



595 Center Avenue, Suite 100 | Martinez, CA 94553 | Phone: (925) 313-6000  
cchealth.org

## Monthly Operational Compliance Meetings

March 25, 2025 | 02:00PM – 03:00PM | Microsoft Teams

### Attendees

- Dr. Irene Lo, Chief Medical Officer
- Chanda Gonzales, Deputy Executive Director / Compliance Officer
- Alejandro Fuentes, Clinical Quality Auditing
- Belkys Teutle, Member Services
- Beth Hernandez, Quality Director
- Brandon Engelbert, Claims
- Cynthia Choi, Compliance
- David Chen, Compliance
- Dulce Orozco, Clinical Quality Auditing
- Jay Putta, Compliance
- Jersey Neilson, Quality
- Jill Perez, Appeals & Grievances and Utilization Management Director
- John Moral, Administration
- Dr. Joseph Cardinalli, Pharmacy Director
- Juliana Mondragon, Utilization Management
- Leizl Avecilla, Case Management Director
- Magda Souza, Clinical Quality Auditing Director
- Melissa Bailey, Compliance
- Michael Chavez, Compliance
- Dr. Nicolas Barcelo, Medical Director
- Nikita Hughes, Appeals & Grievances
- Otilia Tiutin, Compliance
- Pasia Gadson, CalAIM Programs and Transitional Care Services Director
- Patricia Munoz-Zuniga, Advice Nurse Director
- Rebecca Lau, Pharmacy
- Dr. Sara Levin, Medical Director
- Shari Jones, Quality
- Sonia Escobar, Analysis & Reporting Director
- Sylvia Taqi-Eddin, Compliance
- Terri Lieder, Provider Relations Director
- Wendy Mascitto, Compliance

SUBJECT	DISCUSSION	ACTION / WHO
1.0 Welcome	<b>1.0 Welcome</b> Chanda Gonzales starts the Monthly Operational Compliance Meeting.	Chanda Gonzales
2.0 Introduction	<b>2.0 Introduction – New Compliance Director</b> Matthew Verdier is introduced as the new Compliance Director.	Matthew Verdier
3.0 All Plan Letters	<b>3.0 All Plan Letters</b> <b>DHCS:</b> <ul style="list-style-type: none"> <li>- <b>24-019: Minor Consent to Outpatient Mental Health Treatment or Counseling</b> – No current updates; nothing currently due to Compliance Unit.</li> <li>- <b>25-002: Skilled Nursing Facility Workforce Quality Incentive</b> – issued 01-13-25. No current updates.</li> <li>- <b>25-004: Community Reinvestment Requirements</b> – issued 2-11-25. No current updates.</li> <li>- <b>25-005: Standards for Determining Threshold Languages, Nondiscrimination Requirements, Language Assistance Services, and Alternative Formats</b> – Issued 2-12-25. The due date has been changed to July 1, 2025. The Quality Department has submitted a ticket to IT to edit all letters to adhere to the update.</li> </ul> <b>DMHC:</b> <ul style="list-style-type: none"> <li>- <b>21-011: Grievance and Appeals Requirements, Notice and “Your Rights” Templates</b> – Issued 1-10-25. No current updates</li> <li>- <b>*25-004: AB 118: Part 1 – Compliance with Large Group Standardized Evidence of Coverage/Disclosure Form</b> – Issued 3-10-25. Changes apply to all commercial full-service health care service plans and require DMHC to develop standardized templates for various documents</li> </ul>	Otilia Tiutin



