

**Transgender, Gender Diverse, or Intersex (TGI) Health Care Quality Standards and
Training Curriculum Working Group
December 11, 2023
Meeting Summary**

1. TGI Working Group Members in Attendance

Working Group Attendees:

Steph Carlson, Covered California (she/her)
Dannie Ceseña, California LGBTQ Health and Human Services Network
(he/him/they/them)
Bambi Cisneros, Department of Health Care Services (she/her/hers)
Bee Curiel, TransLatin@ Coalition (they/them)
Evan Johnson, TransFamily Support Services (they/them)
Priya Motz, Department of Health Care Services (she/her/hers)
Kendra M. Muller, Disability Rights California (she/they)
Adrian Naidu, California Public Employees' Retirement System (he/him/his)
Skyler Rosellini, National Health Law Program (he/him)
Dr. Ryan Spielvogel, Sutter Family Medicine Residency Program
(he/him/his)
Jason Tescher, California Department of Public Health (he/him/his)
Katalina Zambrano, Somos Familia Valle Central (she/her/ella)

Department of Managed Health Care (DMHC) Staff Attendances:

Mary Watanabe, Director (she/her/hers)
Amanda Levy, Deputy Director, Health Policy and Stakeholder Relations (she/her/hers)
Latika Sharma, Attorney III, (she/her)
Mary Peterson, Attorney III, (she/her/hers)
Justin Goodwin, Attorney IV, (he/him/his)
Alma Ochoa-Soria, Associate Governmental Program Analyst (she/her/hers)
Shaini Rodrigo, Associate Governmental Program Analyst (she/her)
Leslie Thompson, Staff Services Manager I (she/her/hers)

2. Welcome & Introductions

Jacob Rostovsky welcomed everyone to the meeting and facilitated introductions.

3. Review of November 14, 2023 Meeting Summary

Jacob Rostovsky asked if there were any changes to the November 14, 2023 meeting summary. There were no changes.

4. Presentation on Health Net's Activity Related to the TGI Community

Dr. Todd May, Vice President Medical Director, Commercial for Health Net and Dr. Dipa Patolia, Senior Director of Population Health and the Executive Sponsor of cPRIDE Employee Inclusion Group (EIG) for Health Net presented an overview of their current efforts to provide gender-affirming care for their members. Dr. May shared an infographic from a recent Health Net study which highlighted appeals and grievances collected via qualitative data. The top three categories were:

- Disrespectful Interactions Impacting Member Experience (36.06%)
- Network Inadequacy, or Prohibited Usage of Benefits (21.9%)
- Authorization Issues (20.82%)

Dr. Patolia presented information about their EIG, cPRIDE. She discussed how the EIG partners work with outside TGI organizations, such as Children's Hospital Los Angeles, to better understand the community and incorporate the lived experiences of the TGI community to improve quality of care.

5. Break

6. Facilitated Discussion of Quality Standards Recommendations

Jacob Rostovsky presented three recommendations for the quality standards. The working group provided the following feedback on each recommendation.

Recommendation #1: Conduct a thorough examination of the specifications for the DMHC's 13 Health Equity and Quality Measures to identify any explicit or implicit biases and gaps in addressing TGI healthcare needs. The measures are as follows:

1. *Colorectal Cancer Screening*
2. *Breast Cancer Screening*
3. *Hemoglobin A1c Control for Patients with Diabetes*
4. *Controlling High Blood Pressure*
5. *Asthma Medication Ratio*
6. *Depression Screening and Follow-Up for Adolescents and Adults*
7. *Prenatal and Postpartum Care*
8. *Childhood Immunization Status*
9. *Well-Child Visits in the First 30 Months of Life*
10. *Child and Adolescent Well-Care Visits*
11. *Plan All-Cause Readmissions*
12. *Immunizations for Adolescents*
13. *CAHPS Health Plan Survey, Version 5.0 (Medicaid and Commercial): Getting Needed Care*

- Prioritize stratification of measures 1-7, 11, and 13 by sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC).

Recommendation #2: Research Current Sexual Orientation and Gender Identity (SOGI) Data Collection Standards and Practices

- Recommend best practices and questions for SOGIESC data collection and reporting to more accurately capture TGI patient experiences. The working group provided the following best practices and questions:
 - Questions should include intersex individuals and differentiate between gender identity and sex characteristics.
 - Explain why it is important to collect SOGIESC data.
 - Identify the intent for collecting the data and how it will be used, including a disclaimer that the data is confidential and protected.
 - Include sex characteristics in data collection and allow for self-attestation.
 - Language justice and the ability to add other languages.
 - Standardize the questions that are asked and how the data is displayed.
 - Allow enrollees to check multiple boxes/categories and recognize that the responses may change over time.
 - Determine regular cadence for reviewing the SOGIESC categories.
 - Instead of using the term “health disparities”, consider a different message such as “to better understand your health needs and concerns” or “to help your doctor provide the best possible care”.
 - Recognize cultural identities and how they differ from SOGIESC data.

Recommendation #3: Research and Develop TGI Specific Measures and Areas of Focus

- The working group identified focus areas for future TGI specific measure development based on the healthcare experiences and needs of the TGI community. The focus areas included:
 - Access to preventative care.
 - Urology for all TGI individuals, especially trans women post gender affirming surgery.
 - Access to puberty blockers.
 - Timely access to care.
 - Pap smears.
 - Pregnancy care.
 - Cervical Screenings.
 - Equity in accessing care.
 - Denial rates.

Finalization of Training Curriculum Recommendations

Jacob Rostovsky shared the updated draft of the training curriculum, including changes made based on working group and public comment. The working group did not have any additional changes.

7. Public Comment

Jacob Rostovsky asked for comments from the public. There was no public comment.

8. Closing Remarks

Jacob Rostovsky thanked everyone for attending. The next meeting is scheduled for January 16, 2024, and will be conducted in a hybrid format.