

COMMITTEE MINUTES



Work Group Name:	Community Advisory Committee Meeting – Q1 2026	Coordinator:	Colleen Shupe
Date of Meeting:	5/28/2026	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 checked="" type="checkbox"/>	Dr. Cherag Sarkari, Chief Dental Officer*	<input checked="" type="checkbox"/>	Dr. Afshin Arian, Dental Director*	<input type="checkbox"/>	Dr. Leta Langford, Dental Director*	<input checked="" type="checkbox"/>	Dr. Tamara Kay-Tibby, 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 checked="" type="checkbox"/>	Jennifer Carn Peacock, Operations Client Support Analyst, Cust Serv/Call Ctr
<input type="checkbox"/>	Jennifer Flores, AVP, QI*	<input type="checkbox"/>	Jennifer Nguyen, Sr. Director Quality & Experience, QM*	<input type="checkbox"/>	Kristina Rovirosa, Chief Quality & Experience Officer *	<input checked="" type="checkbox"/>	Kylie Simpson, Administrator Medicaid Quality Program
<input checked="" type="checkbox"/>	Laura Nieto, Sr. Customer Experience Analyst, QM	<input type="checkbox"/>	Laura Velasquez, Community Smiles Outreach Advisor, CA	<input checked="" type="checkbox"/>	Lili Lund, Quality Program Management Senior 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 type="checkbox"/>	Michelle Eubanks, AVP Network Management, West Coast*	<input 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 checked="" 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"/>	Trelas Dyson, Manager, Member Services


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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 type="checkbox"/> Dina Justice (Community Based Organization)	<input type="checkbox"/> Dustin Goodwyn (Community Based Organization)	<input 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
Purpose of Member Advisory Committee	<p>Colleen Shupe reminded the Committee that the purpose of the Community Advisory Committee (CAC) meeting is to ensure that our members are given a forum with voting rights, to access the various metrics and resources that may apply to them and provide feedback to Liberty.</p> <p>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 style="text-align: center;">  </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 – Kylie Simpson.</p>	C. Shupe

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COMMITTEE MINUTES



Review of Minutes	Colleen Shupe presented to the Committee the Q4 2025 CA Community Advisory Committee meetings minutes. Dr. Langford motioned to accept the minutes and was followed by Dr. Arian, thereby formalizing the acceptance of the Q4 2025 Community Advisory Committee meeting minutes.	Committee
3. New Business	Discussion/Action	Responsible Party
Connection Corner	<p>Colleen Shupe presented to the Committee for Connection Corner, sharing helpful tips and resources such as the following:</p> <ul style="list-style-type: none"> • Tips to stay healthy in the summer and schedule a dental check up • Benefits of establishing a dental home early, recommended by the American Academy of Pediatrics (AAP), the American Dental Association (ADA), and the American Academy of Pediatric Dentistry (AAPD) • Liberty’s CAC member referral program • Member Website: www.libertydentalplan.com <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 	C. Shupe
Population Health Management	<p>Chris Pierrott presented to the Committee for Population Health and Equity, elaborating 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. 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>Chris Pierrott highlighted that the Member Satisfaction Survey is a way for Liberty to improve and ensure members receive the care they deserve, including the following:</p> <ul style="list-style-type: none"> • Improve quality of care • Identify areas of improvement • Enhance your overall experience • Connect you to program resources <p>He encouraged the members on the call to share their experiences with Liberty such as how they prefer to be contacted and if they have participated in the survey.</p>	C. Pierrott

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Community Smiles Outreach Team

Colleen Shupe presented to the Committee the Community Smiles Outreach Team activities for CA in **Q1 2026**, emphasizing that the team’s purpose in educating and outreaching to the community on oral health through the following methods:

C. Shupe

- In-person and virtual presentations
- Community-based organizations collaborations
- Distribution of educational materials and literature
- Supporting community events and engagements including dental supply donations.

Population Served:

- Seniors, Infants & Children, Special Needs, Pregnant Moms, African American Community, Marginalized Communities, Unhoused Youth, Immigrant Communities, College Students, Teens

Partnerships:

- Meal and Prayer fellowship, YMCA, LA County Dept of Health, LA Trust for Children’s Health, Department of Mental Health, Mobile Dental units

Community Events:

- Multiple LA Care Panoramian City Oral Health Workshops
- Meal and Prayer - LA County, 1/12/26: Community gathering to share food and fellowship and provide screenings
- LA Trust for Children’s Health Tooth Fairy Event at Dodger Stadium, 2/14/26: Dental Screenings
- Mobile Screenings Cambodian Association of America Department of Mental Health and YMCA Seniors and Caregivers Appreciation Day, 2/12/26: Dental Screenings performed

Upcoming Events	Details	Date	Location
Sac: North Sac FRC Eggventure: Spring Wellness Fair	OHI, Dental screenings, Fluoride varnish	3/14/26	1565 River Park Dr, Sacramento, CA 95815
LA: YMCA Spring Celebration for Children & Family	Oral Health Education, Dental screenings, fluoride varnish	3/24/26	4406 Randolph Street Maywood, CA 90270
LA: Little Rock High School Hop Into Spring Resource Fair	Display resource table, Oral health education	3/14/26	10833 East Avenue R, Little Rock, CA 93543
Sac: San Juan Unified – Community Care Hub	Dental screenings, Fluoride varnish, Navigation, Education	3/26/26	4300 El Camino Ave, Sacramento, CA 95821


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<p>Grievance & Appeals</p>	<p>Cezi Sanchez presented Grievance and Appeals (G&A) to the Committee, explaining that their purpose 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.</p> <p>Cezi Sanchez explained key G&A terms: Grievance (Complaint, dissatisfaction), Appeal (disagreement with coverage, reimbursement, or denial), and Exempt Grievance/Care Event (informal complaint). Members can exercise their appeal and grievance rights by reviewing the Explanation of Benefits (EOB) or Denial Letter, contacting Liberty, or submitting an online form at www.libertydentalplan.com.</p> <p>Cezi Sanchez reported the Q1 2026 Grievance and Appeals Trends:</p> <ul style="list-style-type: none"> • Leading Grievance Categories: Access & Availability, Quality of Care • Leading Appeal Categories: Crown/Bridge, Endo • Access & Availability, Crown/Bridge, and Endo continue to be the leading grievance and appeal categories. 	<p>C. Sanchez</p>			
<p>Field Test Sample Appeal Language</p>	<p>Colleen Shupe presented Field Test Codes and the associated Sample Appeal Language to ensure that Liberty member notifications and denial language are easily understood, clear and concise, and meet required readability level.</p> <ul style="list-style-type: none"> • Field Test Codes: MMMOD7210, MM272 • Sample Appeal Language: Extraction Denial, Cap Denial <p>The members were asked if they understood the language presented to them and if there was difficulty in understanding the denial letters. Members stated they understood and had no questions.</p>	<p>C. Shupe</p>			
<p>4. Open Forum</p>		<p>Responsible Party</p>			
<p>Discussion/Action</p> <p>Colleen Shupe asked if there were items the Committee would like to discuss during the open forum. With no further discussion items, the Q1 2026 Community Advisory Committee Meeting was adjourned at 11:02 AM.</p>		<p>Committee</p>			
<p>5. Next Meeting (if applicable)</p>					
<p>Date:</p>	<p>August 2026</p>	<p>Time:</p>	<p>10:00 A.M.</p>	<p>Location:</p>	<p>TEAMs</p>

<p>6. Acknowledgment of Committee Approval</p>	
	<p>6/22/2026</p>
<p>Cherag Sarkari, DDS Committee Chair</p>	<p>Date</p>

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