



# 2025 Year End Report

## Health Equity Department

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## I. Purpose of Report

To provide an overview of the Health Equity Department activities, main achievements, and barriers for the year 2025. This report encompasses end-of-year reporting for both Health Net (HN) and Community Health Plan of Imperial Valley (CHPIV).

## II. Highlights of 2025 accomplishments as aligned with Culturally and Linguistically Appropriate Services (CLAS)

**CLAS 1:** *Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.*

- All of the activities described in the 2025 Year End Health Equity Report are reflective of our commitment to providing culturally competent services to our membership. Our commitment is affirmed by Health Net achieving in 2012 the status of the first health plan in the country to earn the National Committee for Quality Assurance (NCQA) Multicultural Health Care (MHC) Distinction simultaneously for California Commercial, Medicare and Medi-Cal lines of business.
- In 2022, Health Net also was awarded the Health Equity Accreditation Plus through a pilot program with NCQA, becoming one of only 9 plans in the U.S. to achieve such award.
- In 2024, Health Net was the only health plan in the U.S. to receive accreditations for all lines of business from NCQA for Health Equity Accreditation and Health Equity Accreditation Plus.
- In 2025, Health Net began our next NCQA lookback period for the newly renamed accreditation programs, Health Outcomes and Community-Focused Care.

**CLAS 2:** *Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.*

Health Net's robust governance and leadership structure promotes CLAS and health equity. In 2025, the Health Equity structure and strategic plan was reinforced in the day-to-day work across Health Net departments. Our Chief Health Equity Officer established this new structure in 2022 to strengthen the committee governance and ecosystem. The committee ecosystem & connections support the foundation of the governance structure. This ecosystem is comprised of the Public Policy Committee, Community Advisory Selection Committee, Community Advisory Committees, Community Impact Council, as well as other committees. There are also Internal Health Equity Governance Committee and Taskforce bodies supporting the ecosystem. The entire ecosystem reports to the Quality Improvement & Health Equity Committee, which reports to the Board of Directors.

In 2025, we achieved the following:

- Conducted data analysis and presented findings and recommendations to organizational leadership on Health Equity Department subject areas including:
  - **HN** – Language Assistance Program (LAP) trend analysis; 2025 year-end report and barrier analysis and disparities annual report.
  - **CHPIV** – 2025 LAP mid-year report and barrier analysis.
- Sustained health equity and cultural and linguistic (C&L) programs to support continued program implementation of Medi-Cal expansion, Commercial (on and off exchange) and CHPIV.
- Prepared 12 board reports to inform leadership on accomplishments and barriers to health equity and C&L services specific to Health Net. The reports were the following: Language Assistance Program (LAP) Mid-Year, LAP End of Year, Workplan Evaluation Mid-Year, Workplan End of Year, Health Equity End of Year, Health Disparity and Action Report, Defining the Community, Social Risks and Social

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Needs Analysis and Prioritization, Social Risk and Social Needs Resource Assessment Analysis Reports, and Geo Access Reports for each line of business.

- Conducted monitoring and oversight activities to Health Net specialty plans and medical management vendors.
- Participated in 5 audits by state and federal regulators related to Health Equity/Cultural and Linguistic Services (Department of Managed Health Care; Department of Health Care Services).
- Language Assistance Program filing with the California Department of Insurance (CDI).
- Internal audits of all cultural and linguistic contract requirements from CHPIV.

**CLAS 3:** *Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.*

To ensure that Health Net and CHPIV are continually striving to be responsive to our membership, we conduct data analysis and design and implement services that meet the needs of our members. Internally, Health Net and CHPIV survey new employees to determine staff diversity and we support and train bilingual associates. Externally, we conduct a biennial Geo Access report, which uses member zip code data and correlates it with member language preference. This data is further overlaid with provider network language capabilities and a gap analysis is conducted to target network expansion. In 2025, the Health Equity Department was successful in achieving the following:

- Completed health care bilingual certification for 273 Health Net and CHPIV serving staff.

**CLAS 4:** *Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.*

In 2025, the Health Equity Department provided 26 trainings reaching nearly 8,918 attendees on language services, cultural competency, health literacy, health disparities, Social Determinants of Health, gender neutral language and gender diverse populations, and cultural humility and implicit bias, among other topics, to support internal and external customers.

External customers such as Health Net members, employer groups and contracted providers have access to cultural and linguistic materials, culturally relevant research, and education and training programs to improve health access and outcomes. Internal customers such as Health Net staff and departments have access to C&L services, training programs, and data that assist in providing quality services for all Health Net members. In 2025, the Health Equity Department completed the following training and development achievements:

### **Internal training and development:**

Health Equity over 11 company in-services/online trainings to 5,511 attendees and updated 13 policies and procedures (P&Ps). Specifically, we accomplished the following:

- Developed and delivered tailored cultural competency, health equity, gender neutral language, health literacy, social needs platform and language assistance trainings to key customer-facing departments.
- Coordinated and implemented CLAS/Heritage Month for the California Market, 1,941 staff participated in educational events celebrating membership and employee diversity. Training consisted of weekly articles, a Centene University training, a staff survey, and an in-person event for “Black Men’s Wellness Day Tour” which had about 2,000 attendees and we shared resources on Digital Health Literacy, Health and Wellness topics. I We distributed incentives to boost participation.
- Deployed online Gender Diverse and Intersex Affirming Care training to 2,992 staff.
- Deployed LAP training to 2,266 staff.
- Implemented 2 findhelp (Health Net Community Connect) trainings with 252 attendees.

- Completed 4 Call Center New Hire Trainings.

**External training and development:**

- Provided 14 provider and community trainings on language services, cultural competency, health literacy and health disparities.
- Continued offering an On Demand special population Implicit Bias training.
  - *Strengthening Cultural Humility Dismantling Implicit Bias* (December 2024- December 2025).
- Educated providers on cultural and linguistic best practices through 14 touch points including online newsletters, provider updates and provider operations manuals.
- External trainings reached 3,347 providers, office staff, and community-based individuals.

**CLAS 5:** *Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.*

In 2025, approximately 33% of Health Net's membership and 56% of CHPIV membership identified as limited English proficient.

To meet the needs of our diverse members, we have a strong Language Assistance Program that is designed to support members and empower them to be active participants in their health.

The support of 552,052 interpreter services to members (520,816 HN; 1,241 CHPIV). This included:

- HN services include: 166,918 telephone interpreter, 5,536 face-to-face interpreter, 762 American Sign Language, 259 Video Remote Interpreter, and 291,703 answered by HN bilingual staff.
- CHPIV services include: 483 telephone; 20 Sign Language, and 2 face-to-face interpreter services, and 43,344 calls answered by bilingual staff
- 281 video remote interpreter services.
- 713 over-the-telephone direct access interpreter services (2.4% increase from 2024).
- Maintained the process for Health Equity to maintain compliance and monitoring of Standing Requests for applicable lines of business.

**CLAS 6:** *Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.*

Health Net and CHPIV provide members with multiple mechanisms to learn about Language Assistance Services, inclusive of written and verbal notification. In 2025, the Health Equity Department was successful in achieving the following:

- Updated and remediated 2 tagline documents for Health Net Dental and Health Net LOBs.
- Updated and remediated one Non-Discrimination Notices (NDN) for Health Net and 18 for HealthNet Dental.
- Produced 9 annual newsletter articles for all lines of business that advised members of the availability of language services and how to access them.

**CLAS 7:** *Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.*

Health Net ensures quality language services for our members or potential members through robust oversight and monitoring including:

- Contractual oversight to 12 interpretation and/or translation vendors including:

- 7 for American Sign Language.
- 8 vendors provide interpreter services.
- 5 vendors provide written translation and alternate format services.
- *Note: Some vendors provide both interpreter (American Sign Language and/or languages) and translation or alternate format services.*
- Distributed the Health Industry Collaborative Effort recommendations to providers to ensure providers and staff support quality interpreter requirements.
- 21 interpreter complaints (10 HN, 8 CVH, 2 Commercial, 1 CHPIV), which resulted in documented follow-up action for 17 of the complaints (9 HN, 5 CVH, 1 CHPIV, 2 Commercial).
- Sustained the capacity of Health Net departments to conduct independent translation coordination.
- Completed 212 translation reviews (143 for HN; 32 for Commercial; 26 for CVH; 6 for CHPIV; 5 for Medicare).
- Provision of education to providers on the use of untrained individuals and/or minors to provide interpretation services (Operations Manual, LAP Provider Updates).
- Oversight of translation and interpretation member and provider requests.
  - In 2025, 92 translations and alternate formats, 6,297 interpreter services, 1,001 sign language interpreter services, and 107,610 telephonic interpretation requests were successfully fulfilled.

**CLAS 8:** *Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.*

In 2025, Health Net sustained an organization-wide effort to integrate knowledge of health literacy best practices across departments. The Health Equity Department has sustained health literacy efforts through the provision of plain language training and readability software to Health Net associates. In 2025, Health Equity successfully:

- Trained 9 new staff on plain language principles and processes. In addition, 406 staff installed/activated Readability Studio software in 2024.
- Sustained 6th grade reading level of member materials sent for C&L review. Health Equity has developed a health literacy thesaurus, guidelines for writers and a robust evaluation process for all member materials.
- Conducted 379 English Material Reviews (EMR) of which 227 were HN, 58 for CalViva, 47 for Commercial, 47 for CHPIV materials. The EMR process helps to ensure health literacy principles are followed, readability score meets the regulatory requirements and ensures cultural competency of print and multimedia materials.
- Provided health literacy learning opportunities during National Health Literacy Month for all staff in the form of HealthNet of CA CEO article, webinar trainings for internal staff and providers and other activities. Published biannual Health Literacy newsletter with two issues disseminated to the stakeholders.

**CLAS 9:** *Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.*

The 2025 Health Equity department goals were used as the foundation for the work plan, objectives, and results from the Year End report. In addition, the implementation of activities as aligned with department objectives are done through inter-departmental efforts to ensure collaboration on Health Equity services.

The 2025 mission of the Health Equity Department is to:

- Improve structural determinants of health equity, by working within and across societal institutions and systems.

- Improve neighborhood-level social determinants of health, by working with and across institutions in defined geographic communities.
- Improve institutional drivers of health equity, by working within our institution, all lines of business, with providers, and with other key stakeholders.
- Improve individual & household-level social needs & networks, by improving access, quality, and value of services for our members.

## 2025 Department Goals

Health Net's overall aim is to provide equitable, high-quality care services to its culturally and linguistically diverse population no matter the individual's personal characteristics. The purpose of the organization's Health Equity Accreditation and Health Equity Accreditation Plus programs is to reduce health care inequities and disparities by implementing interventions for identified individuals who are likely to experience or are experiencing obstacles to health care services due to their race/ethnicity, language preference, gender identity, and/or sexual orientation.

The goal is to improve care by working to eliminate bias and discrimination within communities and the healthcare industry. Our department goals are:

1. Ensure language services meet regulatory requirements and achieve metric goals.
2. Achieve appropriate reading grade level requirements and cultural appropriateness at market and product levels.
3. Complete staff and provider trainings for required topics.
4. Address health disparities through targeted cross-collaborative projects.
5. Implement social needs assistance strategies with integrated approaches for mitigating social risks. Ensure seamless access to Community Connect Program/findhelp for members, providers, and staff.

Since 2020, the collection of race and ethnicity data has become a larger priority in the organization. A Health Equity Officer position was created in early 2021 and throughout the years has developed a comprehensive health equity strategy that addresses ways that Health Net can promote health equity through member programs, hiring practices, and contracting with diverse vendors.

**CLAS 10:** *Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.*

The Health Equity Department routinely conducts assessments of Health Net's integration of CLAS related measures into our quality improvement activities. This is accomplished through 1.) Routine Health Equity Accreditation Plus standards analysis which integrates CLAS activities and related measures, 2.) Annual evaluations (contract assessments, vendor and specialty plan oversight evaluations, P&P reviews) and barrier analysis, and 3.) Annual work plans. Health Net meets all 15 CLAS standards as evidenced by the achievement of the NCQA Health Equity Accreditation and Health Equity Accreditation Plus statuses.

**CLAS 11:** *Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.*

Health Net and CHPIV strive to collect and maintain accurate and reliable demographic data and to use data to effectively analyze member health outcomes and target health equity efforts. Health Net and CHPIV procures race, ethnicity, and language (REL) from members through the Customer Call Center, member surveys and eligibility files from state and federal files for Medi-Cal, Medicare, and exchange members. Health Net uses data to analyze targeted outcomes by member demographics so that health disparities can be analyzed. In 2025, the Health Equity Department successfully accomplished the following:

- Supported Health Net in collecting spoken language data on 87% of HN members and 96% of CHPIV members. Additionally, we successfully collected 96% of Race/Ethnicity data for Health Net members and 99% for CHPIV members.
- Methodology supports Health Net in obtaining Race/Ethnicity data through mixed method (direct and indirect).
- Continued to use a multimodal campaign to enhance self-reported Race/Ethnicity data collection for members with unknown or blank data.
- Expanded systematic capabilities for sexual orientation and gender identity data collection.

**CLAS 12:** *Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.*

Health Net conducts a Population Needs Assessment (PNA) every three years to improve health outcomes for members. In 2025, the Health Equity Department successfully accomplished the following:

- Completed annual disparity analysis for each line of business.
- Deployed Language Assistance Program trainings and updated materials.
- Conducted LAP threshold language assessments for each line of business.
- Strengthened the Los Angeles Community Impact Council (CIC). The Council connects community-based partners working to address the disparities seen in the Black pediatric population. The CIC coordinates community assets and is working to support member outcome improvements. Enhanced the implementation and utilization of social services platform Health Net Community Connect (powered by findhelp) for HN and CHPIV staff and members.
- Trained multiple internal departments on language assistance services and completed a live training for providers to increase utilization of language assistance services.
- Completed a Geo Access report for each line of business to analyze language concordance between members and providers.

**CLAS 13:** *Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.*

The Health Equity Department recognizes that Health Net and CHPIV cannot be successful if we do not use the expertise that exists with our surrounding communities to improve cultural and linguistic appropriateness and impact positive health outcomes related to Health Equity. As such, Health Net and CHPIV engage in multiple collaborations to support us in meeting our goals. The following is a summary of our activities for 2025:

- Community Advisory Committee (CAC) meetings were hosted by the Public Policy Department.
  - Health Equity staff presented at or contributed to 24 CAC meetings (20 HN; 4 CHPIV).
  - There were 20 county/region-specific CACs for HN.
  - Health Net supported 4 CHPIV-hosted CACs.
  - For Health Net, the CACs were attended by 169 participants with an average of 8 attendees per meeting/sessions across all counties.
  - For CHPIV, the CACs were attended by 21 participants with an average of 4 attendees per meeting/sessions.
- Member Advisory Committee (MAC) meetings for Commercial members hosted by Account Management.
  - There were 4 virtual meetings with 64 MAC total members in attendance.

- Developed and/or supported community committees and initiatives focused on health equity and social determinants of health including:
  - Westside Infant Family Network (WIN)
  - Frontline Doulas
  - Southern California Center for Latino Health
  - African American Infant Maternal Mortality of LA County
  - Black Infant Health (Fresno, Los Angeles, Sacramento, and San Joaquin Counties)
  - Penny Lane Centers
  - Children Service Network
  - California Association of Adult Day Services
  - Community Response System of South Los Angeles ACH
  - Binational of Central California Diversity Uplifts, Inc.
  - Consumer Center for Health Education and Advocacy/Legal Aid Society of San Diego Inc.
  - LA County First 5 LA
  - Cultural Broker
  - Findhelp utilization search data and assessment responses
  
- Partnered with local and national collaborations to share best practices and leverage resources.
  - AHIP Health Equity Workgroup
  - NCQA Health Equity Expert Workgroup
  - Health Industry Collaboration Effort (HICE)
  - HICE Health Equity Accreditation Workgroup
  - Purchaser Business Group on Health (PBGH) Patient Assessment Survey
  - Southern California Center for Latino Health
  - Culture of Health + Tech

**Health Equity Efforts**

In 2025, Health Net continued to strengthen and diversify the scope and implementation of the Health Equity efforts to improve member outcomes through disparity and social drivers of health (SDoH) focused efforts. Strong inter-departmental partnerships were fostered to leverage resource investment and broaden the impact of disparity work. The Health Equity Department continued to deploy the disparity reduction model to support several projects throughout California. The following is a summary of the health disparity and SDoH initiatives undertaken in 2025:

| Health Equity and SDOH Initiatives |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Northern California Projects       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Projects                           | Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Southern California Projects       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Projects                           | Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Neighborhood Initiatives Project   | Health Net is partnered with Westside Infant Family Network (WIN) on a neighborhood, place-based health equity initiative designed to improve Healthcare Effectiveness Data and Information Set (HEDIS) measures and reduce disparities. The initiative is focused on African Americans living in SPAs (service provider area) 4 and 6 in Los Angeles County. The measures of focus are Childhood immunization status (CIS-10 Combination) and well child visits (0-30 months). In 2025, WIN and |

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|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                             | <p>Health Net led the launch of the Los Angeles Community Impact Council (CIC). The council met monthly, and a comprehensive community needs assessment was completed. The council voted on 2 community led interventions: mental health and food insecurity. 2 CIC members volunteered to lead the community interventions in 2025 in partnership with local organizations. Based on the barrier analysis, the project team decided on member and provider interventions. Member interventions will include a member education flyer and co-locating WIN's CHW in 2 provider offices to help with outreach and education. Provider interventions will include one stop clinics at high volume providers and an implicit bias training focused on Pediatric providers in Los Angeles. Interventions launched in 2025, and the project concluded in Q3 of 2025. Evaluation and analysis activities were initiated to support inclusion in the health disparities report.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>Hispanic-Focused Medicare/Commercial Colorectal Cancer Screening Improvement Project</p> | <p>The Health Equity department is spearheading a project focused on improving Colorectal Cancer Screenings across Southern California. The initiative is focused on Hispanic Medicare members (ages 65+) and Commercial members (ages 45+), with the potential to include African American members in 2025. In 2024, the Health Equity department completed the barrier analysis by partnering with Culture and Health and Tech consulting group. In Q3 of 2025, the HE team shared its barrier analysis with the greater QI department's COL efforts. In Q3 and Q4 of 2025, the barrier analysis guided the creation of culturally competent instructions for home screening kits. Said kits were mailed to member homes with culturally tailored messaging, and Spanish-language instructional videos. Completion kits for Medicare LOBs were reported to be around 20% at the end of 2025, a substantial increase from the year prior when return rates were less than 5% across LOBs.</p> <p>In Q2 of 2026, Health Equity is finalizing both a provider and member tip-sheet in collaboration with the South Bay Latino Research Center. This CBO will provide a comprehensive review of the flyer, which contain themes from the barrier analysis that are relevant to the Hispanic community. They will be posted on the HealthNet provider library and will close out the intervention phase of the project.</p> |
| <p><b>Statewide Projects and Initiatives</b></p>                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Projects</b></p>                                                                      | <p><b>Outcomes</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Community Connect (findhelp)</p>                                                         | <p>Continued the implementation of Health Net Community Connect (findhelp). Key successes included:</p> <ul style="list-style-type: none"> <li>✓ Initiated and completed Cozeva and findhelp integration.</li> <li>✓ Rebranded findhelp to include CHPIV.</li> <li>✓ Completed 2 on demand trainings for providers.</li> <li>✓ Conducted 3 live trainings for staff and community partners.</li> <li>✓ Rebranded member flyers for all lines of business.</li> <li>✓ Rebranded how-to guides for community members, providers, and staff for all lines of business.</li> <li>✓ 631 programs were added to the Community Connect website.</li> <li>✓ 1,417 assessments were completed.</li> <li>✓ 12,364 referrals were made, and 3,083 referral loops were closed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| <p>Chronic Care Improvement Plan</p>                                                                | <p>The disparity project is focused on controlling blood pressure for African American and American Indian and Alaska Native population of Medicare. Intervention includes health education on lifestyle factors (diet/exercise), medication adherence, partnership with a community-based organization on providing education, and potential provider training. The Health Equity Department continued to provide consultation throughout the year, specifically by presenting findings from the RY 2025 Disparity Analysis to guide the development of culturally tailored interventions,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p>Institute for Healthcare Improvement (IHI) and DHCS Child Health Equity Collaborative Sprint</p> | <p>The focus of the Child Health Equity Collaborative is to improve the completion of well-child visits (WCS) in infants 0-30 months and adolescents 15-18 years old. The Sprint takes place in Los Angeles (Health Net) and in Imperial (Community Health Plan of Imperial Valley) Counties.</p> <p>The following are the pilot sites for the IHI Sprint.</p> <ul style="list-style-type: none"> <li>• Los Angeles- AltaMed General Pediatrics at Children’s Hospital Los Angeles</li> <li>• CHPIV- Dr. Vishwa Kapoor’s Clinic</li> </ul> <p>A total of 5 interventions are targeted for this sprint.<br/> Intervention 1- Equity &amp; Transparent, Stratified, and Actionable Data.<br/> Intervention 2- Understanding Provider and Patient/Caregiver Experiences<br/> Intervention 3- Reliable and Equitable Scheduling Processes<br/> Intervention 4- Asset Mapping and Community Partnerships<br/> Intervention 5- Partnering for Effective Education and Communication</p> <p>In 2025, the Health Equity Department participated in completing 2 of the 5 interventions.</p> |
| <p>University of California Quality Improvement Project</p>                                         | <p>The University of California (UC QIP) disparity project focuses on comprehensive diabetes control, colorectal cancer screening and child and adolescent well care visits. In 2023, barrier analyses were completed for each measure and reported to support the design of interventions. The Health Equity Department also developed, presented, and recorded on-demand training to address cultural &amp; health equity barriers of each measure to support a provider intervention. The Health Equity Department also supported the cultural and linguistic review of documents for each of the UC QIP measures. In 2025, the Health Equity Department continued to provide support through cultural and linguistic and barrier analysis review of documents for each of the UC QIP measures. Additionally, it continued to promote and support the Health Equity Department developed provider training <i>Addressing Care Disparities Across Preventive and Chronic Conditions, and Community Connect (findhelp) provider training</i></p>                                   |
| <p>Colorectal Cancer Screening Project for Exchange</p>                                             | <p>This disparity project, initiated in 2024, focuses on Commercial members with statistically significant lower rates of colorectal cancer screening (COL) among Hispanic/Latino member 45+ years old and covered CA members 51-75 years old. Literature review and focus groups were conducted in 2024, with focus groups designed to address barriers by gender and language (Spanish). Based on the barrier analysis, member, provider, and community interventions were developed. Member</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                                                                                  | <p>intervention included COL Home Kits where we worked with QI to send out home kits of Hispanic CalPERS and Covered CA members – completed.</p> <p>Provider intervention included creating COL Tipsheet with cultural focus in process of finalizing with CBO (Southern California Center for Latino Health).</p> <p>Community intervention creating and distributing COL Flyer with cultural focus in process of finalizing with CBO (Southern California Center for Latino Health).</p>                                                                                                                                                                            |
| Glycemic Status Assessment for Patients with Diabetes (GSD) for Commercial (On and Off Exchange) | <p>This disparity project, initiated in 2024, focuses on Commercial exchange and off-exchange members with statistically significant lower rates of GSD among Spanish speaking members. Literature review and focus groups were conducted in 2024. Member, provider, and community were initiated based on the barrier analysis.</p> <p>Member interventions include A1c home kits and care gap outreach calls. Provider intervention includes provider tip sheets. Community interventions include CBO education/partnership.</p>                                                                                                                                    |
| Improving Well Child Visits (W306+) Performance Improvement Project                              | <p>The disparity project is focused on improving well child visits (W306+) among Black or African American members living in Los Angeles, Sacramento, San Joaquin, Stanislaus, and Tulare counties. Interventions include partnering with the local Black Infant Health to provide support and case management to birthing members. The 2023-2026 clinical PIP concluded on 12/31/2025. Health Net will continue working with our BIH partners to send them monthly member referrals. However, we are not going to continue our partnership with Penny Lane, who is an ECM provider in LA County.</p>                                                                 |
| Health Net Non-Clinical Behavior Health Performance Improvement Project (PIP)                    | <p>A Quality Improvement led project supported by the Health Equity Department its objective is to improve the percentage of provider notifications for members with SUD/SMH diagnoses following or within 7 days of an emergency department (ED) visit in Sacramento, Stanislaus, San Joaquin, Tulare, Los Angeles, and Imperial Counties. An intervention includes timely notification to Primary Care Providers of behavioral health for members via Cozeva. Another intervention includes outreach to members through Health Net’s internal behavior health team, Follow up and Outreach Team (FOT). This is an ongoing project expected to conclude in 2026.</p> |
| <b>Conferences, Presentations and Awards</b>                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| N/A                                                                                              | <p>No conferences were attended. No presentations to external audiences. No awards were received.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

**CLAS 14:** *Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.*

The Health Equity Department collaborates with the Appeals and Grievance (A&G) department to analyze and follow-up on C&L-related member concerns. Analysis helps to identify cultural and/or linguistic issues that may act as barriers to accessing health care. When barriers are identified, Health Equity develops a provider or member education program to meet that need. In 2025, we were successful in achieving the following:

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- Conducted analysis, tracking, and monitoring of a total of 346 grievance cases sent to the Health Equity Department by A&G (215 HN; 48 Dental; 30 Medicare; 29 CVH; 17 Commercial; 4 CHPIV; 2 HN Behavioral Health).
- 28 were determined to have a HN or CHPIV fault and an internal Corrective Action Plan (CAP) was issued.
- In-depth 2025 grievance trend reports were done for each line of business.

**CLAS 15:** *Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.*

Health Net and CHPIV communicate our progress towards CLAS standards to a diverse range of participants, constituents, and the public. In 2025, we conducted the following to accomplish this goal:

- Wrote content about Cultural and Linguistic services in 8 Member Newsletters: 4 Wellcare, Medi-Cal, CHPIV, CVH, and Commercial newsletters.
- Ongoing participation in Health Net and CHPIV Community Advisory Committees in collaboration with Public Policy and Member Advisory Committee with Account Management.
- Filed Health Net reports including C&L program description, demographic profile, and LAP utilization with the Department of Health Care Service and the California Department of Insurance.
- Non-Discrimination Notice and tagline documents were posted on Health Net member facing websites.
- Members can update their race, ethnicity, language, sexual orientation, and gender identity information using the member profile feature found on Health Net websites for members.
- Shared findhelp data with Community Advisory Committees and asked them for feedback on proposed goals addressing social needs and social risks.

III. 2025 Barrier Progress and Analysis

| Identified Barriers                                                            | Impact of Barrier                                                                                                                                                  | Rationale for mitigating barrier                                                                                                                                                     | Progress                                                                                                                                                                                                                                                                                                             | Next Steps                                                                                                                                                                                                                                                          | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1) <b>Increase in cultural grievances</b></p>                               | <p>Member experience</p> <p>Risk for quality of Language Assistance Program (LAP) services.</p>                                                                    | <p>Fully support member language needs, monitor the effectiveness of LAP program and meet compliance requirements.</p> <p>Interpreter access problems span all lines of business</p> | <p>Continue to monitor cultural and linguistic (C&amp;L) coded grievances and analyze how they impact patient care and delivery of LAP services. If a barrier is identified, C&amp;L adjusts the process to mitigate the barriers.</p> <p>All discrimination grievances are reviewed by a specialized committee.</p> | <p>C&amp;L conducts reviews on all C&amp;L related grievances and conducts follow-up as needed with provider level interventions.</p> <p>Trending and tracking of grievances will be done annually. In 2025, all lines show more cultural than linguistic cases</p> | <p>Continue to trend and track grievances on a quarterly basis. An end of year report identified issues that may be acting as barrier to LAP services.</p> <ul style="list-style-type: none"> <li>• Medi-Cal reports the widest range of perceived discrimination types</li> <li>• Medicare reports no clear pattern in cultural complaints</li> <li>• Commercial limits cultural complaints to a few categories and shows decline overall</li> </ul> |
| <p>2) <b>Covered CA Race, Ethnicity and Language (REL) data capture</b></p>    | <p>Compliance Risk: Covered CA</p> <p>Financial Penalty: Covered CA</p> <p>Passive Risks: NCQA, CMS, DMHC</p> <p>Decreased ability to improve member outcomes.</p> | <p>Meet compliance requirements (80% data).</p> <p>Understand member cultural needs.</p>                                                                                             | <p>Continue to monitor progress on Covered CA REL data and guide/support fixes for correct data ingestion and accurate cross walking of R/E categories including overwrite issue in UMV.</p>                                                                                                                         | <p>Continue to monitor and QA/acceptance test Covered CA REL data and UMV fix.</p>                                                                                                                                                                                  | <p>Ongoing efforts and coordination with IT and on exchange plan management team.</p> <p>More visibility of issue due to financial penalty possibility.</p> <p>Direct communication with Covered CA / Meritive on identifying data ingestion and/or data loss.</p>                                                                                                                                                                                    |
| <p>3) <b>Shortage of American Sign Language interpreters in CA regions</b></p> | <p><b>Compliance Risk</b></p> <p>Department of Health Care Service and Department of Managed Health Care risk for lack of quality interpreter services.</p>        | <p>Meet compliance requirements and support member needs to drive Healthcare Effectiveness Data and Information Set (HEDIS) and customer experience.</p>                             | <ul style="list-style-type: none"> <li>• Continue to work with interpreter vendors to increase the available pool of sign language interpreters.</li> <li>• Expanded scheduling video remote interpreters for sign language and other languages.</li> </ul>                                                          | <ul style="list-style-type: none"> <li>• Continued expansion to additional sites as needed or requested from sites or vendor proposals in 2025.</li> </ul>                                                                                                          | <ul style="list-style-type: none"> <li>• Ongoing monitoring utilization at active sites.</li> <li>• Created a easy access account for providers.</li> <li>• Exploring additional communication resources to connect with providers.</li> </ul>                                                                                                                                                                                                        |