

**DRAFT**



## **AGENDA**

### **Compliance & Quality Committee Meeting Board of Governors**

Thursday, November 21, 2024, 2:00 P.M.  
1055 West 7<sup>th</sup> Street, Conference Room 100, 1<sup>st</sup> Floor  
Los Angeles, CA 90017

**To listen to the meeting via videoconference please register by using the link below:**

<https://lacare.webex.com/weblink/register/r7f39c340b54fbdded631c2a2d4c26ae2>

**To listen to the meeting via teleconference please dial: +1-213-306-3065**

**Meeting Number: 2497 210 0061 Password: lacare**

For those not attending the meeting in person, public comments on Agenda items can be submitted prior to the start of the meeting in writing by e-mail to [BoardServices@lacare.org](mailto:BoardServices@lacare.org), or by sending a text or voicemail to (213) 628-6420. Due to time constraints, we are not able to transcribe and read public comment received by voice mail during the meeting. Public comment submitted by voice messages after the start of the meeting will be included in writing at the end of the meeting minutes.

The purpose of public comment is an opportunity for members of the public to inform the governing body about their views. The Committee appreciates hearing the input as it considers the business on the Agenda. All public comments submitted will be read for up to 3 minutes during the meeting. The process for public comment is evolving and may change at future meetings. We thank you for your patience.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act (ADA) please contact L.A. Care Board Services staff prior to the meeting for assistance by text to 213 628-6420 or by email to [BoardServices@lacare.org](mailto:BoardServices@lacare.org).

#### **WELCOME**

Stephanie Booth, MD, *Chair*

1. Approve today's meeting Agenda *Chair*
2. Public Comment (*please see instructions above*) *Chair*
3. Approve October, 2024 Meeting Minutes *Chair*
4. Chairperson's Report *Chair*
  - Education Topics

#### **COMPLIANCE**

5. Chief Compliance Officer Report *Todd Gower  
Chief Compliance Officer*
  - 2025 C&Q Calendar Recommendation
  - Compliance Work Plan Update
6. Internal Audit Services *Maggie Marchese  
Senior Director, Audit Services  
Gennadiy Daych  
Director, Internal Audit*

- |     |  |  |
|-----|--|--|
| 7.  | Delegation Oversight Audit Schedule and Status | Marita Nazarian<br><i>Director, Delegation Oversight</i>                                   |
| 8.  | Compliance Training Update                     | Michael Sobetzko<br><i>Senior Director,<br/>Risk Management and<br/>Operations Support</i> |
| 9.  | Issues Inventory                               | Michael Sobetzko   |
| 10. | Regulatory Audit (Follow Up)                   | Miguel Varela<br><i>Senior Director II,<br/>Regulatory Operations</i>                      |
| 11. | Payment Integrity Report                       | Erik Chase<br><i>Senior Director, Claims Integrity</i>                                     |

### **HEALTH SERVICES**

- |     |  |   |
|-----|--|---|
| 12. | Medi-Cal Accountability Set (MCAS) Updates | Betsy Santana, MPH<br><i>Senior Manager, Quality<br/>Improvement Initiatives, Quality<br/>Improvement</i>   |
| 13. | Member Experience Survey Results           | Linda Carberry,<br><i>Manager, Quality Performance<br/>Management, Quality<br/>Performance Management</i><br>Brigitte Bailey, MPH, CHES<br><i>Supervisor, Quality Improvement</i> |
| 14. | Public Comment on Closed Session Items     |   |

### **ADJOURN TO CLOSED SESSION (Est. time 20 minutes)**

15. PEER REVIEW  
Welfare & Institutions Code Section 14087.38(o)
16. CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION  
Significant exposure to litigation pursuant to Section 54956.9(d)(2) of Ralph M. Brown Act: Three potential cases
17. CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION  
L.A. Care Health Plan's Notice of Contract Dispute under Contract No. 04-36069  
Department of Health Care Services (Case No. Unavailable)

### **RECONVENE IN OPEN SESSION**

### **ADJOURNMENT**

**The next Compliance & Quality Committee meeting is scheduled on  
Thursday, January 16, 2025 at 2:00 p.m.  
and may be conducted as a teleconference meeting.**

The order of items appearing on the agenda may change during the meeting.

THE PUBLIC MAY SUBMIT COMMENTS TO THE COMPLIANCE & QUALITY COMMITTEE BEFORE DISCUSSION OF EACH ITEM LISTED ON THE AGENDA BY SUBMITTING THE COMMENT IN WRITING BY TEXT MESSAGE TO 213 628 6420, OR IN WRITING BY EMAIL TO [BoardServices@lacare.org](mailto:BoardServices@lacare.org). Please follow additional instructions on the first page of this Agenda.

ACTION MAY NOT BE TAKEN ON ANY MATTER RAISED DURING THE PUBLIC COMMENT PERIODS UNTIL THE MATTER IS SPECIFICALLY LISTED ON A FUTURE AGENDA, according to California Govt Code Section 54954.2 (a)(3) and Section 54954.3.

NOTE: THE COMPLIANCE & QUALITY COMMITTEE CURRENTLY MEETS ON THE THIRD THURSDAY OF MOST MONTHS AT 2:00 P.M. AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION AT <http://www.lacare.org/about-us/public-meetings/board-meetings> and by email request to [BoardServices@lacare.org](mailto:BoardServices@lacare.org)

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda has been posted will be available for public inspection at 1055 W. 7<sup>th</sup> Street, Los Angeles, CA, in the reception area in the main lobby or at <http://www.lacare.org/about-us/public-meetings/board-meetings> and can be requested by email to [BoardServices@lacare.org](mailto:BoardServices@lacare.org).

An audio recording of the meeting is made to assist in writing the minutes and is retained for 30 days.

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats - i.e., large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care's Board Services Department at (213) 628 6420. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure accessibility to the meetings and to the related materials.