

COMMITTEE MINUTES



Work Group Name:	Community Advisory Committee Meeting – Q2 2026		Coordinator:	Rose Limon	
Date of Meeting:	8/27/2026		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							
☐	Dr. Cherag Sarkari, Chief Dental Officer*	☒	Dr. Afshin Arian, Dental Director*	☒	Dr. Leta Langford, Dental Director*	☒	Dr. Tamara Kay-Tibby, Dental Director*
☐	Alyssa Striepeke, Client Success Manager, Account Mgmt. Govt.	☒	Candace Erisman, Administrator Medicaid Quality Program	☐	Cezi Sanchez, Manager, Grievances and Appeals	☐	Chris Pierrott, Quality Program Data Analyst
☒	Colleen Shupe, Administrator Medicaid Quality Program	☒	Crystal Tran, Manager, Accreditation	☒	Destiny Rockwood, Account Executive State Markets, West Coast Acct Mgmt/CPL	☒	Ebony Stowers, Quality Management Associate Analyst
☒	Euridiss Montiel, Manager Dental Wellness	☐	Garett Bird, Director Network Management & Performance, West*	☐	Heather Van Nest, VP Contact Center Operations*	☒	Iliana Loera, Administrator Medicaid Quality Program
☐	Janet Musto, AVP Case Management*	☐	Jennifer Carn Peacock, Operations Client Support Analyst, Cust Serv/Call Ctr	☐	Jennifer Flores, AVP, QI*	☐	Jennifer Nguyen, Sr. Director Quality & Experience, QM*
☐	Kristina Rovirosa, Chief Quality & Experience Officer *	☒	Kylie Simpson, Administrator Medicaid Quality Program	☒	Laura Nieto, Sr. Customer Experience Analyst, QM	☐	Laura Velasquez, Community Smiles Outreach Advisor, CA
☒	Lili Lund, Quality Program Management Senior Analyst, QM	☐	Lisa Rodriguez, Sr. Manager Case Management Operations*	☒	Margaret Atendido, Quality Management Associate Analyst	☐	Michael Borba, Sr. Graphic Designer
☐	Meagan Peake, Manager, Grievances and Appeals	☐	Michelle Eubanks, AVP Network Management, West Coast*	☒	Pattie Thompson, Customer Success Analyst, QM	☒	Rose Limon, Quality Management Associate Analyst
☒	Sydney Lee, AVP Quality Management*	☒	Tammy Tran, Quality Management Associate Analyst				

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EXTERNAL ATTENDEES

☒ Binh Luong (Enrollee)*	☐ Bryanna Arteaga (Enrollee)*	☐ Crystal Thompson (Community Based Organization)	☒ Daniela Franco (Community Based Organization) *
☐ Dina Justice (Community Based Organization)	☐ Dustin Goodwyn (Community Based Organization)	☐ Edith Gong (Community Based Organization)	☐ Jamisha Edward (Enrollee)*
☒ JoAnn Powell (Enrollee)*	☐ Joaquin Chavez (Community Based Organization)	☐ Korine Gaspard (Enrollee)*	☐ Mandy Pabon (Enrollee)*
☒ Ngan Luong (Enrollee)*			

* = Denotes voting rights

2. Old Business	Discussion/Action	Responsible Party
Call to Order / Confidentiality Reminder	Rose Limon 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.	R. Limon
Purpose of Member Advisory Committee	<p>Rose Limon reminded the Committee that the purpose of the Member Advisory Committee (MAC) 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>She 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="393 1312 774 1692" data-label="Image"> <p>A square QR code with a teal gradient background. Above the QR code, the text 'Member Advisory Committee' is written in white.</p> </div> <p>Rose Limon 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.</p>	C. Shupe

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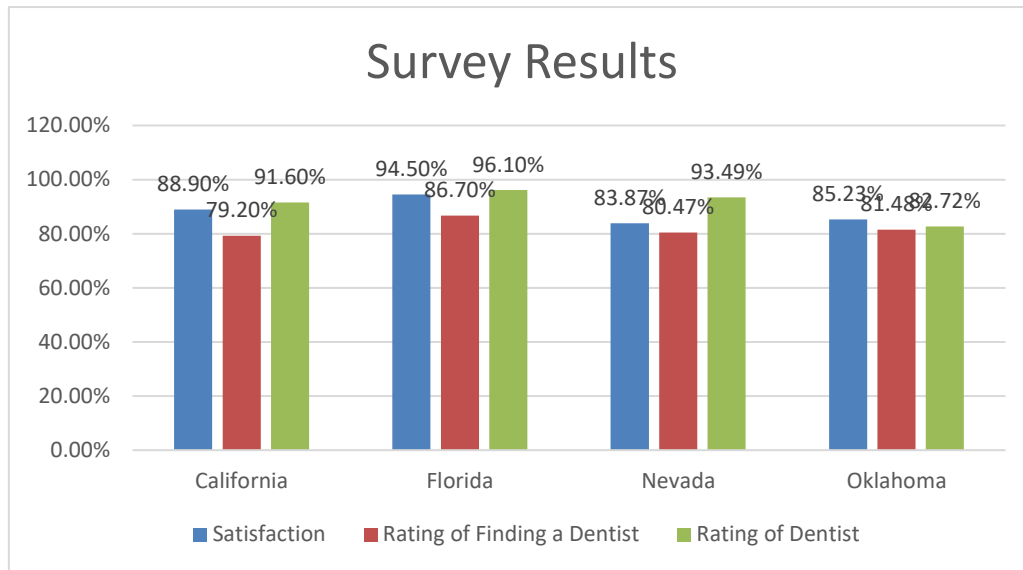


Review of Minutes	Rose Limon presented to the Committee the Q1 2026 CA Community Advisory Committee meetings minutes. She notified the Committee that the minutes have been approved via ad-hoc approval by Dr. Langford and Dr. Arian, thereby formalizing the acceptance of the Q1 2026 Community Advisory Committee meeting minutes.	Committee
3. New Business	Discussion/Action	Responsible Party
Connection Corner	<p>Rose Limon presented to the Committee for Connection Corner, sharing helpful tips and resources such as the following:</p> <ul style="list-style-type: none"> • Back to school tips to focus on healthy habits such as scheduling dental checkups, maintaining healthy sleep routines, choosing nutritious meals, staying hydrated, and staying physically active. • 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 	R. Limon
Population Health Management	<p>Candance Erisman 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>Candace Erisman explained that Liberty conducts an annual Member Satisfaction Survey to improve and ensure members receive the care they deserve, including:</p> <ul style="list-style-type: none"> • Improve quality of care • Identify areas of improvement • Enhance your overall experience • Connect you to program resources 	C. Erisman

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Candace Erisman shared a snapshot of the 2025 Member Satisfaction Survey results, focusing on overall satisfaction level, rating of finding a dentist, and rating of your dentist. She encouraged the members on the call to share their experiences with Liberty.



**Community
Smiles
Outreach Team**

Destiny Rockwood presented to the Committee the Community Smiles Outreach Team activities in **Q2 2026**. 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 through the following methods:

- 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:

- Parents of young children, Families, Seniors, Special Needs, Pregnant Women, African American Community, South Asian Community, Farsi speaking community, Immigrant Communities, College Students, Teens, Foster Care, Transitional Living, Alzheimer's & Dementia Care Givers, Unhoused, Spanish & English Speaking & more

Partnerships:

- El Nido, LA Care, Project SAFE, YMCA, LA County Dept of Health, LA Trust for Children's Health, Department of Mental Health, Supervisor Janice Hahn, Women's Shelter of Long Beach, Allies for Every Child, Mutual Assistance Network, Next Move, Vituity Cares, City Net, Sac County Oral Health, Folsom Cordova Community & more

**D.
Rockwood**

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	<p><u>Community Events:</u></p> <ul style="list-style-type: none"> Multiple LA Care locations Oral Health Workshops: <ul style="list-style-type: none"> Panorama City, East and West LA, Long Beach, Inglewood and Palmdale El Nido Family Centers Community Resource Fair Prenatal Presentation for Project SAFE New moms Supervisor Janice Hahn, the Department of Consumer and Business Affairs - South Whittier Community Resource Center South Whittier School District South Whittier Health and Wellness Fair May is Mental Health Awareness Month – Take Action Event LACDMH 4th Annual Parent & Caregiver Wellness Summit Community Alliance for Change Open House and Education Event <p><u>Accomplishments:</u></p> <ul style="list-style-type: none"> Events: 56 Screenings: 21 Toothbrushes: 1214 Impacted/Educated: 3479 Fluoride Applications: 97 Stakeholder Meetings: 44 	
Grievance & Appeals	<p>Rose Limon 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>Rose Limon 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 via telephone, or submitting an online form at www.libertydentalplan.com.</p> <p>Rose Limon reported the Q2 2026 Grievance and Appeals Trends for California:</p> <ul style="list-style-type: none"> Leading Grievance Categories: Quality of Service, Service Charge Conflict Leading Appeal Categories: Crown/Bridge, Endo Crown/Bridge, and Endo continue to be the leading appeal categories. 	R. Limon
Field Test Sample Appeal Language	<p>Rose Limon 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 	R. Limon

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	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.				
4. Open Forum	Discussion/Action				Responsible Party
	Rose Limon asked if there were items the Committee would like to discuss during the open forum.				Committee
	With no further discussion items, the Q2 2026 Community Advisory Committee Meeting was adjourned at 11:02 AM.				
5. Next Meeting (if applicable)					
Date:	November 2026	Time:	10:00 A.M.	Location:	TEAMs

6. Acknowledgment of Committee Approval					
			9/21/2026		
Cherag Sarkari, DDS Committee Chair			Date		

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