detailed data to the state showing how they do on each immigration status category. They anticipate in August 2026 to receive a drop rate with the chance to review in detail. In October 2027, they are expected to receive the final rates.

**Question/Dr. Geena Jester:** Is there communication between different counties and managed health plans to lobby together for better rates for reimbursement from the state?

**Answer/Shulin Lin:** We work with LHPC and CAHP, so there is a lot of lobbying effort.

Shulin Lin discussed the decline in enrollment over the last couple of months, both with unsatisfactory immigration status (UIS) and satisfactory immigration status (SIS). All local health plans are experiencing a 1-1.5% decline in Medi-Cal membership in California.

A motion was made to approve the Finance Report by Dr. Kimberly Ceci, seconded by Dr. Geena Jester. The Finance Report was approved unanimously.

**D.5. ACCEPT report from Information Technology (Bhumil Shah, Chief Information Officer)**

CCHP reached peak Medi-Cal membership in October of 2025 with membership declining since. 10,500 members have been lost since October, with 9,000 of those members leaving in January and February and an additional 4,000 members in March. Expectations are to lose between 4,000-5,000 members a month.

Membership decline is slightly higher in adults, though it is not towards any one group. UIS population is about 23% of the membership, but membership decline shows 37% among the UIS population. A significant number of them are going to Kaiser. In January, about 1,000 of those 5,000 members lost went to Kaiser. In February, about 900 went to Kaiser. The loss is due to having a pre-existing relationship with Kaiser.

IT has built various dashboards for the health plan, for example tracking member services call centers. They are currently taking samples of the calls and using artificial intelligence (AI) to determine how the call went and providing that information to Member Services leadership.

**Question/Supervisor Burgis:** Do you have permission to monitor calls?

**Answer/Bhumil Shah:** Yes, calls are recorded for quality assurance.

**Question/Dr. Kimberly Ceci:** Are there any thoughts/approaches that you are using for enrollment?

**Answer/Bhumil Shah:** We have a great partnership with Employment and Human Services Department (EHSD) and receive a daily file from EHSD of members who have a redetermination due in 60 days.

Bhumil Shah,  
Chief Information  
Officer

	<p><b>Answer/Dr. Irene Lo:</b> For enrollment and eligibility, it is a journey that we must take a much more active role in moving forward and communicating with other sister plans.</p> <p>A motion was made to approve the IT Report by Dr. Geena Jester, seconded by Supervisor Diane Burgis. The IT Report was approved unanimously.</p> <p><b>D.6. ACCEPT report on Contra Costa Health Care Plus, Contra Costa Health Plan's Dual Eligible Special Needs Plan (D-SNP) (Beth Hernandez, Interim Chief Operations Officer)</b></p> <p>D-SNP was officially launched with the first group of members that enrolled on 1/1/26. They currently have 288 enrollees and about 329 provider contracts who are accepting their product with about 3,200 providers in the network. Network adequacy is about 90%.</p> <p>There are 22 functional workgroups meeting on various workstreams. Policies and procedures have been updated, and policies and operational changes have been made.</p> <p>The call center times have been extended, 8:00 AM to 8:00 PM every day, operating seven days a week. There was a daily command center as D-SNP went live to handle any issues, and with that in place they were able to resolve all issues. Currently, they are transitioning from go-live readiness to ongoing operations and making that a priority.</p> <p>In mid-February, a notice was received that the Pharmacy Benefit Manager (PBM), PerformRX, will be leaving the market at the end of 2026. CCHP is initiating a change of PBM and actively looking for contracting.</p> <p>For the future state of D-SNP, a \$5 million loss is planned for 2026. This is largely based on low enrollment and large startup costs. This will be a several-year investment to profitability in this line of business. The expectation is losses through 2027 with potential break-even in 2028 or 2029 depending on enrollment. The target goal is for 4,000 members, with 1,200 by year end.</p> <p>A motion was made to accept the Contra Costa Health Care Plus (D-SNP) Report by Dr. Geena Jester, seconded by Dr. Kimberly Ceci. The Contra Costa Health Care Plus (D-SNP) Report was approved unanimously.</p> <p><b>D.7. ACCEPT Consent Calendar items previously removed</b></p>	<p>Elizabeth (Beth) Hernandez, Interim Chief Operations Officer</p>
<p><b>5.0 Adjournment</b></p>	<p>Meeting adjourned at 11:07 AM.</p>	<p>Supervisor Candace Anderson</p>

<p><b>6.0 Consent Calendar</b></p>	<p><b>C.1. ACCEPT the minutes from 12/19/2025, CCHP Joint Conference Committee meeting</b></p> <p><b>C.2. ACCEPT the minutes from key CCHP committees</b></p> <p><b>C.3. RECOMMEND APPROVAL of the Quality and Health Equity Annual Documents, which include the 2026 Quality and Health Equity Program Description, the 2026 Quality and Health Equity Program Work Plan and the 2025 Quality Program Evaluation, and FORWARD the Annual Documents to the Contra Costa County Board of Supervisors for approval.</b></p>	
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**Minutes for Meeting**

Unless otherwise indicated below, Contra Costa Health Plan hereby adopts all issues, findings or resolutions discussed in the agenda for Contra Costa Health Plan’s Joint Conference Committee, dated March 6, 2026, and attached herein.

Excepted Matters: None

**Approved:**

**Date:**

4/17/2026

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Supervisor Diane Burgis, District III

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