

Data Exchange Framework

Technical Advisory Committee (TAC) Meeting #4D: Identity Management

Thursday, November 20, 2025

12:00 PM – 1:00 PM PT



Members are strongly encouraged to **enable their video** to foster increased interaction and discussion.

The Vision for Data Exchange in California

Every Californian, no matter where they live, should be able to walk into a doctor's office, a county social services agency, or an emergency room and be assured that their health and social services providers can access the information they need to provide safe, effective, whole-person care while keeping their data private and secure.

California's Data Exchange Framework (DxF) will help achieve this vision and improve care for all Californians by enabling statewide, secure data exchange between health and social services providers.



Agenda



- 12:00 PM
Welcome & Roll Call
- 12:05 PM
Identity Management Problem Statement
- 12:15 PM
Characteristics and Components of a Solution
- 12:50 PM
Public Comment
- 12:55 PM
Next Steps and Closing Remarks

Identity Management TAC Members



Members are strongly encouraged to **enable their video** to foster increased interaction and discussion.

Name	Organization
Rim Cothren (Chair)	Center for Data Insights and Innovation
Cindy Bero	Manatt Health Strategies
Aaron Goodale	MedPOINT Management
Ashutosh Pandey	ACOE
Benjamin Beasley	California Department of Public Health
Chris Ticknor	Orange County United Way
Craig Sanderson	CommonSpirit Health
Danielle Friend	EHRA
Dr. Brian Thomas	Alameda County SHIE
Eric Jahn	Bitfocus, Inc.
Eric Nielson	California Welfare Director's Association (CWDA)

Name	Organization
Jack Cheng, JD	Chinatown Service Center
Jeff Jarrett	Pacific Partners Management Services
Jeff Spevacek	Verato
Joe Sullivan	Emergency Service Medical Authority (EMSA)
John Helvey	SacValley MedShare
Julie Silas	Homebase
Ken Riomales	CalMHSA
Lloyd Fischer	Centene Corporation (Healthnet)
Mukund Wadekar	California Department of Social Services
Rebecca Fisher	California Department of Public Health
Uma Chandavarkar, MD, MHA	California Department of Healthcare Services
Vishaun Lekraj	Kaiser Permanente

Public Comment Opportunities

Public comment will be taken during the meeting at the approximate time listed on the agenda and limited to the total amount of time allocated for public comment.

Members of the public may also use the Zoom's Q&A feature to ask questions or make comments during the meeting or can email their questions or comments to DxF@chhs.ca.gov.

Identity Management TAC Series Objective

The objective of this meeting series is to **identify, characterize, and prioritize the issues in statewide identity management that DxF needs to address.**

What We Heard: Problem Statement

Identifying individuals across health care, social services, and public health systems is unreliable and inaccurate.

Inaccuracy and unreliability is due to:

- Lack of easy access to common authoritative identity by all authorized Participants, particularly for individuals with minimal demographic information (e.g., unhoused, minors)
- Incentives to create and propagate unmatched identities and leave them unresolved



Inaccuracy and unreliability leads to:

Individual impacts:

- Mistaken identity
- Degraded trust in the health care and social services system and how data is used
- Delays in receiving services, lost access to services

Service impacts:

- Degraded trust in the data being shared
- Missed opportunities to collaborate and coordinate care
- Duplicative efforts and operational, clinical, and financial inefficiencies

These problems lead to a need to create a trusted, efficient workflow for person matching and identity resolution.

For Discussion: Characteristics of a Model for DxF Identity Management

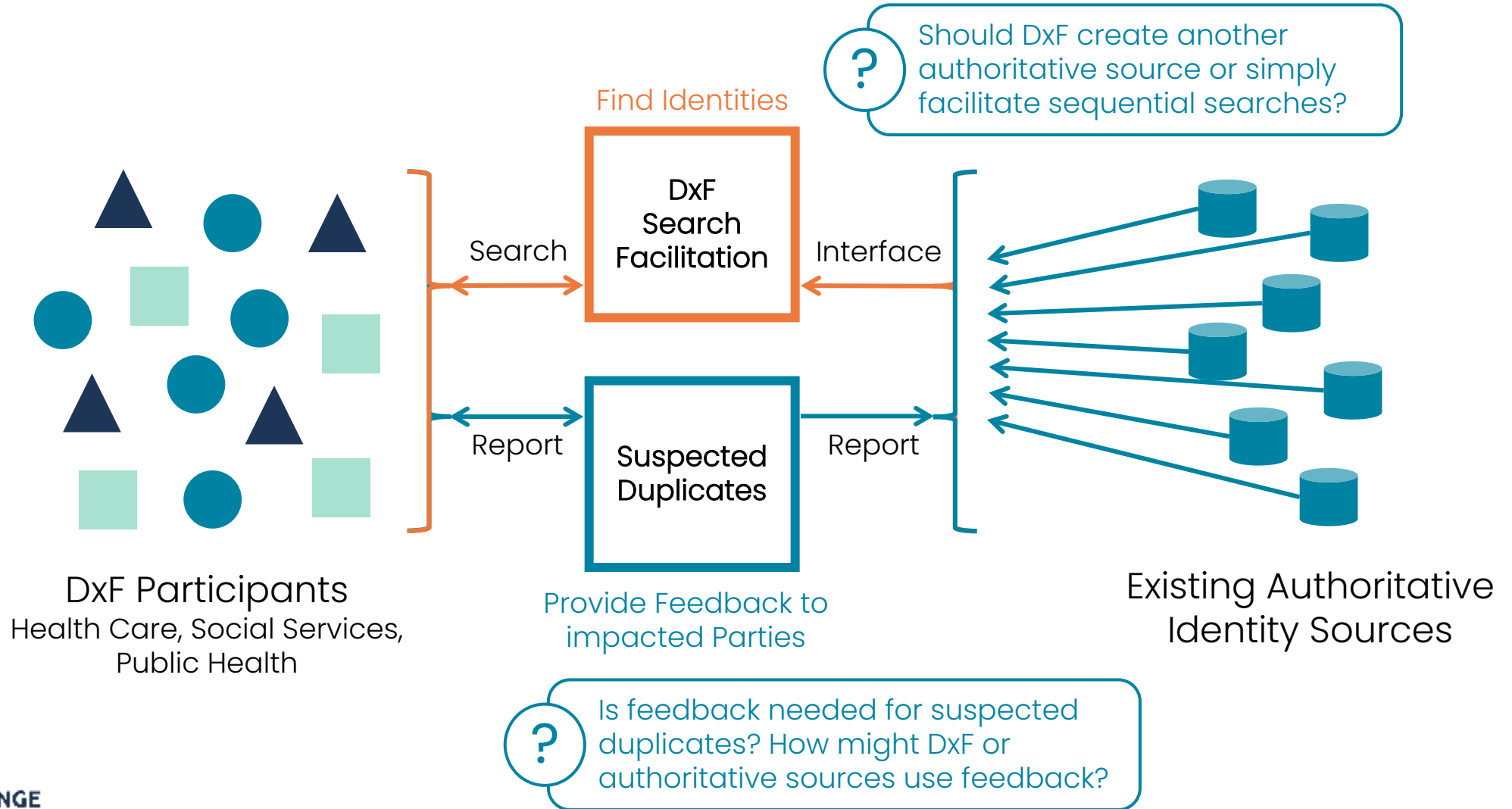
Provide single point of access to authoritative sources of identity

- Goal: Facilitate resolution of identity when interacting with other DxF Participants
- Approach: Facilitate access by all DxF Participants to authoritative sources of identity that span as many population segments as possible
- By either:
 1. Cross-reference identities (e.g., knowing a health plan ID, receive an MRN)
 - or –
 2. Facilitate incremental search (e.g., search the health plan, use found data to interact with the health system)

Provide feedback on failures when duplicates are suspected

- Facilitate reporting failures to link an individual to a known identity (e.g., in a search, failed to link to a record known to exist in a health system)
- Avoid propagating unlinked identities (e.g., when sending information, report that a known identity could not be linked to the health system or plan and a duplicate was likely created)

Potential Components of DxF Identity Management



Public Comment

Next Steps

The DxF Team will:

- Post meeting materials and recording to the DxF webpage.
- Summarize TAC identity management meeting series for HCAI.

Thank You!