

COMMITTEE MINUTES



Work Group Name:	Community Advisory Committee Meeting – Q4 2025		Coordinator:	Colleen Shupe	
Date of Meeting:	2/26/2026		Time:	10:00 A.M.	
Teleconference:	1-949-570-1074	Passcode:	404068074#	Location:	TEAMS

1. Call to Order/Roll Call/Confidentiality Reminder

LDP STAFF ATTENDEES							
<input type="checkbox"/>	Dr. Cherag Sarkari, Interim Chief Dental Officer*	<input type="checkbox"/>	Dr. Charles Moser, Dental Director, NAT*	<input type="checkbox"/>	Dr. Angel Sanchez-Figuera, Dental Director, CA*	<input checked="" type="checkbox"/>	Dr. Afshin Arian, Dental Director*
<input type="checkbox"/>	Alyssa Striepeke, Client Success Manager, Account Mgmt. Govt.	<input checked="" type="checkbox"/>	Candace Erisman, Administrator Medicaid Quality Program	<input type="checkbox"/>	Carissa Hoffman, Network Manager, West Coast, PR	<input checked="" type="checkbox"/>	Cezi Sanchez, Manager, Grievances and Appeals
<input checked="" type="checkbox"/>	Chris Pierrott, Administrator Population Health & Equity Program	<input checked="" type="checkbox"/>	Collen Shupe, Administrator Medicaid Quality Program	<input checked="" type="checkbox"/>	Crystal Tran, Manager, Accreditation	<input checked="" type="checkbox"/>	Destiny Rockwood, Account Executive State Markets, West Coast Acct Mgmt/CPL
<input checked="" type="checkbox"/>	Ebony Stowers, Quality/Utilization Program Specialist	<input type="checkbox"/>	Euridiss Montiel, Manager Dental Wellness	<input type="checkbox"/>	Garett Bird, Director Network Management & Performance, West	<input checked="" type="checkbox"/>	Gisel Simington, Network Manager, West Coast, PR
<input type="checkbox"/>	Heather Van Nest, VP Contact Center Operations*	<input checked="" type="checkbox"/>	Iliana Loera Administrator Medicaid Quality Program	<input type="checkbox"/>	Janet Musto, AVP Case Management*	<input type="checkbox"/>	Jennifer Flores, AVP, QI*
<input type="checkbox"/>	Jennifer Nguyen, Sr. Director Quality & Experience, QM*	<input checked="" type="checkbox"/>	Jorhela Antonio, Quality/Utilization Program Specialist	<input type="checkbox"/>	Kristina Roviroso, Chief Quality & Experience Officer *	<input checked="" type="checkbox"/>	Laura Nieto, Sr. Customer Experience Analyst, QM
<input checked="" type="checkbox"/>	Laura Nieto, Sr. Customer Experience Analyst, QM	<input type="checkbox"/>	Lisa Rodriguez, Sr. Manager Case Management Operations*	<input checked="" type="checkbox"/>	Lucinda Shaffer, Manager Network Management & Performances, West	<input checked="" type="checkbox"/>	Margaret Atendido, Health Equity Specialist
<input checked="" type="checkbox"/>	Michael Borba, Sr. Graphic Designer	<input type="checkbox"/>	Meagan Peake, Manager, Grievances and Appeals	<input checked="" type="checkbox"/>	Michelle Eubanks, AVP Network Management, West Coast*	<input checked="" type="checkbox"/>	Omayra Vizcarro, Network Manager, West Coast
<input checked="" type="checkbox"/>	Pattie Thompson, Customer Success Analyst, QM	<input checked="" type="checkbox"/>	Raquel Lugo, Sr. Manager Dental Wellness	<input type="checkbox"/>	Rose Limon, Quality Compliance Specialist	<input checked="" type="checkbox"/>	Sydney Lee, AVP Quality Management*
<input checked="" type="checkbox"/>	Tammy Tran, Quality/Utilization Program Specialist	<input checked="" type="checkbox"/>	Vanessa Jacot, Network Manager, West Coast PR	<input type="checkbox"/>	Yudi Roman, Sr. Manager, QA and Clinical Administration*		

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EXTERNAL ATTENDEES							
<input checked="" type="checkbox"/>	Binh Luong (Enrollee)*	<input type="checkbox"/>	Bryanna Arteaga (Enrollee)*	<input type="checkbox"/>	Crystal Thompson (Community Based Organization)	<input checked="" type="checkbox"/>	Daniela Franco (Community Based Organization) *
<input checked="" type="checkbox"/>	Dina Justice (Community Based Organization)	<input type="checkbox"/>	Dustin Goodwyn (Community Based Organization)	<input checked="" type="checkbox"/>	Edith Gong (Community Based Organization)	<input checked="" type="checkbox"/>	Jamisha Edward (Enrollee)*
<input checked="" type="checkbox"/>	JoAnn Powell (Enrollee)*	<input type="checkbox"/>	Joaquin Chavez (Community Based Organization)	<input type="checkbox"/>	Korine Gaspard (Enrollee)*	<input type="checkbox"/>	Mandy Pabon (Enrollee)*
<input checked="" type="checkbox"/>	Ngan Luong (Enrollee)*						


* = Denotes voting rights

2. Old Business	Discussion/Action	Responsible Party
Call to Order / Confidentiality Reminder	Colleen Shupe welcomed the Committee to the meeting and called the meeting to order at 10:02 AM. The Committee was reminded that the materials to be reviewed at this meeting are proprietary and are to be treated as confidential, sensitive business material.	C. Shupe

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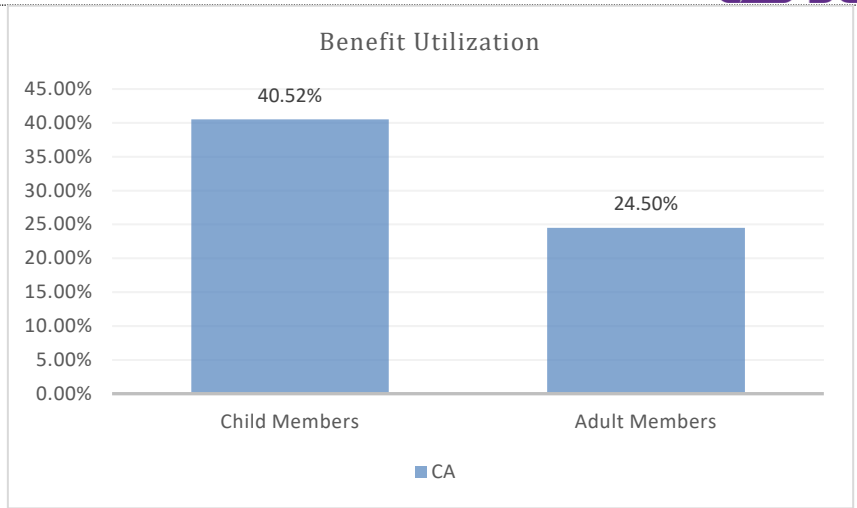
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COMMITTEE MINUTES

<p>Purpose of Member Advisory Committee</p>	<p>Colleen Shupe reviewed the purpose of the Community Advisory Committee (CAC) meeting. She explained that Liberty’s CAC’s goal is to ensure that our members are given access to the various metrics that may apply to them and to:</p> <ul style="list-style-type: none"> • Provide a forum for Liberty to receive candid feedback about the Plan and allow the CAC to provide suggestions that are quarterly reported to the Board of Directors. • Allow voting rights to ensure that 51% of the voting members represent the members which make up the Committee. • Allow community-based organizations to participate as a process improvement to provide feedback to Liberty and to provide direct community connections to members. <p>Through the CAC, Liberty can help support members by giving them access to program resources, connecting them to dental care, and addressing the feedback they provide. Colleen encouraged the members to take a Member Advisory Committee Survey, using the provided QR code, to submit feedback and foster future discussion topics.</p> <div data-bbox="402 722 948 1268" data-label="Image">  </div> <p>Colleen Shupe introduced the Quality Team that supports quality programs and initiatives across various regions with high member satisfaction as our top priority and coordinates the Member Facing Committees. She warmly welcomed the Quality Team’s new Program Administrator for the West Region – Illiana Loera.</p> <p>Liberty staff members may be in attendance to provide reports to the CAC, to foster discussion and provide subject matter expertise. Liberty always strives to maintain the utmost level of communication with our clients and members. This meeting helps us ensure members are provided with information that impacts their health and provide feedback to better serve them.</p>	<p>C. Shupe</p>
<p>Review of Minutes</p>	<p>Colleen Shupe presented to the Committee the Q3 2025 CA Community Advisory Committee meetings minutes. Michelle Eubanks motioned to accept the minutes and was followed by Dr. Arian, thereby formalizing the acceptance of the Q3 2025 Community Advisory Committee meeting minutes.</p>	<p>Committee</p>

3. New Business	Discussion/Action	Responsible Party
<p>Connection Corner</p>	<p>Colleen Shupe presented to the Committee for Connection Corner as well as Liberty’s resources that are available to members.</p> <p><u>Health Habit Tips for Stepping into Spring</u></p> <p>As the season is starting to change and we step into spring, it is a good time to assess habits, lifestyle and rejuvenate your space. Simple changes to everyday habits can have a huge return on investment in your overall health and wellbeing. Colleen Shupe shared helpful tips and reminders to stay healthy as the season changes.</p> <ul style="list-style-type: none"> • Getting Active and Healthy <ul style="list-style-type: none"> ○ Brisk walks, taking the stairs over elevators, parking farther away to get extra steps ○ 30 minutes a day ○ Using your covered benefits ○ Benefits: Reduces short term feelings of anxiety and contributions to better sleep quality • Seasonal Eating <ul style="list-style-type: none"> ○ Fill your plate with your favorite seasonal fruits and vegetables such as strawberries, apricots, citrus, leafy greens, root vegetables ○ Perimeter shopping at the grocery store • Spring Cleaning <ul style="list-style-type: none"> ○ A clear space is a clear mind! ○ Refreshing your outdoor spaces ○ Opening windows for fresh air and sunlight ○ Indoor plants absorb toxins and purify air: snake plants, peace lilies, Spider plants, golden pothos ○ Benefits: Decreases levels of anxiety and helps regulate circadian rhythms <p><u>Dental Home</u></p> <p>The American Academy of Pediatrics (AAP), the American Dental Association (ADA), and the American Academy of Pediatric Dentistry (AAPD) all recommend establishing a “Dental Home” for your child by one year of age. By establishing and building a relationship with a dental home, families have an environment that encourages members to have regular dental checkups and are more likely to receive appropriate preventive and routine care. A well-established Dental Home also includes appropriate referrals to dental specialists. The fact is children learn oral health from their parents.</p> <p>Liberty sends text message reminders to members emphasizing the importance of a Dental Home. You can learn more about the dental home by visiting our web site, libertydentalplan.com.</p> <p>The benefits of establishing a dental home include, but is not limited to:</p> <ul style="list-style-type: none"> • Patients become familiar with the dentist, their staff, and the office. • Promotes early and regular access to preventive and routine dental services. • Increases continuity of care, prevention, dental and overall health. • Decreases duplication of dental services caused by seeking dental care from multiple dental offices. 	<p>C. Shupe</p>

	<p><u>Committee Referral Program</u> Colleen Shupe reminded the members on the call about Liberty’s referral program. If members have friends or family members that have Liberty Dental Plan, please refer them to join the Member Advisory Committee. Members can receive a \$5 gift card for referring a member. An email will be sent following the committee on instructions to refer a committee member.</p> <p><u>Liberty Resources</u> Candace Erisman also relayed to the committee Liberty resources that benefit members. She reminded the members to reach out to Liberty on suggestions to better serve them.</p> <p>Member Website: www.libertydentalplan.com</p> <ul style="list-style-type: none"> ○ Healthy Behaviors Program Sign-up ○ Find a Provider Search Tool ○ Member Handbook ○ Member Newsletter ○ Oral Health Risk Assessment ○ Feedback/Suggestions 	
<p>Population Health Management</p>	<p>Chris Pierrott presented to the Committee for Population Health Management.</p> <p><u>Population Health Management</u> Chris Pierrott elaborated that Population Management is Liberty’s commitment to assessing and addressing the needs of our members through various interventions and strategies. The goal is to ensure all members are receiving quality and appropriate care and services. Our Program is dedicated to identifying barriers to care faced by members and helping to improve the health equity of the members we serve. Programs relating to Population Health and Equity include:</p> <ul style="list-style-type: none"> ● Healthy Behaviors Program ● Oral Risk Assessment (OHRA) ● Member Survey ● Provider Survey ● Cultural & Linguistics Competency Program ● Language Assistance Services ● Community Smiles <p><u>Population Needs Assessment (PNA)</u> Chris Pierrott shared with the Committee Liberty’s Population Needs Assessment, detailing the impact below:</p> <ul style="list-style-type: none"> ● Identify Member Needs: Liberty creates an annual assessment of the regions we serve to identify any barriers you may be facing. ● Program Resources: The findings help us improve or develop resources that can be used to help create a healthier lifestyle. ● Questions to help Liberty help members: What are some of your needs? What resources can Liberty provide you? ● The key metrics to a PNA include: Benefit utilization, race/ethnicity, social drivers, spoken languages ● Benefit Utilization Metrics across Child and Adult members: 	<p>C. Pierrott</p>



Community Smiles Outreach Team
Find Help Platform

Destiny Rockwood presented to the Committee the Community Smiles Outreach Team activities for CA in **Q4 2025**. The purpose of the Community Smiles Outreach Team is to facilitate community outreach to help educate members on their benefits, encourage preventative dental care, promote, and increase awareness about oral health and overall healthy lifestyles. The methods for community outreach include in-person and virtual presentations, community-based organizations in training, distribution of educational materials and literature, supporting community events, engagements including dental supply donations.

D. Rockwood
C. Shupe

Initiatives:

- Populations served: Transitional Living, Homeless, Prenatal, African American Community, Marginalized communities, Immigrant communities, College students, LGBTQ community
- Head Start Programs

Partnerships:

- Allies for Every Child, Alma Family Services, Antelope Valley Public Health, CCRC, Center for Oral Health, Children’s Museum, Dept of Public Health, Folsom Cordova Community, Head Start, Job Corp, LA Care, LA Dept of Mental Health, La Familia, Next Move, SAC Library, SETA/UC Davis, Twin Rivers School District, West Coast Dental

Accomplishments:

- OHI Calls: **2,128** calls to LDP non-utilizer members
- Completed OHI Calls: **572** members between ages 0-5
- MDRAN Referrals: processed **5** referrals
- Appointments made: **34**
- Dental Services: dental screenings & fluoride varnish applications

Events:

- Community/Health Fair Event or Engagements: **41**
- Stakeholder Meetings: **20**
- Community/Member Participation: **1,527**
- Dental Screenings: **194**
- Fluoride Varnish Applications: **145**

Upcoming Events:

Upcoming Events	Details	Date	Location
Sac: North Sac FRC – Eggventure – Spring Wellness FAir	<ul style="list-style-type: none"> • OHI • Dental screenings • Fluoride varnish 	3/14/2026	1565 River Park Dr, Sacramento, CA 95815 (Sacramento County)
LA: YMCA Spring Celebration for Children & Family	<ul style="list-style-type: none"> • Oral Health Education • Dental screenings and fluoride varnish 	3/24/2026	4406 Randolph Street Maywood, CA 90270 (LA County)
LA: Little Rock High School Hop Into Spring Resource Fair	<ul style="list-style-type: none"> • Display resource table • Oral health education 	3/14/2026	10833 East Avenue R, Little Rock, CA 93543 (LA County)
Sac: San Juan Unified Community Care Hub	<ul style="list-style-type: none"> • Dental screenings • Fluoride varnish • Navigation • Education 	3/26/2026	4300 El Camino Ave, Sacramento, CA 95821 (Sacramento County)

Find Help Platform

Colleen Shupe reminded the Committee that the Find Help Platform is a referral program that connects Liberty members and non-members to free and low-cost community resources to address needs such as food, housing, and lack of transportation.

Members and non-members can utilize these resources by visiting [Findhelp.org](https://findhelp.org) and self-search for programs using the findhelp.org platform. Other resources include dental care services, food pantry, utility assistance, job placement, and vouchers.

She reported that there was a total of **826** searches in **Q4 2025**. The top three categories of searches continue to be: Housing, Health, and Food. Consistently, the top 5 searches were: help find housing, health, food pantry, money, and goods.

Grievance & Appeals

Cezi Sanchez presented Grievance and Appeals to the Committee, impacting the members. The purpose of this activity is to monitor and review member grievance activity to access emerging patterns of quality-of-care issues and to identify opportunities for plan policy/process changes and procedural improvements.

Cezi Sanchez explained to the members key terms used in Grievances and Appeals

- **Grievance (Complaint, dissatisfaction):**
 - A formal complaint filed with Liberty due to a dissatisfaction, objection, or concern about a specific issue.
 - A grievance can be filed any time.

C. Sanchez

	<ul style="list-style-type: none"> • Appeal: <ul style="list-style-type: none"> ○ A formal request made by a patient or their dental provider about coverage, reimbursement, or the denial of their dental treatment. Dental appeals are typically initiated when the patient or provider disagrees with Liberty’s determination. ○ An Appeal must be filed within 60 days from receiving the Notice of Adverse Benefit Determination (NABD). • Exempt Grievance (Care Event): <ul style="list-style-type: none"> ○ An exempt grievance, also known as a “Care Event” is an informal complaint that is addressed and resolved by Customer Service, typically the same day. <p>Members can exercise their appeal and grievance rights by doing the following:</p> <ul style="list-style-type: none"> • Reviewing Explanation of Benefits (EOB) or Denial Letter (if related to an appeal) • Contact Liberty via telephone and express your intention to file an appeal or grievance. You can also complete the online forms at: www.libertydentalplan.com <p>Cezi Sanchez reported the Q4 2025 Grievance and Appeals Trends for California:</p> <ul style="list-style-type: none"> • Leading Grievance Categories: Access & Availability, Service Charge Conflict • Leading Appeal Categories: Crown/Bridge, Endo • Crown/Bridge and Endo continue to be leading appeal categories for California 	
<p>Field Test</p> <p>Sample Appeal Language</p>	<p>Colleen Shupe presented Field Test Codes and Sample Appeal Language. The purpose of presenting the Field Test codes and associated appeal resolution language is to ensure that Liberty member notifications are easily understood, the language used to deny services must be clear and concise, and meet required readability level in their state of residency.</p> <p>She explained that there may be times where Liberty must deny a service, either because it is not covered or not medically necessary. Another scenario may be that not enough medical records are provided to support the treatment. As a result, members will receive a copy of the denial that was sent to the provider.</p> <p>Each quarter, Liberty will present a few codes for the Committee to review and receive feedback.</p> <p>Candace Erisman presented the following codes and language:</p> <ol style="list-style-type: none"> 1. MMMOD7210 <ol style="list-style-type: none"> a. This service is denied. This service has been modified to another service. For this service to be approve your records must show that there is a need to cut the bone to remove the tooth. Based on the x-rays that your dentist sent in there is no evidence that the bone needs to be cut to remove the tooth. There is another type of extraction that you do meet the criteria for. We have added that service to this request and approved it. This decision was based on Clinical Criteria. 	<p>C. Shupe</p>


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	<p>2. MM272</p> <p>a. This service is denied. For this service to approved more than half of your tooth must be damaged due to decay or injury. Based on the records (pictures/x-rays/notes) that your dentist sent in there are no signs that more than half of your tooth has damage that is from decay or injury. This service is not medically necessary.</p> <p>She recognized that members have the opportunity to appeal a denied service. Liberty ensures that the appeal language is understandable and concise to members. The members were asked if they understood the language presented to them as well as asked if they received a denial letter before and was there difficulty in understanding the letter. Members stated they understood and had no questions.</p> <p>Sample Appeal Language:</p> <p>1. Extraction Denial Language:</p> <p>a. For the removal of the fully impacted tooth XX to be approved, this tooth must have an infection/pain or it must be pulled because it is blocking another tooth from coming in. Based on your dentist's x-rays/notes you do not meet any of the criteria listed above.</p> <p>2. Cap Denial Language:</p> <p>a. The dentist's records does not show that the service should be approved. For the tooth-colored cap with metal underneath for tooth # X to be approved, more than half of the tooth must be damaged from decay. The tooth must have a good long-term outcome. The Staff Dentist said the dentist did not send in x-rays to show if the tooth has good long-term outcome. The Staff Dentist said the dentist can send in a new pre-service request with x-rays for review.</p>	
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4. Open Forum	Discussion/Action	Responsible Party
	<p>Colleen Shupe asked if there were items the Committee would like to discuss during the open forum.</p> <p>Daniela Franco expressed her gratitude for Liberty's partnership. Their community organization's and Liberty's oral health event on 2/24/26 was a huge success.</p> <p>With no further discussion items, the Q4 2025 Community Advisory Committee Meeting was adjourned at 11:02 AM.</p>	Committee

5. Next Meeting (if applicable)					
Date:	May 2026	Time:	10:00 A.M.	Location:	TEAMs

6. Acknowledgment of Committee Approval	
	3/23/2026
Angel Sanchez-Figueras, DDS Committee Chair	Date

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