



**AGENDA  
COMPLIANCE & QUALITY COMMITTEE MEETING  
BOARD OF GOVERNORS**

**Thursday, November 19, 2020, 2:00 P.M.**

L.A. Care Health Plan, 10th Floor, CR 1025, 1055 W. 7<sup>th</sup> Street, Los Angeles, CA 90017

**California Governor issued Executive Order N-25-20 and N-29-20, which, among other provisions, amend the Ralph M. Brown Act. Accordingly, members of the public should now listen to this meeting via teleconference or videoconference as follows:**

**To listen to the meeting via videoconference please register by using the link below:**  
<https://lacare.webex.com/lacare/onstage/g.php?MTID=e461ed6b1848be8f1db6a2bc5bce9b9c7>

Meeting number: 146 483 7127

**To listen to the meeting via teleconference please dial:**

Dial: 1-213-306-3065

Meeting number: 146 483 7127

**Members of the Board of Governors or staff may also participate in this meeting via teleconference. *The public is encouraged to submit public comments or comments on Agenda items in writing by e-mail to [BoardServices@lacare.org](mailto:BoardServices@lacare.org), or by sending a text or voicemail to (213) 628-6420.***

**The text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the agenda item to which your comment relates.**

Comments received by voicemail, email or text by 2:00 pm on November 19, 2020 will be provided in writing to the members of the Committee at the meeting.

Once the meeting has started, emails and texts for public comment should be submitted before the item is called by the meeting Chair. If you wish to submit public comment on an item, you must submit it at any time prior to the time the Chair starts consideration of the item. The Chair will ask for public comment and will announce the item. The Chair will announce when public comment period is over for the item.

Public comments will be read for up to 3 minutes at the meeting.

**All votes in a teleconferenced meeting will 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 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,  
*Chairperson*

1. Approve today’s meeting Agenda *Chairperson*

2. Public Comment *(please see instructions above)* *Chairperson*

3. Approve September 17, 2020 meeting minutes *Chairperson*

4. Chairperson Report *Chairperson*

5. Chief Medical Officer Report  
Richard Seidman,  
MD, MPH,  
*Chief Medical Officer*

6. Consumer Assessment of Healthcare Providers and  
Systems (CAHPS) Survey  
Thomas Mendez,  
*Director, Quality Performance Informatics,  
Quality Performance Management*

7. Chief Compliance Officer Report  
Thomas Mapp, *Chief Compliance Officer*

- 2020 Compliance Year-in-Review
- 2021 Compliance Department Work Plan
- 2021 Delegation Oversight Work Plan
- 2021 Risk Assessment
- Compliance Unit Updates

Elysse Tarabola, *Director, Regulatory Affairs, Compliance,*  
 Sabrina Coleman, *Senior Director, Delegation Oversight*  
 Serge Herrera, *Senior Manager, Privacy,*  
 Marie Mercado Grijalva, *Manager, Regulatory Analysis and Communications, Compliance,*  
 Carla Quevedo, *Compliance Advisor III, Compliance*

## ADJOURNMENT

### 8. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Significant exposure to litigation pursuant to Section 54956.9(d) (2) of the Ralph M. Brown Act  
 One Potential Case

## RECONVENE IN OPEN SESSION

## ADJOURNMENT

The next meeting is scheduled on January 21, 2021 at 2:00 p.m.

Public comments will be read for up to three minutes.

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

If a teleconference location is listed at the top of this agenda, the public can participate in the meeting by calling the teleconference call in number provided. If teleconference arrangements are listed at the top of this Agenda, note that the arrangements may change prior to the meeting.

THE PUBLIC MAY SUBMIT COMMENTS TO THE BOARD OF GOVERNORS BEFORE DISCUSSION OF EACH ITEM LISTED ON THE AGENDA BY SUBMITTING THE COMMENT BY VOICE MESSAGE OR 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 AND QUALITY COMMITTEE CURRENTLY MEETS Bi-Monthly ON THE THIRD THURSDAY AT 2:00 P.M.

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 <http://www.lacare.org/about-us/public-meetings/committee-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.