



**California Health & Human Services Agency
Data Exchange Framework Technical Advisory Committee (TAC) Meeting
Transcript (12:00 PM – 1:00 PM PT, October 9, 2025)**

The following text is a transcript of the October 9, 2025, meeting of the California Health and Human Services Agency Data Exchange Framework TAC. The transcript was produced using Zoom's transcription feature. It should be reviewed concurrently with the recording – which may be found on the [CalHHS Data Exchange Framework webpage](#) to ensure accuracy.

00:04:44.921 --> 00:04:46.921

<v Vang, Akira@HCAI>Top of the hour. Hello and welcome.</v>

00:04:46.961 --> 00:04:50.652

<v Vang, Akira@HCAI>My name is Akira and I'll be in the background supporting with the meeting</v>

00:04:50.652 --> 00:04:53.310

<v Vang, Akira@HCAI>management.
I'd like to take a moment to go over some</v>

00:04:53.310 --> 00:04:56.164

<v Vang, Akira@HCAI>housekeeping and provide some reminders of meeting norms.</v>

00:04:56.164 --> 00:04:57.641

<v Vang, Akira@HCAI>This meeting will be recorded.</v>

00:04:57.721 --> 00:05:01.880

<v Vang, Akira@HCAI>Members are strongly encouraged to keep their cameras on throughout the session,</v>

00:05:01.880 --> 00:05:05.681

<v Vang, Akira@HCAI>especially while speaking to foster increased interaction and discussion.</v>

00:05:07.211 --> 00:05:11.622

<v Vang, Akira@HCAI>You may have noticed that we switched over to our meeting platform from zoom to</v>

00:05:11.622 --> 00:05:12.891

<v Vang, Akira@HCAI>teams. Most functional.</v>

00:05:13.241 --> 00:05:18.098

<v Vang, Akira@HCAI>Functionality will remain the same, except we will be using the Q&A;</v>

00:05:18.098 --> 00:05:23.845

<v Vang, Akira@HCAI>A as a replacement for the chat function. Members of the public are kindly asked to</v>



00:05:23.845 --> 00:05:29.181

<v Vang, Akira@HCAI>refrain from using the raise hand feature until the designated public comment</v>

00:05:29.181 --> 00:05:33.081

<v Vang, Akira@HCAI>period to avoid disruptions.
Tag members excuse me, tag.</v>

00:05:33.081 --> 00:05:35.440

<v Vang, Akira@HCAI>Members and members of the public use the Q&A;</v>

00:05:35.440 --> 00:05:38.281

<v Vang, Akira@HCAI>A to submit questions and comments throughout the meeting.</v>

00:05:38.281 --> 00:05:41.497

<v Vang, Akira@HCAI>You may also use the Q&A;
A to reach out to me if you experience</v>

00:05:41.497 --> 00:05:42.601

<v Vang, Akira@HCAI>technical difficulties.</v>

00:05:43.241 --> 00:05:45.481

<v Vang, Akira@HCAI>Life closed captioning will be available.</v>

00:05:45.521 --> 00:05:51.474

<v Vang, Akira@HCAI>Attendees can turn on captions by going to the more drop down click language and</v>

00:05:51.474 --> 00:05:54.121

<v Vang, Akira@HCAI>speech and click show live captions.</v>

00:05:54.401 --> 00:05:57.961

<v Vang, Akira@HCAI>Public comment will be taken at a designated time during the meeting.</v>

00:05:58.001 --> 00:06:02.222

<v Vang, Akira@HCAI>The meeting facilitator will call on each individual in the order in which their</v>

00:06:02.222 --> 00:06:03.161

<v Vang, Akira@HCAI>hands were raised.</v>

00:06:03.241 --> 00:06:07.342

<v Vang, Akira@HCAI>Individuals will have two minutes to speak and will be given will be asked to</v>

00:06:07.342 --> 00:06:07.921



<v Vang, Akira@HCAI>state name.</v>

00:06:08.651 --> 00:06:11.771

<v Vang, Akira@HCAI>And organizational affiliation at the beginning of state of statement.</v>

00:06:12.441 --> 00:06:12.481

<v Vang, Akira@HCAI>S.</v>

00:06:13.801 --> 00:06:16.814

<v Vang, Akira@HCAI>And with that, I would like to introduce Robert</v>

00:06:16.814 --> 00:06:18.761

<v Vang, Akira@HCAI>Catherine, also known as R.E.M.</v>

00:06:20.641 --> 00:06:25.106

<v Cothren, Robert@HCAI>Thank you, Akira, and welcome to our first meeting of the</v>

00:06:25.106 --> 00:06:27.801

<v Cothren, Robert@HCAI>Tech series on Identity Management.</v>

00:06:28.281 --> 00:06:32.644

<v Cothren, Robert@HCAI>I will ask everybody's patience as we get used to a new platform here,</v>

00:06:32.644 --> 00:06:35.841

<v Cothren, Robert@HCAI>but I'm really excited to get this meeting started.</v>

00:06:36.361 --> 00:06:38.801

<v Cothren, Robert@HCAI>Let's go on to the next slide please.</v>

00:06:38.921 --> 00:06:45.182

<v Cothren, Robert@HCAI>We begin all of our meetings with a reminder of the vision for data exchange</v>

00:06:45.182 --> 00:06:46.321

<v Cothren, Robert@HCAI>in California.</v>

00:06:46.321 --> 00:06:50.121

<v Cothren, Robert@HCAI>I'm not going to read this slide to you. I think many of you have seen it before.</v>

00:06:50.841 --> 00:06:56.282

<v Cothren, Robert@HCAI>But identity management is one of the areas where we are trying to put some</v>

00:06:56.282 --> 00:07:01.437



<v Cothren, Robert@HCAI>focus to make sure that we really enable effective and safe exchange of</v>

00:07:01.437 --> 00:07:04.659

<v Cothren, Robert@HCAI>information, both health and social services</v>

00:07:04.659 --> 00:07:06.521

<v Cothren, Robert@HCAI>information in California.</v>

00:07:06.521 --> 00:07:10.921

<v Cothren, Robert@HCAI>So this is a high priority topic for us today.</v>

00:07:11.321 --> 00:07:15.121

<v Cothren, Robert@HCAI>Go on to the next slide, please. As our first meeting in the series.</v>

00:07:15.811 --> 00:07:18.371

<v Cothren, Robert@HCAI>We'll have a few administrative actions.</v>

00:07:18.371 --> 00:07:19.251

<v Cothren, Robert@HCAI>Take care of today.</v>

00:07:19.401 --> 00:07:23.721

<v Cothren, Robert@HCAI>So we are in the middle of our welcome and roll call.</v>

00:07:24.161 --> 00:07:28.079

<v Cothren, Robert@HCAI>We'll do a quick introductions and this is the only meeting where we'll do</v>

00:07:28.079 --> 00:07:31.056

<v Cothren, Robert@HCAI>introductions, but many of you are new to the tech and I</v>

00:07:31.056 --> 00:07:33.721

<v Cothren, Robert@HCAI>want to get a chance for each of you to say hello.</v>

00:07:35.171 --> 00:07:38.611

<v Cothren, Robert@HCAI>We'll talk a little bit about how we operate tech meetings.</v>

00:07:40.331 --> 00:07:44.392

<v Cothren, Robert@HCAI>And then we will turn to our topic today. Primarily today,</v>



00:07:44.392 --> 00:07:49.211

<v Cothren, Robert@HCAI>we're going to talk about what is the problem in identity management.</v>

00:07:49.521 --> 00:07:53.974

<v Cothren, Robert@HCAI>Management that we should be trying to address here in the data exchange</v>

00:07:53.974 --> 00:07:56.781

<v Cothren, Robert@HCAI>framework, we'll reserve some time for public</v>

00:07:56.781 --> 00:08:01.600

<v Cothren, Robert@HCAI>comment about 10 minutes before the top of the hour and then we will close out</v>

00:08:01.600 --> 00:08:04.041

<v Cothren, Robert@HCAI>with any next steps and closing remarks.</v>

00:08:04.041 --> 00:08:06.724

<v Cothren, Robert@HCAI>We do try to meet in these meetings on time,</v>

00:08:06.724 --> 00:08:11.554

<v Cothren, Robert@HCAI>so I will endeavour to hit that mark for public comment at 10 minutes before the</v>

00:08:11.554 --> 00:08:13.761

<v Cothren, Robert@HCAI>hour. Go on to the next slide please.</v>

00:08:15.051 --> 00:08:20.311

<v Cothren, Robert@HCAI>For those that are members of the public, we do have a comment opportunities for</v>

00:08:20.311 --> 00:08:20.571

<v Cothren, Robert@HCAI>you.</v>

00:08:22.481 --> 00:08:28.233

<v Cothren, Robert@HCAI>Please use the Q&A function here in teams to ask questions</v>

00:08:28.233 --> 00:08:29.761

<v Cothren, Robert@HCAI>or drop comments.</v>

00:08:31.211 --> 00:08:36.793

<v Cothren, Robert@HCAI>During the meeting and then again, we will pause at the appropriate time on</v>



00:08:36.793 --> 00:08:42.303

<v Cothren, Robert@HCAI>the agenda about 10 minutes before the end of the hour for a verbal public</v>

00:08:42.303 --> 00:08:48.253

<v Cothren, Robert@HCAI>comment for Members here of the committee, the chat is disabled and in general I</v>

00:08:48.253 --> 00:08:50.971

<v Cothren, Robert@HCAI>prefer that people talk during these.</v>

00:08:51.321 --> 00:08:54.187

<v Cothren, Robert@HCAI>Meetings rather than use the chat functions.</v>

00:08:54.187 --> 00:08:59.156

<v Cothren, Robert@HCAI>But if you do have a URL or something else that you want to drop in for other</v>

00:08:59.156 --> 00:09:03.361

<v Cothren, Robert@HCAI>members of the committee, you have access to the Q&A as well.</v>

00:09:03.361 --> 00:09:07.584

<v Cothren, Robert@HCAI>And that's a good place to put that information. And members of the committee,</v>

00:09:07.584 --> 00:09:11.594

<v Cothren, Robert@HCAI>if you want to kind of monitor any traffic that's going on in the Q&A,</v>

00:09:11.594 --> 00:09:14.321

<v Cothren, Robert@HCAI>you feel free to do that. I'll be honest with you.</v>

00:09:14.321 --> 00:09:18.467

<v Cothren, Robert@HCAI>I usually don't do a very good job of that while I'm talking to you, all of you,</v>

00:09:18.467 --> 00:09:20.361

<v Cothren, Robert@HCAI>and don't feel obliged to watch that.</v>

00:09:20.641 --> 00:09:24.735

<v Cothren, Robert@HCAI>We will take note of everything that popped up in the Q&A;</v>

00:09:24.735 --> 00:09:26.481

<v Cothren, Robert@HCAI>A after the meeting today.</v>



00:09:27.001 --> 00:09:32.162

<v Cothren, Robert@HCAI>Let's go on to the next slide, please.
And this is our opportunity for us to get</v>

00:09:32.162 --> 00:09:34.201

<v Cothren, Robert@HCAI>to know each other a little bit.</v>

00:09:34.241 --> 00:09:37.482

<v Cothren, Robert@HCAI>Like I said,
we won't be calling roll for all of these</v>

00:09:37.482 --> 00:09:40.606

<v Cothren, Robert@HCAI>meetings,
but we are going to be doing it for today.</v>

00:09:40.606 --> 00:09:45.203

<v Cothren, Robert@HCAI>So we'll just go down the list here real
quickly and as I call out your name,</v>

00:09:45.203 --> 00:09:48.681

<v Cothren, Robert@HCAI>if you could come on camera,
unmute yourself, that'll get.</v>

00:09:48.681 --> 00:09:53.421

<v Cothren, Robert@HCAI>Our chance for a sound check again and
just introduce who you are and what</v>

00:09:53.421 --> 00:09:55.001

<v Cothren, Robert@HCAI>organization you're with.</v>

00:09:55.121 --> 00:09:56.841

<v Cothren, Robert@HCAI>So we'll start off with the errand.</v>

00:09:58.671 --> 00:10:00.591

<v Cothren, Robert@HCAI>Erin, are you out there? Yes.</v>

00:09:58.811 --> 00:09:59.891

<v Aaron Goodale>Good afternoon.</v>

00:10:00.131 --> 00:10:01.211

<v Aaron Goodale>Yeah. How you doing?</v>

00:10:01.211 --> 00:10:01.331

<v Aaron Goodale>R.E.M.</v>

00:10:02.051 --> 00:10:02.211

<v Cothren, Robert@HCAI>Good.</v>

00:10:02.891 --> 00:10:06.147

<v Aaron Goodale>Yeah. Erin Goodale,



vice president of it for Medpoint</v>

00:10:06.147 --> 00:10:06.811

<v Aaron Goodale>management.</v>

00:10:08.251 --> 00:10:11.411

<v Cothren, Robert@HCAI>Thank you, Erin. Ashutosh.</v>

00:10:14.791 --> 00:10:18.746

<v Cothren, Robert@HCAI>Do not see that one on the attendee list if you are out there,</v>

00:10:18.746 --> 00:10:22.953

<v Cothren, Robert@HCAI>please drop a note in the Q&A for us to make sure that you're</v>

00:10:22.953 --> 00:10:24.711

<v Cothren, Robert@HCAI>admitted properly. Benjamin.</v>

00:10:30.031 --> 00:10:32.191

<v Cothren, Robert@HCAI>I don't see Benjamin on there, Chris.</v>

00:10:34.451 --> 00:10:35.211

<v Chris Ticknor>Thank you.</v>

00:10:35.211 --> 00:10:36.531

<v Chris Ticknor>Hey everybody, I'm kristycker.</v>

00:10:36.531 --> 00:10:39.491

<v Chris Ticknor>I'm chief transformation officer with Orange County United Way.</v>

00:10:40.401 --> 00:10:41.721

<v Cothren, Robert@HCAI>Thanks, Chris. Craig.</v>

00:10:43.011 --> 00:10:44.131

<v Craig Sanderson -- CommonSpirit>Today I'm Craig Dennison.</v>

00:10:44.131 --> 00:10:47.531

<v Craig Sanderson -- CommonSpirit>I'm with common spirit health product manager for interoperability.</v>

00:10:48.441 --> 00:10:50.081

<v Cothren, Robert@HCAI>Thank you, Craig, Danielle.</v>

00:10:51.351 --> 00:10:51.991

<v Danielle Friend>Hi folks.</v>

00:10:52.071 --> 00:10:55.471

<v Danielle Friend>Apologies that my camera's not working



today, but I'll be on in the future.</v>

00:10:55.631 --> 00:10:56.631

<v Danielle Friend>I'm Danielle friend.</v>

00:10:56.631 --> 00:11:00.399

<v Danielle Friend>I'm a software developer and work on interoperability Epic and I'm here</v>

00:11:00.399 --> 00:11:01.551

<v Danielle Friend>representing the ehra.</v>

00:11:02.531 --> 00:11:04.211

<v Cothren, Robert@HCAI>Thank you, Danielle, Brian.</v>

00:11:08.731 --> 00:11:11.571

<v Cothren, Robert@HCAI>I don't see Brian on the list today, Eric.</v>

00:11:12.881 --> 00:11:13.521

<v Eric Jahn>Hi everyone.</v>

00:11:13.521 --> 00:11:16.137

<v Eric Jahn>I'm Eric Yan,
senior interoperability architect at</v>

00:11:16.137 --> 00:11:18.702

<v Eric Jahn>Bitfocus,
which is a case management and homeless</v>

00:11:18.702 --> 00:11:20.241

<v Eric Jahn>management information system.</v>

00:11:20.861 --> 00:11:23.981

<v Cothren, Robert@HCAI>Thank you, Eric and Eric again,
Eric Nelson, Nelson.</v>

00:11:24.161 --> 00:11:26.930

<v Eric Nielson>Hi,
Eric Nielsen with the California County</v>

00:11:26.930 --> 00:11:31.274

<v Eric Nielson>Welfare Directors Association
representing California Human Services</v>

00:11:31.274 --> 00:11:31.841

<v Eric Nielson>agencies.</v>

00:11:33.001 --> 00:11:34.481

<v Cothren, Robert@HCAI>Thank you, Eric. Jack.</v>



00:11:40.141 --> 00:11:43.100

<v Cothren, Robert@HCAI>Not hearing Jack Jack.
If you are out there,</v>

00:11:43.100 --> 00:11:47.901

<v Cothren, Robert@HCAI>please drop us a note in the Q&A
A so we can get you in Jeff Jarrett.</v>

00:11:54.761 --> 00:11:56.771

<v Cothren, Robert@HCAI>Jeff, we are not hearing you.</v>

00:11:56.771 --> 00:11:58.001

<v Cothren, Robert@HCAI>I do see you on the list.</v>

00:12:01.461 --> 00:12:03.941

<v Cothren, Robert@HCAI>Maybe we'll come back to Jeff again.</v>

00:12:06.471 --> 00:12:07.631

<v Cothren, Robert@HCAI>So our other Jeff.</v>

00:12:08.511 --> 00:12:10.871

<v Jeff Spevacek>Jeff Sabatchik, thank you.</v>

00:12:10.951 --> 00:12:13.391

<v Jeff Spevacek>I'm regional vice president for barrado.</v>

00:12:14.761 --> 00:12:16.081

<v Cothren, Robert@HCAI>Thank you, Jeff. Jennifer.</v>

00:12:17.721 --> 00:12:20.665

<v Womack, Jennifer@CDPH>Jennifer Womack,
California Department of Public Health</v>

00:12:20.665 --> 00:12:24.452

<v Womack, Jennifer@CDPH>and I work in the Office of Data strategy
under the Chief Data Officer,</v>

00:12:24.452 --> 00:12:25.241

<v Womack, Jennifer@CDPH>Rebecca Fisher.</v>

00:12:27.151 --> 00:12:28.191

<v Cothren, Robert@HCAI>Thank you, Joe.</v>

00:12:29.331 --> 00:12:32.478

<v Sullivan, Joe@EMSA>Joe Sullivan,
chief information officer for the</v>

00:12:32.478 --> 00:12:35.691

<v Sullivan, Joe@EMSA>California Emergency Medical Services
Authority.</v>



00:12:36.551 --> 00:12:38.071

<v Cothren, Robert@HCAI>Thank you, Joe. John.</v>

00:12:39.351 --> 00:12:39.871

<v John Helvey>Hi, John.</v>

00:12:39.871 --> 00:12:40.631

<v John Helvey>How are you?</v>

00:12:40.631 --> 00:12:41.911

<v John Helvey>CEO for SAC value metchair.</v>

00:12:43.161 --> 00:12:44.521

<v Cothren, Robert@HCAI>Thank you, John. Julie.</v>

00:12:47.551 --> 00:12:49.671

<v Julie Silas>Hi Sir I can unmute Julie Silas.</v>

00:12:49.671 --> 00:12:50.711

<v Julie Silas>I'm with home base.</v>

00:12:50.751 --> 00:12:54.911

<v Julie Silas>We are a non profit organization that has been working and partnering to end in</v>

00:12:54.911 --> 00:12:57.511

<v Julie Silas>parent homelessness in California and nationally.</v>

00:12:58.331 --> 00:13:00.331

<v Cothren, Robert@HCAI>Thank you, Ken.</v>

00:13:01.861 --> 00:13:02.781

<v Ken Riomales>Good afternoon, everyone.</v>

00:13:02.781 --> 00:13:05.215

<v Ken Riomales>Ken Riemelis, senior director of interoperability for</v>

00:13:05.215 --> 00:13:05.621

<v Ken Riomales>Cal Mesa.</v>

00:13:06.781 --> 00:13:07.461

<v Cothren, Robert@HCAI>Thank you.</v>

00:13:09.011 --> 00:13:09.211

<v Cothren, Robert@HCAI>Lloyd.</v>

00:13:09.691 --> 00:13:12.971



<v Lloyd L. Fischer>Hello everyone. Nice to meet you all.
I'm Lloyd Fisher.</v>

00:13:12.971 --> 00:13:17.380
<v Lloyd L. Fischer>I'm the principal architect in our
clinical and interoperability</v>

00:13:17.380 --> 00:13:19.891
<v Lloyd L. Fischer>organization at Health Net corporate.</v>

00:13:21.811 --> 00:13:22.651
<v Cothren, Robert@HCAI>Thank you.</v>

00:13:24.851 --> 00:13:25.011
<v Cothren, Robert@HCAI>Kund.</v>

00:13:28.581 --> 00:13:29.661
<v Cothren, Robert@HCAI>About uma.</v>

00:13:32.311 --> 00:13:35.031
<v Chandavarkar, Uma@DHCS>Afternoon. My name is Uma chandavarakar.</v>

00:13:35.031 --> 00:13:40.364
<v Chandavarkar, Uma@DHCS>I'm an informatics medical consultant at
the Department for Healthcare Services</v>

00:13:40.364 --> 00:13:43.431
<v Chandavarkar, Uma@DHCS>and I work closely with Doctor Lynette
Scott.</v>

00:13:45.491 --> 00:13:47.011
<v Cothren, Robert@HCAI>Thank you Uma and Vishaan.</v>

00:13:55.061 --> 00:13:56.301
<v Cothren, Robert@HCAI>Deshaun, we cannot hear you.</v>

00:14:05.371 --> 00:14:06.851
<v Cothren, Robert@HCAI>I'm still not hearing you vishaan.</v>

00:14:06.851 --> 00:14:10.371
<v Cothren, Robert@HCAI>Maybe we can work on Vishaan's Mic and
make sure that he's doing OK.</v>

00:14:10.771 --> 00:14:12.371
<v Cothren, Robert@HCAI>Did we miss anybody that joined us late?</v>

00:14:14.751 --> 00:14:16.791
<v Jeff Jarrett>I think I'm here Jeff Jarrett now.</v>

00:14:17.071 --> 00:14:19.351



<v Jeff Jarrett>I was here,
but I couldn't talk or be seen.</v>

00:14:19.711 --> 00:14:22.031

<v Cothren, Robert@HCAI>Good to good to see. We got it fixed.
Thanks.</v>

00:14:19.911 --> 00:14:20.471

<v Jeff Jarrett>I'm Jeff.</v>

00:14:22.071 --> 00:14:25.838

<v Jeff Jarrett>Yeah. I'm Jeff Jarrett,
CIO at Pacific Partners Management</v>

00:14:25.838 --> 00:14:29.031

<v Jeff Jarrett>Services,
where a subsidiary of HAHCA Healthcare.</v>

00:14:29.031 --> 00:14:34.631

<v Jeff Jarrett>And we are an MSO that serves the Santa
Clara County IPA.</v>

00:14:36.711 --> 00:14:37.271

<v Cothren, Robert@HCAI>Thanks Jeff.</v>

00:14:39.041 --> 00:14:41.281

<v Cothren, Robert@HCAI>Anybody else we missed or any other late
comers?</v>

00:14:43.941 --> 00:14:46.181

<v Cothren, Robert@HCAI>If not,
let's go on to the next slide please.</v>

00:14:48.531 --> 00:14:52.859

<v Cothren, Robert@HCAI>So just a little bit about how we run our
meetings, our tech meetings,</v>

00:14:52.859 --> 00:14:57.431

<v Cothren, Robert@HCAI>we try to keep our meetings informal,
but we do have a few things that you</v>

00:14:57.431 --> 00:14:58.651

<v Cothren, Robert@HCAI>should expect of us.</v>

00:14:58.931 --> 00:15:01.851

<v Cothren, Robert@HCAI>We do try to get materials out in advance
of meetings.</v>

00:15:01.851 --> 00:15:04.171

<v Cothren, Robert@HCAI>Sometimes that'll include read aheads.</v>



00:15:04.171 --> 00:15:07.874

<v Cothren, Robert@HCAI>We encourage people to spend a little time and read those materials.</v>

00:15:07.874 --> 00:15:12.221

<v Cothren, Robert@HCAI>If you get a chance to so that you come to the meetings just a little bit better</v>

00:15:12.221 --> 00:15:14.904

<v Cothren, Robert@HCAI>prepared, our goal is to show you very few slides</v>

00:15:14.904 --> 00:15:17.051

<v Cothren, Robert@HCAI>and spend our time talking about things.</v>

00:15:17.891 --> 00:15:18.651

<v Cothren, Robert@HCAI>Today.</v>

00:15:19.081 --> 00:15:23.204

<v Cothren, Robert@HCAI>A little slide heavy because of it it being our first meeting,</v>

00:15:23.204 --> 00:15:26.281

<v Cothren, Robert@HCAI>but you should see fewer slides in the future.</v>

00:15:26.721 --> 00:15:30.431

<v Cothren, Robert@HCAI>All of our meetings are open to the public and as we've said,</v>

00:15:30.431 --> 00:15:34.681

<v Cothren, Robert@HCAI>we're going to be reserving time for public comment after the meeting.</v>

00:15:34.721 --> 00:15:39.607

<v Cothren, Robert@HCAI>All of our meetings are recorded and we will be posting our meeting materials</v>

00:15:39.607 --> 00:15:44.431

<v Cothren, Robert@HCAI>along with a transcript of the Q&A and our recordings on our website so</v>

00:15:44.431 --> 00:15:48.441

<v Cothren, Robert@HCAI>that you can review anything that came out of today's meetings.</v>

00:15:49.361 --> 00:15:53.385

<v Cothren, Robert@HCAI>Materials for each meeting will include a summary of what we heard,</v>



00:15:53.385 --> 00:15:57.468

<v Cothren, Robert@HCAI>and we'll talk about that at the beginning of each of our subsequent</v>

00:15:57.468 --> 00:15:58.001

<v Cothren, Robert@HCAI>meetings.</v>

00:15:58.041 --> 00:16:03.054

<v Cothren, Robert@HCAI>Just gives you an opportunity to make adjustments to any of our summary points</v>

00:16:03.054 --> 00:16:08.067

<v Cothren, Robert@HCAI>and then we will post a summary of the meeting discussions and recommendations</v>

00:16:08.067 --> 00:16:10.161

<v Cothren, Robert@HCAI>at the end of the meeting series.</v>

00:16:10.681 --> 00:16:12.161

<v Cothren, Robert@HCAI>Let's go on to the next slide please.</v>

00:16:13.611 --> 00:16:18.331

<v Cothren, Robert@HCAI>Just a few general rules of the road here. We have asked people.</v>

00:16:18.721 --> 00:16:23.354

<v Cothren, Robert@HCAI>To apply to be a member of the tax series because you are subject matter experts</v>

00:16:23.354 --> 00:16:28.158

<v Cothren, Robert@HCAI>with technical and operational experience, and that's what we're hoping that you'll</v>

00:16:28.158 --> 00:16:30.561

<v Cothren, Robert@HCAI>bring to the table, there are going to be.</v>

00:16:32.411 --> 00:16:37.678

<v Cothren, Robert@HCAI>Policy and legal aspects that I'm sure will come up during our discussions today,</v>

00:16:37.678 --> 00:16:42.944

<v Cothren, Robert@HCAI>but we really want to focus on technical and operational aspects of our questions</v>

00:16:42.944 --> 00:16:45.771

<v Cothren, Robert@HCAI>for the most part, we have representatives.</v>

00:16:47.571 --> 00:16:48.531



<v Cothren, Robert@HCAI>From a lot of different.</v>

00:16:48.761 --> 00:16:52.603

<v Cothren, Robert@HCAI>Print stakeholder groups,
and that's one of our goals of all of the</v>

00:16:52.603 --> 00:16:53.281

<v Cothren, Robert@HCAI>tech series.</v>

00:16:53.601 --> 00:16:56.881

<v Cothren, Robert@HCAI>We will be holding our meetings every two
weeks.</v>

00:16:56.881 --> 00:17:01.972

<v Cothren, Robert@HCAI>All of them will be in the same time slot
Thursdays at noon and you should have all</v>

00:17:01.972 --> 00:17:06.578

<v Cothren, Robert@HCAI>of those meetings on your calendar.
At this time. We plan on four meetings.</v>

00:17:06.578 --> 00:17:10.761

<v Cothren, Robert@HCAI>If there's going to be an adjustment,
either shortening our meeting.</v>

00:17:12.211 --> 00:17:16.659

<v Cothren, Robert@HCAI>Series or lengthening in it.
We'll get into that as we go forward.</v>

00:17:16.659 --> 00:17:17.891

<v Cothren, Robert@HCAI>And then the real.</v>

00:17:19.881 --> 00:17:25.420

<v Cothren, Robert@HCAI>Goal of our meeting series here is that
we're looking in general for actionable</v>

00:17:25.420 --> 00:17:28.121

<v Cothren, Robert@HCAI>recommendations from our tech meetings.</v>

00:17:28.201 --> 00:17:31.349

<v Cothren, Robert@HCAI>I will say that for this particular
series,</v>

00:17:31.349 --> 00:17:37.216

<v Cothren, Robert@HCAI>we're going to be spending quite a bit of
time talking about priorities on issues</v>

00:17:37.216 --> 00:17:41.723

<v Cothren, Robert@HCAI>that the XF should address,
and we may get not get as far into</v>



00:17:41.723 --> 00:17:43.441

<v Cothren, Robert@HCAI>recommendations outside.</v>

00:17:44.091 --> 00:17:48.491

<v Cothren, Robert@HCAI>Of recommendations on where the DXF team and the state.</v>

00:17:48.681 --> 00:17:50.521

<v Cothren, Robert@HCAI>It should spend its time and effort.</v>

00:17:51.971 --> 00:17:53.251

<v Cothren, Robert@HCAI>Let's go on to the next slide please.</v>

00:17:54.931 --> 00:17:58.571

<v Cothren, Robert@HCAI>We'll be reminding you all of our goal for this series as we come along.</v>

00:17:58.571 --> 00:18:03.526

<v Cothren, Robert@HCAI>Our goal for this particular series is to identify, characterize,</v>

00:18:03.526 --> 00:18:07.731

<v Cothren, Robert@HCAI>and prioritize issues in statewide identity management.</v>

00:18:07.731 --> 00:18:12.731

<v Cothren, Robert@HCAI>The DXF needs to address and so I really want to focus us on DXF.</v>

00:18:15.051 --> 00:18:18.035

<v Cothren, Robert@HCAI>Actions that need to be taken. I'm sure that we're we'll come up with a</v>

00:18:18.035 --> 00:18:18.491

<v Cothren, Robert@HCAI>few things.</v>

00:18:18.761 --> 00:18:22.823

<v Cothren, Robert@HCAI>Things that are parallel to what we're doing on the data exchange framework,</v>

00:18:22.823 --> 00:18:26.041

<v Cothren, Robert@HCAI>but we do wanna concentrate on what's necessary to exchange.</v>

00:18:24.581 --> 00:18:24.741

<v Jeff Jarrett>Yeah.</v>

00:18:27.571 --> 00:18:29.731

<v Cothren, Robert@HCAI>Health and social services information.</v>



00:18:31.371 --> 00:18:33.011

<v Cothren, Robert@HCAI>Go on to the next slide please.</v>

00:18:33.531 --> 00:18:36.911

<v Cothren, Robert@HCAI>As I said,
we're going to be a little heavier at</v>

00:18:36.911 --> 00:18:42.430

<v Cothren, Robert@HCAI>this meeting on slide material and it's
really largely because we want to start</v>

00:18:42.430 --> 00:18:45.535

<v Cothren, Robert@HCAI>us off by some level setting on a few
terms,</v>

00:18:45.535 --> 00:18:48.571

<v Cothren, Robert@HCAI>so that we all kind of start from the
same.</v>

00:18:48.881 --> 00:18:49.441

<v Cothren, Robert@HCAI>Point.</v>

00:18:50.761 --> 00:18:58.217

<v Cothren, Robert@HCAI>The AB 133 legislation that created the
data exchange framework called on at the</v>

00:18:58.217 --> 00:19:03.281

<v Cothren, Robert@HCAI>time CDII to create a strategy for
digital identities.</v>

00:19:03.281 --> 00:19:08.401

<v Cothren, Robert@HCAI>We produce that document and published it
in July of 2022.</v>

00:19:09.931 --> 00:19:13.691

<v Cothren, Robert@HCAI>As an outcome of a number of focus group
meetings.</v>

00:19:15.491 --> 00:19:20.211

<v Cothren, Robert@HCAI>Meetings with the stakeholder Advisory
group and public comment.</v>

00:19:21.121 --> 00:19:26.921

<v Cothren, Robert@HCAI>In the strategy it defines digital
identity, as is quoted here on the slide.</v>

00:19:26.921 --> 00:19:33.725

<v Cothren, Robert@HCAI>Again, I'm not going to read that to you,
but in particular an important outcome of</v>



00:19:33.725 --> 00:19:40.368

<v Cothren, Robert@HCAI>the strategy for digital identities was to define the scope of digital identities</v>

00:19:40.368 --> 00:19:42.961

<v Cothren, Robert@HCAI>for the data exchange framework.</v>

00:19:43.001 --> 00:19:47.828

<v Cothren, Robert@HCAI>And that was to associate accessed or exchanged health and social services</v>

00:19:47.828 --> 00:19:48.601

<v Cothren, Robert@HCAI>information.</v>

00:19:49.331 --> 00:19:49.651

<v Cothren, Robert@HCAI>With the correct.</v>

00:19:50.001 --> 00:19:50.881

<v Cothren, Robert@HCAI>Real person.</v>

00:19:52.771 --> 00:19:59.092

<v Cothren, Robert@HCAI>The the focus there for for DXF since that time in identity management has been</v>

00:19:59.092 --> 00:20:05.571

<v Cothren, Robert@HCAI>what many people call person matching or record linking and really trying to make</v>

00:20:05.571 --> 00:20:08.811

<v Cothren, Robert@HCAI>sure that we identify the correct person.</v>

00:20:09.001 --> 00:20:12.784

<v Cothren, Robert@HCAI>For instance, that you were talking about me when</v>

00:20:12.784 --> 00:20:18.914

<v Cothren, Robert@HCAI>someone is trying to retrieve health or social services information about me and</v>

00:20:18.914 --> 00:20:24.135

<v Cothren, Robert@HCAI>they don't retrieve that information about somebody that has similar</v>

00:20:24.135 --> 00:20:28.675

<v Cothren, Robert@HCAI>characteristics as me, such as shares a last name or a home</v>

00:20:28.675 --> 00:20:29.281

<v Cothren, Robert@HCAI>address.</v>



00:20:31.681 --> 00:20:34.652

<v Cothren, Robert@HCAI>Now, identity management may mean many more</v>

00:20:34.652 --> 00:20:35.801

<v Cothren, Robert@HCAI>things than that.</v>

00:20:35.801 --> 00:20:41.263

<v Cothren, Robert@HCAI>It's often a term that is associated with identity assurance with access management,</v>

00:20:41.263 --> 00:20:45.248

<v Cothren, Robert@HCAI>with authentication, authorization as well as person matching</v>

00:20:45.248 --> 00:20:50.582

<v Cothren, Robert@HCAI>the data exchange framework strategy for digital identities called those items out</v>

00:20:50.582 --> 00:20:51.161

<v Cothren, Robert@HCAI>of scope.</v>

00:20:51.161 --> 00:20:54.336

<v Cothren, Robert@HCAI>For DXF, that's one of the things that we'll talk</v>

00:20:54.336 --> 00:20:56.241

<v Cothren, Robert@HCAI>about just briefly here today.</v>

00:20:56.781 --> 00:20:58.701

<v Cothren, Robert@HCAI>Gone to the next slide, please.</v>

00:21:01.271 --> 00:21:05.323

<v Cothren, Robert@HCAI>So as I said, identity management often is used to</v>

00:21:05.323 --> 00:21:07.071

<v Cothren, Robert@HCAI>refer to other things.</v>

00:21:08.531 --> 00:21:12.291

<v Cothren, Robert@HCAI>Identity assurance really the process used to assure.</v>

00:21:14.211 --> 00:21:18.611

<v Cothren, Robert@HCAI>That identifying information is associated with the correct real person,</v>

00:21:18.611 --> 00:21:22.771

<v Cothren, Robert@HCAI>often called identity proofing,



goes by a number of different terms.</v>

00:21:24.491 --> 00:21:27.923

<v Cothren, Robert@HCAI>These definitions are all found.
Sorry in the DXF road map,</v>

00:21:27.923 --> 00:21:29.811

<v Cothren, Robert@HCAI>so that's where you'll find them.</v>

00:21:30.321 --> 00:21:35.543

<v Cothren, Robert@HCAI>Access management is about making sure
that an individual can access the data</v>

00:21:35.543 --> 00:21:39.761

<v Cothren, Robert@HCAI>that they're authorized to access,
to go on to the next slide.</v>

00:21:41.331 --> 00:21:45.339

<v Cothren, Robert@HCAI>And person matching is and record linking
is linking information,</v>

00:21:45.339 --> 00:21:50.440

<v Cothren, Robert@HCAI>health and social services information to
the correct identity and making sure that</v>

00:21:50.440 --> 00:21:55.358

<v Cothren, Robert@HCAI>you can match that identity when you're
making a request for information or when</v>

00:21:55.358 --> 00:21:59.731

<v Cothren, Robert@HCAI>you're seeking information and want to
combine it with a health record.</v>

00:22:00.881 --> 00:22:05.246

<v Cothren, Robert@HCAI>But that's just kind of, you know,
the the level setting and hopefully</v>

00:22:05.246 --> 00:22:10.225

<v Cothren, Robert@HCAI>that'll establish some terminology when
we talk over the course of today and the</v>

00:22:10.225 --> 00:22:14.406

<v Cothren, Robert@HCAI>following meetings when we with with what
we're talking about here,</v>

00:22:14.406 --> 00:22:18.771

<v Cothren, Robert@HCAI>while the topic is identity management,
I would encourage us to think.</v>

00:22:18.801 --> 00:22:24.619



<v Cothren, Robert@HCAI>About things in terms of person matching, identity assurance or access management.</v>

00:22:24.619 --> 00:22:25.881

<v Cothren, Robert@HCAI>As we think about.</v>

00:22:26.651 --> 00:22:28.171

<v Cothren, Robert@HCAI>Portions of identity management.</v>

00:22:30.351 --> 00:22:33.393

<v Cothren, Robert@HCAI>All right, let's go on to the next slide, please.</v>

00:22:33.393 --> 00:22:36.071

<v Cothren, Robert@HCAI>And so here really are questions for today.</v>

00:22:39.931 --> 00:22:40.691

<v Cothren, Robert@HCAI>And.</v>

00:22:42.731 --> 00:22:47.411

<v Cothren, Robert@HCAI>The the two items that we really want to start talking about is should the focus?</v>

00:22:49.091 --> 00:22:53.875

<v Cothren, Robert@HCAI>For data exchange framework remain on person matching of individuals that are</v>

00:22:53.875 --> 00:22:58.291

<v Cothren, Robert@HCAI>subject of health and social services data exchange and record linking.</v>

00:22:58.971 --> 00:23:05.162

<v Cothren, Robert@HCAI>Or should does DXF have a need to expand its scope beyond person matching to</v>

00:23:05.162 --> 00:23:06.931

<v Cothren, Robert@HCAI>include other aspects?</v>

00:23:07.561 --> 00:23:12.542

<v Cothren, Robert@HCAI>Of identity management and then second, are there other priorities related to</v>

00:23:12.542 --> 00:23:17.396

<v Cothren, Robert@HCAI>identity beyond person matching where we really need to develop strategies,</v>

00:23:17.396 --> 00:23:18.801

<v Cothren, Robert@HCAI>policies or solutions?</v>



00:23:20.331 --> 00:23:24.358

<v Cothren, Robert@HCAI>Care if you do me a favor and drop both of those questions in the Q&A;</v>

00:23:24.358 --> 00:23:28.605

<v Cothren, Robert@HCAI>A just so that people can reference them and then maybe we can pull down the</v>

00:23:28.605 --> 00:23:31.971

<v Cothren, Robert@HCAI>slides and I would again encourage people to come on camera.</v>

00:23:32.011 --> 00:23:36.499

<v Cothren, Robert@HCAI>I'm really interested in your thoughts. Is person matching really still displaced</v>

00:23:36.499 --> 00:23:37.211

<v Cothren, Robert@HCAI>or we should?</v>

00:23:37.641 --> 00:23:39.601

<v Cothren, Robert@HCAI>Focus. DXF. Effort.</v>

00:23:49.131 --> 00:23:50.011

<v Cothren, Robert@HCAI>Yes, Julie.</v>

00:23:52.091 --> 00:23:54.051

<v Julie Silas>Until it gets solved, yes.</v>

00:23:55.531 --> 00:23:59.315

<v Julie Silas>I don't think there are solutions to making sure people,</v>

00:23:59.315 --> 00:24:04.561

<v Julie Silas>especially for coordinating care across all these systems like we the the most</v>

00:24:04.561 --> 00:24:09.673

<v Julie Silas>important thing about identity and in any measurement from our point of view</v>

00:24:09.673 --> 00:24:15.251

<v Julie Silas>working on homelessness is that, you know, helping make sure those people the most.</v>

00:24:15.251 --> 00:24:19.072

<v Julie Silas>Complex needs are being served and they're not being asked extra burdens to</v>

00:24:19.072 --> 00:24:20.731

<v Julie Silas>over and over. Show who they are.</v>



00:24:21.041 --> 00:24:22.001

<v Julie Silas>And prove who they are.</v>

00:24:22.001 --> 00:24:26.335

<v Julie Silas>So I would say there's two things
matching super coordinated care,</v>

00:24:26.335 --> 00:24:27.241

<v Julie Silas>but also like.</v>

00:24:28.731 --> 00:24:32.295

<v Julie Silas>Not asking people to show those identity
documents all the time in order to</v>

00:24:32.295 --> 00:24:34.171

<v Julie Silas>continue to prove they are who they are.</v>

00:24:34.171 --> 00:24:38.995

<v Julie Silas>So I don't know how we categorize that,
what we call that for purposes of maybe</v>

00:24:38.995 --> 00:24:43.397

<v Julie Silas>thinking a bit little bit broadly.
But when people are living out of two</v>

00:24:43.397 --> 00:24:46.051

<v Julie Silas>bags,
they don't always have their identity</v>

00:24:46.051 --> 00:24:49.729

<v Julie Silas>information on them.
And so you know it's just such an extra</v>

00:24:49.729 --> 00:24:49.971

<v Julie Silas>bur.</v>

00:24:50.521 --> 00:24:52.321

<v Julie Silas>To always have to repeat that.</v>

00:24:52.321 --> 00:24:57.513

<v Julie Silas>So how you describe that is really
important and I don't know what that is,</v>

00:24:57.513 --> 00:25:02.158

<v Julie Silas>but I would love to see us thinking about
that perspective as well,</v>

00:25:02.158 --> 00:25:06.121

<v Julie Silas>but not at the expense of peer identity



matching. Thanks.</v>

00:25:05.351 --> 00:25:08.817

<v Cothren, Robert@HCAI>OK, Julie,
So what I'm hearing is that there may be</v>

00:25:08.817 --> 00:25:13.351

<v Cothren, Robert@HCAI>a piece of identity assurance or
something that looks like identity</v>

00:25:13.351 --> 00:25:17.084

<v Cothren, Robert@HCAI>assurance that might be important for us
down the line.</v>

00:25:17.084 --> 00:25:22.617

<v Cothren, Robert@HCAI>But you would prioritize person matching
before moving on to identity assurance of</v>

00:25:22.617 --> 00:25:24.351

<v Cothren, Robert@HCAI>any kind. Does that sound?</v>

00:25:24.351 --> 00:25:24.991

<v Cothren, Robert@HCAI>About right.</v>

00:25:25.721 --> 00:25:28.001

<v Julie Silas>Yeah. I mean it's a technology issue.</v>

00:25:28.041 --> 00:25:30.881

<v Julie Silas>And so the technologist can focus on that.</v>

00:25:30.881 --> 00:25:33.473

<v Julie Silas>Well,
the policy folks are talking about the</v>

00:25:33.473 --> 00:25:37.852

<v Julie Silas>policy behind making it easier to do
identity assurance so they can help in</v>

00:25:37.331 --> 00:25:37.651

<v Cothren, Robert@HCAI>Great.</v>

00:25:37.852 --> 00:25:38.601

<v Julie Silas>simultaneous.</v>

00:25:39.261 --> 00:25:40.101

<v Cothren, Robert@HCAI>Thank you, Julie.</v>

00:25:40.101 --> 00:25:41.581

<v Cothren, Robert@HCAI>Chris, you have your hand up.</v>



00:25:42.181 --> 00:25:44.621

<v Chris Ticknor>Yeah, I I agree with Julie.</v>

00:25:45.301 --> 00:25:48.971

<v Chris Ticknor>There's a lot of challenges that we run into, you know,</v>

00:25:48.971 --> 00:25:51.986

<v Chris Ticknor>in kind of a general rule of thumb, you know,</v>

00:25:51.986 --> 00:25:56.246

<v Chris Ticknor>five factor kind of identification rules are are generally used,</v>

00:25:56.246 --> 00:26:00.768

<v Chris Ticknor>but in some cases we run into people with the same individual names,</v>

00:26:00.768 --> 00:26:02.931

<v Chris Ticknor>live in the same household, have.</v>

00:26:03.141 --> 00:26:07.541

<v Chris Ticknor>You know, relatively close other information and so.</v>

00:26:08.411 --> 00:26:11.651

<v Chris Ticknor>And that gets like those kind of similarities.</v>

00:26:12.041 --> 00:26:16.478

<v Chris Ticknor>Become systemic because now we have a bunch of people that have very close</v>

00:26:16.478 --> 00:26:19.081

<v Chris Ticknor>identities and the five factors are almost.</v>

00:26:20.771 --> 00:26:24.131

<v Chris Ticknor>Non material to identifying and trying to pull them apart.</v>

00:26:24.451 --> 00:26:26.051

<v Chris Ticknor>So it's I.</v>

00:26:26.251 --> 00:26:29.300

<v Chris Ticknor>I think it is a a challenge that as Julie mentioned,</v>

00:26:29.300 --> 00:26:33.961



<v Chris Ticknor>it is a challenge that hasn't been solved yet and it's something that we need to</v>

00:26:33.961 --> 00:26:37.011

<v Chris Ticknor>address before moving on to further down the stream.</v>

00:26:37.891 --> 00:26:40.310

<v Cothren, Robert@HCAI>Thanks, Chris.
Just for everybody's benefit,</v>

00:26:40.310 --> 00:26:42.891

<v Cothren, Robert@HCAI>you referred to five factors a couple of times.</v>

00:26:42.891 --> 00:26:45.291

<v Cothren, Robert@HCAI>What are the five factors that you're speaking about?</v>

00:26:46.741 --> 00:26:47.741

<v Chris Ticknor>So five factors.</v>

00:26:47.741 --> 00:26:51.701

<v Chris Ticknor>Usually it's, you know, first name, last name, Social Security.</v>

00:26:51.901 --> 00:26:57.503

<v Chris Ticknor>It's those attributes that you usually use to identify an individual is who they</v>

00:26:57.503 --> 00:27:00.685

<v Chris Ticknor>say they are, and that can vary a little bit,</v>

00:27:00.685 --> 00:27:05.665

<v Chris Ticknor>but usually it's the there's the usual suspects, first name, last name,</v>

00:27:05.665 --> 00:27:08.501

<v Chris Ticknor>Social Security, date of birth, etcetera.</v>

00:27:09.141 --> 00:27:10.101

<v Cothren, Robert@HCAI>Thank you, Chris.</v>

00:27:10.501 --> 00:27:11.781

<v Cothren, Robert@HCAI>Erin, I see your hand up.</v>

00:27:13.881 --> 00:27:17.776

<v Aaron Goodale>Hi, yes,
I I think the person matching should</v>



00:27:17.776 --> 00:27:21.841

<v Aaron Goodale>continue to be a,
a a high priority especially.</v>

00:27:23.291 --> 00:27:28.742

<v Aaron Goodale>For so that the queue hios and the DXF
can communicate with each other</v>

00:27:28.742 --> 00:27:32.889

<v Aaron Goodale>effectively,
and anyone wanting to interface with the</v>

00:27:32.889 --> 00:27:36.575

<v Aaron Goodale>queue.
I think the lack of a centralized person</v>

00:27:36.575 --> 00:27:42.411

<v Aaron Goodale>matching system as well will hamper the
development and growth of the data.</v>

00:27:43.041 --> 00:27:44.441

<v Aaron Goodale>If we don't have that in place.</v>

00:27:46.321 --> 00:27:47.961

<v Cothren, Robert@HCAI>Thank you, Erin Lloyd.</v>

00:27:47.961 --> 00:27:48.721

<v Cothren, Robert@HCAI>I see your hand up.</v>

00:27:49.841 --> 00:27:53.440

<v Lloyd L. Fischer>Yeah,
I think we have to pick this apart a</v>

00:27:53.440 --> 00:27:54.361

<v Lloyd L. Fischer>little bit.</v>

00:27:56.211 --> 00:28:01.812

<v Lloyd L. Fischer>The the from a data exchange perspective,
the most important thing is somebody is</v>

00:28:01.812 --> 00:28:05.091

<v Lloyd L. Fischer>submitting data or somebody is requesting
data.</v>

00:28:06.691 --> 00:28:10.099

<v Lloyd L. Fischer>In a third party form,
so we might be sending some data into the</v>

00:28:10.099 --> 00:28:10.571



<v Lloyd L. Fischer>exchange.</v>

00:28:10.571 --> 00:28:15.151

<v Lloyd L. Fischer>We don't know what the exchanges I ID number is for that person,</v>

00:28:15.151 --> 00:28:19.731

<v Lloyd L. Fischer>so we need to do a match so that we agree on who this person is.</v>

00:28:20.081 --> 00:28:26.232

<v Lloyd L. Fischer>Is saying when I request the data then I say this is the information I have the</v>

00:28:26.232 --> 00:28:29.001

<v Lloyd L. Fischer>about the person I'm I'm requesting.</v>

00:28:29.041 --> 00:28:31.641

<v Lloyd L. Fischer>Again, a match has to happen to make sure that</v>

00:28:31.641 --> 00:28:34.961

<v Lloyd L. Fischer>we're talking about the same person and get the right data.</v>

00:28:35.001 --> 00:28:37.201

<v Lloyd L. Fischer>That's all third party related.</v>

00:28:37.361 --> 00:28:44.294

<v Lloyd L. Fischer>Then I did hear the first party problem where I want to get a service and I need</v>

00:28:44.294 --> 00:28:45.921

<v Lloyd L. Fischer>to identify myself.</v>

00:28:46.531 --> 00:28:47.491

<v Lloyd L. Fischer>And we want to make that simple.</v>

00:28:47.681 --> 00:28:50.801

<v Lloyd L. Fischer>And then finally, there's the the record linking thing.</v>

00:28:51.321 --> 00:28:54.601

<v Lloyd L. Fischer>Where all these different exchanges came in.</v>

00:28:56.131 --> 00:29:00.909

<v Lloyd L. Fischer>And we don't really solve the problem until we consolidate them around an</v>



00:29:00.909 --> 00:29:01.491
<v Lloyd L. Fischer>identity.</v>

00:29:03.131 --> 00:29:05.611
<v Lloyd L. Fischer>So those are four different aspects of this.</v>

00:29:07.331 --> 00:29:12.661
<v Lloyd L. Fischer>So in the end, doing that matching, I think the first party problem is a</v>

00:29:12.661 --> 00:29:16.531
<v Lloyd L. Fischer>little bit different than the data exchange problem.</v>

00:29:16.881 --> 00:29:18.401
<v Lloyd L. Fischer>From the DXF perspective.</v>

00:29:20.131 --> 00:29:23.866
<v Lloyd L. Fischer>It's foundational you. If you are not doing that in a well</v>

00:29:23.866 --> 00:29:28.171
<v Lloyd L. Fischer>established way that works the rest of the stuff won't work at all.</v>

00:29:29.991 --> 00:29:30.711
<v Lloyd L. Fischer>Thank you.</v>

00:29:30.991 --> 00:29:33.711
<v Cothren, Robert@HCAI>Thank you, Lloyd. Craig, I see your hand up.</v>

00:29:36.401 --> 00:29:41.610
<v Craig Sanderson -- CommonSpirit>The challenge is what we've we've had these five factors for years and they've</v>

00:29:41.610 --> 00:29:43.721
<v Craig Sanderson -- CommonSpirit>worked until until you break it.</v>

00:29:43.801 --> 00:29:45.321
<v Craig Sanderson -- CommonSpirit>So one of the factors is the ZIP code.</v>

00:29:45.321 --> 00:29:47.161
<v Craig Sanderson -- CommonSpirit>Well, if you don't live anywhere, that's not gonna work.</v>

00:29:47.281 --> 00:29:49.923
<v Craig Sanderson -- CommonSpirit>Another factor is gender. If we have more than two,</v>



00:29:49.923 --> 00:29:51.041

<v Craig Sanderson -- CommonSpirit>that's not gonna work.</v>

00:29:51.041 --> 00:29:54.561

<v Craig Sanderson -- CommonSpirit>So the problem is we can't agree on what the matching factors are.</v>

00:29:56.091 --> 00:29:58.334

<v Craig Sanderson -- CommonSpirit>Ideally, it'll be a single identity like</v>

00:29:58.334 --> 00:30:01.672

<v Craig Sanderson -- CommonSpirit>subsecured number, but that's not unique anymore as we found</v>

00:30:01.672 --> 00:30:01.891

<v Craig Sanderson -- CommonSpirit>out.</v>

00:30:01.931 --> 00:30:05.296

<v Craig Sanderson -- CommonSpirit>So if in the American community of which I'm a part of,</v>

00:30:05.296 --> 00:30:09.745

<v Craig Sanderson -- CommonSpirit>I may not sound like it does not like the idea of having a unique identifier,</v>

00:30:09.745 --> 00:30:14.251

<v Craig Sanderson -- CommonSpirit>because when we value our privacy and yet we don't mind doing it with banking.</v>

00:30:14.721 --> 00:30:19.644

<v Craig Sanderson -- CommonSpirit>So if we can come out with some agreed upon way to say this is you and you can</v>

00:30:19.644 --> 00:30:23.321

<v Craig Sanderson -- CommonSpirit>always say this is you, then yes, you're right, it's easy.</v>

00:30:23.321 --> 00:30:27.361

<v Craig Sanderson -- CommonSpirit>But all the things we've done in the past have been challenged by.</v>

00:30:28.811 --> 00:30:31.628

<v Craig Sanderson -- CommonSpirit>Having non citizens, so we do need to support and also having</v>

00:30:31.628 --> 00:30:34.491

<v Craig Sanderson -- CommonSpirit>people that don't have a fixed address because it's very hard.</v>



00:30:36.211 --> 00:30:40.608

<v Craig Sanderson -- CommonSpirit>With their life choice to be able to say it's still the same person without them</v>

00:30:40.608 --> 00:30:43.811

<v Craig Sanderson -- CommonSpirit>coming up with some form of hard copy ID and that I agree.</v>

00:30:44.201 --> 00:30:47.177

<v Craig Sanderson -- CommonSpirit>Can be a problem and it can also be changed.</v>

00:30:47.177 --> 00:30:52.005

<v Craig Sanderson -- CommonSpirit>So it is definitely the root cause, but we may not be able to completely</v>

00:30:52.005 --> 00:30:52.601

<v Craig Sanderson -- CommonSpirit>solve it.</v>

00:30:52.641 --> 00:30:57.857

<v Craig Sanderson -- CommonSpirit>We just have to come up with agreed upon metrics that we could match on and</v>

00:30:57.857 --> 00:30:59.161

<v Craig Sanderson -- CommonSpirit>recognize the gaps.</v>

00:31:01.321 --> 00:31:05.689

<v Cothren, Robert@HCAI>I am hopeful that we'll find time later on in our meetings where we can start</v>

00:31:05.689 --> 00:31:08.965

<v Cothren, Robert@HCAI>talking about some of the solutions or potential solutions,</v>

00:31:08.965 --> 00:31:11.641

<v Cothren, Robert@HCAI>Craig that you're starting to bring up here too.</v>

00:31:11.721 --> 00:31:15.506

<v Cothren, Robert@HCAI>I think that it's useful, especially if we decide that some of</v>

00:31:15.506 --> 00:31:19.711

<v Cothren, Robert@HCAI>those are not available to us, to take them off the table. If that's,</v>

00:31:19.711 --> 00:31:24.518

<v Cothren, Robert@HCAI>you know what the the the advice that we hear from the committee side encourage</v>



00:31:24.518 --> 00:31:26.561

<v Cothren, Robert@HCAI>people to continue to think about.</v>

00:31:27.531 --> 00:31:30.051

<v Cothren, Robert@HCAI>What you know, even though we're focusing.</v>

00:31:30.201 --> 00:31:34.863

<v Cothren, Robert@HCAI>On problems and priorities today,
if there are potential solutions that we</v>

00:31:34.863 --> 00:31:39.401

<v Cothren, Robert@HCAI>should be putting on the list,
let's go ahead and collect those as well.</v>

00:31:39.441 --> 00:31:40.801

<v Cothren, Robert@HCAI>Eric, I see your hand up.</v>

00:31:41.681 --> 00:31:42.281

<v Eric Jahn>Thank you.</v>

00:31:42.281 --> 00:31:44.423

<v Eric Jahn>Yeah.
I just want to chime in and and</v>

00:31:44.423 --> 00:31:47.016

<v Eric Jahn>everything people have been saying
resonates,</v>

00:31:47.016 --> 00:31:51.357

<v Eric Jahn>especially with what Craig just said,
you know with the five factor personal</v>

00:31:51.357 --> 00:31:55.472

<v Eric Jahn>identifier matching that's you know
prevalent in the homeless management</v>

00:31:55.472 --> 00:31:59.531

<v Eric Jahn>information system world it it's very
error prone across the board for.</v>

00:31:59.531 --> 00:32:04.276

<v Eric Jahn>All vendors and so you know when we're
talking with groups such as, you know,</v>

00:32:04.276 --> 00:32:06.041

<v Eric Jahn>the Medicaid housing payment.</v>

00:32:06.771 --> 00:32:11.171

<v Eric Jahn>Coalition that's working on a way to



standardize method.</v>

00:32:11.721 --> 00:32:15.945

<v Eric Jahn>Of requesting you know,
state waiver payment for housings</v>

00:32:15.945 --> 00:32:16.601

<v Eric Jahn>services.</v>

00:32:17.001 --> 00:32:21.674

<v Eric Jahn>They're looking at open ID connect and
KENTARA initiative and things that</v>

00:32:21.674 --> 00:32:25.527

<v Eric Jahn>Healthcare is looking at for,
for Federated trust to be more</v>

00:32:25.527 --> 00:32:27.801

<v Eric Jahn>deterministic about who a person is.</v>

00:32:27.801 --> 00:32:29.161

<v Eric Jahn>And that won't always work.</v>

00:32:29.161 --> 00:32:31.401

<v Eric Jahn>You know, we can't like,
for example for hmisi.</v>

00:32:31.401 --> 00:32:37.242

<v Eric Jahn>Think it might be overkill and and what's
the word not reliable or or achievable</v>

00:32:37.242 --> 00:32:41.281

<v Eric Jahn>for all clientele,
but then for other situations where.</v>

00:32:41.721 --> 00:32:47.626

<v Eric Jahn>Specific public benefit with a high level
of eligibility requirements and and</v>

00:32:47.626 --> 00:32:53.001

<v Eric Jahn>specific need to know who that person is
from a verifiable standpoint.</v>

00:32:53.001 --> 00:32:57.682

<v Eric Jahn>Maybe something like something more like
open ID Connect might be might be you</v>

00:32:57.682 --> 00:33:02.008

<v Eric Jahn>know doing what they do in healthcare
might be more useful for for other</v>



00:33:02.008 --> 00:33:02.601

<v Eric Jahn>scenarios.</v>

00:33:02.601 --> 00:33:05.961

<v Eric Jahn>So I think it might not be A1 size fits all solution.</v>

00:33:07.131 --> 00:33:08.411

<v Cothren, Robert@HCAI>Right. Thank you, Eric.</v>

00:33:08.851 --> 00:33:11.171

<v Cothren, Robert@HCAI>One of the things that we we've heard a couple of.</v>

00:33:13.291 --> 00:33:17.691

<v Cothren, Robert@HCAI>Particular areas of we're thinking about matching based on person attributes.</v>

00:33:19.251 --> 00:33:23.208

<v Cothren, Robert@HCAI>Which is really where we are today, that there are a couple of places where</v>

00:33:23.208 --> 00:33:25.291

<v Cothren, Robert@HCAI>we see complications in the use of that.</v>

00:33:25.291 --> 00:33:29.811

<v Cothren, Robert@HCAI>Craig brought up that Social Security numbers are shared sometimes.</v>

00:33:29.811 --> 00:33:34.202

<v Cothren, Robert@HCAI>That's one of the things we're finding is that's not as reliable as you'd expect.</v>

00:33:34.202 --> 00:33:36.131

<v Cothren, Robert@HCAI>Is a unique identifier Eric brought.</v>

00:33:36.561 --> 00:33:37.361

<v Cothren, Robert@HCAI>Up that.</v>

00:33:39.331 --> 00:33:43.371

<v Cothren, Robert@HCAI>An address may be difficult for certain populations.</v>

00:33:43.451 --> 00:33:49.608

<v Cothren, Robert@HCAI>The other things that we've talked about using obviously name, date of birth,</v>

00:33:49.608 --> 00:33:55.370

<v Cothren, Robert@HCAI>address, e-mail, phone numbers,



are there other particular attributes or</v>

00:33:55.370 --> 00:34:01.448

<v Cothren, Robert@HCAI>particular populations that we should bear in mind that are poorly served by</v>

00:34:01.448 --> 00:34:04.211

<v Cothren, Robert@HCAI>the type of person attribute based?</v>

00:34:05.171 --> 00:34:05.811

<v Cothren, Robert@HCAI>Matching that we do today.</v>

00:34:06.241 --> 00:34:06.401

<v Cothren, Robert@HCAI>OK.</v>

00:34:20.791 --> 00:34:25.717

<v Cothren, Robert@HCAI>If anything does come to mind, I'd really. I'd I'd like to make sure that we get</v>

00:34:25.717 --> 00:34:26.751

<v Cothren, Robert@HCAI>that on the list.</v>

00:34:26.751 --> 00:34:31.037

<v Cothren, Robert@HCAI>I think that we want to make sure that we are as inclusive as we can be here and</v>

00:34:31.037 --> 00:34:34.847

<v Cothren, Robert@HCAI>therefore don't want to exclude populations because of an approach that</v>

00:34:34.847 --> 00:34:35.271

<v Cothren, Robert@HCAI>we took.</v>

00:34:35.271 --> 00:34:40.111

<v Cothren, Robert@HCAI>So I go and think I need to move on and everybody pops their hands up.</v>

00:34:40.111 --> 00:34:41.631

<v Cothren, Robert@HCAI>Thank you for that, Aaron.</v>

00:34:41.991 --> 00:34:42.831

<v Cothren, Robert@HCAI>You were first.</v>

00:34:43.241 --> 00:34:46.072

<v Aaron Goodale>Yeah, that's just one particular use cases.</v>

00:34:46.072 --> 00:34:49.162

<v Aaron Goodale>Infants, they typically when we see them in the</v>



00:34:49.162 --> 00:34:51.801

<v Aaron Goodale>data don't have many of those attributes.</v>

00:34:53.081 --> 00:34:53.961

<v Cothren, Robert@HCAI>Thank you, Erin.</v>

00:34:54.841 --> 00:34:56.361

<v Cothren, Robert@HCAI>Julie, you had your hand up too.</v>

00:34:56.891 --> 00:35:02.019

<v Julie Silas>Yeah, I did work about this many,
many years ago when we were looking at</v>

00:35:02.019 --> 00:35:02.371

<v Julie Silas>data.</v>

00:35:03.971 --> 00:35:07.567

<v Julie Silas>Identity identity,
not identity matching and but just you</v>

00:35:07.567 --> 00:35:12.466

<v Julie Silas>know, a lot of low income communities,
a lot of communities of color aren't in</v>

00:35:12.466 --> 00:35:16.931

<v Julie Silas>our systems that do that kind of thing
where they, you know they don't.</v>

00:35:16.931 --> 00:35:17.251

<v Julie Silas>They don't.</v>

00:35:17.251 --> 00:35:19.771

<v Julie Silas>They're more unbanked and all those kind
of things.</v>

00:35:19.771 --> 00:35:22.914

<v Julie Silas>So once we get out of some of the
demographics there,</v>

00:35:22.914 --> 00:35:26.291

<v Julie Silas>I think there can be dangers that it
lands inadvertently.</v>

00:35:26.721 --> 00:35:30.050

<v Julie Silas>Discriminatory because there's some
populations that don't have those other</v>

00:35:30.050 --> 00:35:30.401

<v Julie Silas>sources.</v>



00:35:30.401 --> 00:35:32.950

<v Julie Silas>So just wanted to put that caution out there,</v>

00:35:32.950 --> 00:35:37.050

<v Julie Silas>that creative things are good and thinking about the impacts of those who</v>

00:35:37.050 --> 00:35:40.929

<v Julie Silas>can't participate in those, those systems that might exist to be able</v>

00:35:40.929 --> 00:35:42.481

<v Julie Silas>to do those creative things.</v>

00:35:43.811 --> 00:35:45.451

<v Cothren, Robert@HCAI>Thank you, Jilly. John.</v>

00:35:47.811 --> 00:35:51.109

<v John Helvey>Yeah, from a. Just to be clear from a technology,</v>

00:35:51.109 --> 00:35:52.891

<v John Helvey>it's not just a technology.</v>

00:35:54.931 --> 00:35:57.371

<v John Helvey>Perspective. This is not a technology issue.</v>

00:35:57.371 --> 00:35:59.611

<v John Helvey>Garbage in, garbage out, right?</v>

00:35:59.611 --> 00:36:04.765

<v John Helvey>So without policies and standards or structure in within the ecosystem and</v>

00:36:04.765 --> 00:36:07.171

<v John Helvey>having the ecosystem leverage EMPI.</v>

00:36:10.651 --> 00:36:12.771

<v John Helvey>You know the top down approach is gonna be.</v>

00:36:14.971 --> 00:36:16.051

<v John Helvey>Somewhat effective.</v>

00:36:16.361 --> 00:36:18.321

<v John Helvey>But it's not going to be truly effective.</v>



00:36:18.881 --> 00:36:23.091

<v John Helvey>So I think as we go about, you know identifying where do we go from</v>

00:36:23.091 --> 00:36:23.401

<v John Helvey>here.</v>

00:36:23.401 --> 00:36:28.978

<v John Helvey>I think we've all also got to take into account what feeds the ecosystem of</v>

00:36:28.978 --> 00:36:32.281

<v John Helvey>identity in California and how do we impact.</v>

00:36:33.331 --> 00:36:38.075

<v John Helvey>Higher quality of that data coming forward to ensure many people don't even</v>

00:36:38.075 --> 00:36:40.011

<v John Helvey>collect Social Security number.</v>

00:36:41.481 --> 00:36:43.641

<v John Helvey>In in healthcare or or social services.</v>

00:36:46.241 --> 00:36:50.746

<v John Helvey>The gender issue that Craig brought up was is significant,</v>

00:36:50.746 --> 00:36:55.481

<v John Helvey>especially in California as we we navigate gender versus sex.</v>

00:36:57.681 --> 00:37:01.881

<v John Helvey>So I think that there are a lot of issues that technology can't solve.</v>

00:37:03.681 --> 00:37:04.321

<v John Helvey>Necessarily.</v>

00:37:06.081 --> 00:37:10.892

<v John Helvey>Without the process of data going in being of higher quality and having</v>

00:37:10.892 --> 00:37:11.561

<v John Helvey>standards.</v>

00:37:13.831 --> 00:37:14.911

<v Cothren, Robert@HCAI>Thank you for that, John.</v>



00:37:14.911 --> 00:37:18.271

<v Cothren, Robert@HCAI>So I heard two things there that are related but separate.</v>

00:37:18.511 --> 00:37:19.671

<v Cothren, Robert@HCAI>One is standards.</v>

00:37:19.671 --> 00:37:22.832

<v Cothren, Robert@HCAI>So we agree on what it is that we're talking about,</v>

00:37:22.832 --> 00:37:27.574

<v Cothren, Robert@HCAI>and the 2nd is good data quality and and just to make sure I heard you right,</v>

00:37:27.574 --> 00:37:32.316

<v Cothren, Robert@HCAI>you take those as two separate things that are related but but that both need</v>

00:37:32.316 --> 00:37:34.201

<v Cothren, Robert@HCAI>to be solved and that at least.</v>

00:37:34.201 --> 00:37:34.751

<v Cothren, Robert@HCAI>The first step.</v>

00:37:34.751 --> 00:37:38.191

<v Cothren, Robert@HCAI>There is a policy step, not a technology step.</v>

00:37:39.041 --> 00:37:39.761

<v Cothren, Robert@HCAI>Thank you for that.</v>

00:37:40.231 --> 00:37:42.151

<v Cothren, Robert@HCAI>Chris, I see your hand up.</v>

00:37:46.421 --> 00:37:48.061

<v Cothren, Robert@HCAI>And you're still on mute, Chris.</v>

00:37:49.881 --> 00:37:50.881

<v Chris Ticknor>Sorry, wrong button.</v>

00:37:52.361 --> 00:37:55.332

<v Chris Ticknor>All the real good points that everybody shared,</v>

00:37:55.332 --> 00:37:58.923

<v Chris Ticknor>one thing that we need to consider is one of the factors,</v>

00:37:58.923 --> 00:38:03.380



<v Chris Ticknor>the identifying factors that we eventually land on needs to one or many</v>

00:38:03.380 --> 00:38:04.681

<v Chris Ticknor>need to be immutable.</v>

00:38:05.161 --> 00:38:09.241

<v Chris Ticknor>I think a lot of the the stuff that's been shared is that things change.</v>

00:38:10.921 --> 00:38:13.586

<v Chris Ticknor>And so even medical numbers, membership numbers,</v>

00:38:13.586 --> 00:38:17.938

<v Chris Ticknor>we've tried to use those things before and and all of a sudden we find out that</v>

00:38:17.938 --> 00:38:20.441

<v Chris Ticknor>that original medical number has has changed.</v>

00:38:20.751 --> 00:38:21.951

<v Chris Ticknor>Change to something else.</v>

00:38:23.561 --> 00:38:26.983

<v Chris Ticknor>Even you know things that we wouldn't think date of birth could also be</v>

00:38:26.983 --> 00:38:29.121

<v Chris Ticknor>adjusted because you know somebody comes in,</v>

00:38:29.121 --> 00:38:32.401

<v Chris Ticknor>doesn't realize their date of birth and they got readjusted somehow.</v>

00:38:32.721 --> 00:38:37.599

<v Chris Ticknor>So we have to find something that is either one of those factors or many of</v>

00:38:37.599 --> 00:38:40.681

<v Chris Ticknor>those factors have to be immutable in some way.</v>

00:38:42.391 --> 00:38:46.763

<v Cothren, Robert@HCAI>So are you suggesting that we need to create something that's immutable,</v>

00:38:46.763 --> 00:38:50.416



<v Cothren, Robert@HCAI>a unique identifier,
or identify things that are not allowed</v>

00:38:50.416 --> 00:38:53.471

<v Cothren, Robert@HCAI>to change even if they change with the
individual?</v>

00:38:53.511 --> 00:38:57.951

<v Cothren, Robert@HCAI>I'm I'm struggling a little bit to to
figure out how what you're suggesting.</v>

00:38:58.481 --> 00:39:01.841

<v Chris Ticknor>If it doesn't exist, then yes,
we'd have to create it.</v>

00:39:02.281 --> 00:39:05.906

<v Chris Ticknor>I mean,
it's it like anything and that's that's a</v>

00:39:05.906 --> 00:39:06.921

<v Chris Ticknor>good question.</v>

00:39:08.361 --> 00:39:11.456

<v Chris Ticknor>You know what?
What is out there that doesn't ever</v>

00:39:11.456 --> 00:39:11.881

<v Chris Ticknor>change?</v>

00:39:11.961 --> 00:39:16.019

<v Chris Ticknor>I mean,
all those five factors that are normally</v>

00:39:16.019 --> 00:39:20.161

<v Chris Ticknor>there are potential like subject to
change items.</v>

00:39:21.121 --> 00:39:25.237

<v Chris Ticknor>So if if there isn't something that's
out there that we can think of as a</v>

00:39:25.237 --> 00:39:26.521

<v Chris Ticknor>collective, maybe it is.</v>

00:39:26.871 --> 00:39:32.511

<v Chris Ticknor>Some sort of record that we that needs to
be created to be an immutable identifier.</v>

00:39:34.611 --> 00:39:36.051

<v Cothren, Robert@HCAI>Great. Thanks Chris.</v>



00:39:36.091 --> 00:39:37.291

<v Cothren, Robert@HCAI>Jeff, I see your hand up.</v>

00:39:38.911 --> 00:39:39.671

<v Jeff Spevacek>Thanks rim.</v>

00:39:40.191 --> 00:39:45.598

<v Jeff Spevacek>So kind of answer the first question,
I think identity management is paramount</v>

00:39:45.598 --> 00:39:49.431

<v Jeff Spevacek>and core to the DXF and should remain as
a focal point.</v>

00:39:50.961 --> 00:39:55.481

<v Jeff Spevacek>And then the the other comment I want to
make on on the demographic data is true.</v>

00:39:55.481 --> 00:39:57.441

<v Jeff Spevacek>It's always changing, right?</v>

00:39:57.441 --> 00:40:02.081

<v Jeff Spevacek>It it's not a constant, so a a good.</v>

00:40:03.721 --> 00:40:06.521

<v Jeff Spevacek>Matching algorithm and technology can.</v>

00:40:08.241 --> 00:40:09.081

<v Jeff Spevacek>Can do the.</v>

00:40:09.391 --> 00:40:12.791

<v Jeff Spevacek>The best part as far as managing
identities.</v>

00:40:14.481 --> 00:40:17.661

<v Jeff Spevacek>To really fulfill the promise of the DXF,
which is whole person care,</v>

00:40:17.661 --> 00:40:20.161

<v Jeff Spevacek>you need to understand who is who in
order to do that.</v>

00:40:22.131 --> 00:40:23.491

<v Cothren, Robert@HCAI>Thank you, Jeff. Eric.</v>

00:40:27.401 --> 00:40:32.007

<v Eric Nielson>So kind of been been listening to
understand the the landscape on the</v>



00:40:32.007 --> 00:40:35.758

<v Eric Nielson>healthcare side,
I just real brain from social services,</v>

00:40:35.758 --> 00:40:39.575

<v Eric Nielson>you know having worked in,
you know county Human Services</v>

00:40:39.575 --> 00:40:42.668

<v Eric Nielson>administering eligibility for cowork
Medicaid,</v>

00:40:42.668 --> 00:40:47.801

<v Eric Nielson>you know in multiple county systems
interacting with you know the Med system.</v>

00:40:48.281 --> 00:40:52.023

<v Eric Nielson>And then, you know, later on in,
in a role with the California Health</v>

00:40:52.023 --> 00:40:54.001

<v Eric Nielson>Exchange at CALHIER'S in that system.</v>

00:40:55.001 --> 00:40:56.561

<v Eric Nielson>You know this is not something that I.</v>

00:40:56.991 --> 00:40:59.441

<v Eric Nielson>I think we figured out and you're
wrestling with,</v>

00:40:59.441 --> 00:41:01.646

<v Eric Nielson>I think some big problems we have,
you know,</v>

00:41:01.646 --> 00:41:04.341

<v Eric Nielson>a statewide central index for statewide
client number,</v>

00:41:04.341 --> 00:41:08.261

<v Eric Nielson>this notion that we're gonna have one
unique identity for folks who were giving</v>

00:41:08.261 --> 00:41:10.761

<v Eric Nielson>benefits to and, you know,
one of the things that.</v>

00:41:10.761 --> 00:41:10.831

<v Eric Nielson>We see.</v>

00:41:10.831 --> 00:41:15.398



<v Eric Nielson>Is that the more restrictive we make that the more options we open up for these</v>

00:41:15.398 --> 00:41:16.711

<v Eric Nielson>other kinds of factors.</v>

00:41:16.711 --> 00:41:20.078

<v Eric Nielson>Somebody doesn't, you know, makes a variation in a name or doesn't</v>

00:41:20.078 --> 00:41:22.591

<v Eric Nielson>have all the things to create duplication, right?</v>

00:41:22.591 --> 00:41:24.431

<v Eric Nielson>And so we need to have an identity.</v>

00:41:25.121 --> 00:41:25.761

<v Eric Nielson>To leverage services.</v>

00:41:26.531 --> 00:41:30.726

<v Eric Nielson>And sometimes you know the weight of of providing services is counterbalanced</v>

00:41:30.726 --> 00:41:32.931

<v Eric Nielson>against the need to pin down an identity.</v>

00:41:32.931 --> 00:41:36.871

<v Eric Nielson>And So what happens is if you have a strong top down system with a lot of</v>

00:41:36.871 --> 00:41:40.599

<v Eric Nielson>safeguards about, you know, uniquely identifying that person when you</v>

00:41:40.599 --> 00:41:43.528

<v Eric Nielson>have multiple players interacting with consumers, you,</v>

00:41:43.528 --> 00:41:47.202

<v Eric Nielson>you will end up invariably, if you're weighing in terms of providing</v>

00:41:47.202 --> 00:41:48.321

<v Eric Nielson>access to service to.</v>

00:41:48.321 --> 00:41:52.518

<v Eric Nielson>Create duplicates and so you know you'll have multiple unique identifiers that</v>



00:41:52.518 --> 00:41:55.281

<v Eric Nielson>that end up pinning back to the same person and so.</v>

00:41:55.431 --> 00:41:56.911

<v Eric Nielson>You know, we're in a constant state.</v>

00:41:58.441 --> 00:42:02.110

<v Eric Nielson>Of of you know, balancing you know, how do we provide easy access to care</v>

00:42:02.110 --> 00:42:04.441

<v Eric Nielson>where we need an identity to link services to.</v>

00:42:06.921 --> 00:42:11.094

<v Eric Nielson>With you know that there always is going to be a need to come back and and clean</v>

00:42:11.094 --> 00:42:15.009

<v Eric Nielson>up and recognize where you know we've created a duplicate because someone's</v>

00:42:15.009 --> 00:42:18.616

<v Eric Nielson>come in with a a changed factor, you know and we're not going to deny</v>

00:42:18.616 --> 00:42:19.801

<v Eric Nielson>service because we can.</v>

00:42:20.001 --> 00:42:22.435

<v Eric Nielson>You know, necessarily time to someone we've had</v>

00:42:22.435 --> 00:42:24.921

<v Eric Nielson>historically, you know we create a new identity.</v>

00:42:25.471 --> 00:42:28.042

<v Eric Nielson>And that, you know, has accelerated. As you know,</v>

00:42:28.042 --> 00:42:32.309

<v Eric Nielson>we've had a landscape where more and more of our systems are interconnected and we</v>

00:42:32.309 --> 00:42:35.034

<v Eric Nielson>have agents and assistors and other folks, you know,</v>



00:42:35.034 --> 00:42:38.428

<v Eric Nielson>helping people to engage in coverage through Cal hears, you know,</v>

00:42:38.428 --> 00:42:39.971

<v Eric Nielson>we've noticed that at each of.</v>

00:42:39.961 --> 00:42:44.822

<v Eric Nielson>These access points where identities collected these variations will result in</v>

00:42:44.822 --> 00:42:49.806

<v Eric Nielson>a different identities and so I mean I I appreciate the ideal of having a single</v>

00:42:49.806 --> 00:42:50.791

<v Eric Nielson>unique identity.</v>

00:42:50.791 --> 00:42:51.991

<v Eric Nielson>I think that's where we started.</v>

00:42:52.721 --> 00:42:55.833

<v Eric Nielson>But you know we're we're always going to run into the reality if we have to</v>

00:42:55.833 --> 00:42:56.161

<v Eric Nielson>balance.</v>

00:42:57.551 --> 00:43:00.082

<v Eric Nielson>Providing access to care amongst multiple partners,</v>

00:43:00.082 --> 00:43:03.829

<v Eric Nielson>you know with with those factors and the fact that all of those factors will</v>

00:43:03.829 --> 00:43:04.511

<v Eric Nielson>always change.</v>

00:43:04.551 --> 00:43:07.752

<v Eric Nielson>So just wanted to share. I don't think from our perspective we</v>

00:43:07.752 --> 00:43:08.871

<v Eric Nielson>have this figured out.</v>

00:43:08.951 --> 00:43:13.484

<v Eric Nielson>I think it's always going to be a balance and there's always going to be some level</v>



00:43:13.484 --> 00:43:17.207

<v Eric Nielson>of maintenance, you know,
to identify where, where we can, you know,</v>

00:43:17.207 --> 00:43:21.471

<v Eric Nielson>merge identities or clean up identities
and, you know, continue to work on it.</v>

00:43:22.241 --> 00:43:25.681

<v Eric Nielson>For, for, for what that's worth,
just wanted to share our perspective.</v>

00:43:26.711 --> 00:43:28.391

<v Cothren, Robert@HCAI>Thank you, Eric Lloyd.</v>

00:43:28.391 --> 00:43:29.191

<v Cothren, Robert@HCAI>I see your hand up.</v>

00:43:29.991 --> 00:43:36.071

<v Lloyd L. Fischer>So yeah, Eric,
you're you've got it exactly right and so.</v>

00:43:37.801 --> 00:43:41.667

<v Lloyd L. Fischer>Everything does change,
so there has to be some number or</v>

00:43:41.667 --> 00:43:45.667

<v Lloyd L. Fischer>something created.
And now the question is how many systems</v>

00:43:45.667 --> 00:43:48.601

<v Lloyd L. Fischer>do we have that are creating those
numbers?</v>

00:43:48.601 --> 00:43:50.201

<v Lloyd L. Fischer>That's how many identities you have.</v>

00:43:52.961 --> 00:43:56.433

<v Lloyd L. Fischer>And it would be fantastic if this was
India and we had one and everybody had</v>

00:43:56.433 --> 00:43:57.921

<v Lloyd L. Fischer>exactly that one identity, right?</v>

00:43:57.921 --> 00:43:58.921

<v Lloyd L. Fischer>We're not there.</v>

00:43:59.951 --> 00:44:01.511

<v Lloyd L. Fischer>DXF can start.</v>



00:44:01.511 --> 00:44:06.111

<v Lloyd L. Fischer>It could at least say that there's only one identity relative to DXF.</v>

00:44:08.121 --> 00:44:12.521

<v Lloyd L. Fischer>Then maybe it can expand from there even then though.</v>

00:44:14.161 --> 00:44:17.201

<v Lloyd L. Fischer>That while the person's identity doesn't change.</v>

00:44:19.001 --> 00:44:23.381

<v Lloyd L. Fischer>Our understanding of who owns a particular record may well change as we</v>

00:44:23.381 --> 00:44:26.970

<v Lloyd L. Fischer>go through and we find, oh, we thought it was this person,</v>

00:44:26.970 --> 00:44:29.161

<v Lloyd L. Fischer>but in fact, it's this other person.</v>

00:44:30.231 --> 00:44:35.061

<v Lloyd L. Fischer>So we see that a tremendous amount where what looks like it should be a stable</v>

00:44:35.061 --> 00:44:39.707

<v Lloyd L. Fischer>identity number actually changes over time because new information arrived,</v>

00:44:39.707 --> 00:44:43.008

<v Lloyd L. Fischer>we realize, oh, there was a typo and it really should</v>

00:44:43.008 --> 00:44:45.271

<v Lloyd L. Fischer>have been categorized this other way.</v>

00:44:45.431 --> 00:44:49.907

<v Lloyd L. Fischer>That's just assuming you have one system. If you have more than one system,</v>

00:44:49.907 --> 00:44:54.031

<v Lloyd L. Fischer>then it's inevitable that everybody will have more than one. And now?</v>

00:44:55.601 --> 00:44:58.841

<v Lloyd L. Fischer>We're back to patient matching between those two systems.</v>



00:44:59.271 --> 00:45:03.351

<v Lloyd L. Fischer>To try and say my number three is your #7.</v>

00:45:05.641 --> 00:45:06.921

<v Cothren, Robert@HCAI>Yeah. Thank you, Lloyd.</v>

00:45:07.001 --> 00:45:09.641

<v Cothren, Robert@HCAI>Well,
and I think it's an important thing to</v>

00:45:09.641 --> 00:45:12.692

<v Cothren, Robert@HCAI>remember is that we are going to need to
be robust,</v>

00:45:12.692 --> 00:45:17.211

<v Cothren, Robert@HCAI>at least what I'm hearing is that we're
going to need to be robust to change</v>

00:45:17.211 --> 00:45:20.321

<v Cothren, Robert@HCAI>because change will happen,
things will will change.</v>

00:45:20.681 --> 00:45:22.001

<v Cothren, Robert@HCAI>Jeff, I see your hand up.</v>

00:45:22.001 --> 00:45:26.193

<v Cothren, Robert@HCAI>And Akira, while Jeff is speaking,
you want to pull up the slides on slide</v>

00:45:26.193 --> 00:45:26.361

<v Cothren, Robert@HCAI>13.</v>

00:45:26.361 --> 00:45:29.401

<v Cothren, Robert@HCAI>We'll ask our next questions. Go ahead,
Jeff.</v>

00:45:28.741 --> 00:45:31.178

<v Jeff Jarrett>Yeah,
I I was just gonna echo kind of the kind</v>

00:45:31.178 --> 00:45:35.327

<v Jeff Jarrett>of what Chris was saying about the the
immutable single identifier and and some</v>

00:45:35.327 --> 00:45:38.282

<v Jeff Jarrett>others. You know,
I do think we need to create something</v>

00:45:38.282 --> 00:45:41.861

<v Jeff Jarrett>like that and it's not gonna be perfect.



But, you know, you know if.</v>

00:45:41.861 --> 00:45:45.228

<v Jeff Jarrett>It's, you know,
if there's a proper intake process or a</v>

00:45:45.228 --> 00:45:50.099

<v Jeff Jarrett>creation process that takes into account,
you know, the five factors, maybe six,</v>

00:45:50.099 --> 00:45:50.581

<v Jeff Jarrett>maybe 7.</v>

00:45:50.581 --> 00:45:54.221

<v Jeff Jarrett>I don't know how many factors,
but you know and I don't know how many</v>

00:45:54.221 --> 00:45:55.261

<v Jeff Jarrett>other factors exist.</v>

00:45:55.921 --> 00:45:56.561

<v Jeff Jarrett>That the collective.</v>

df78632a-081f-432f-8fba-fa2912a5524e/6970-0

00:45:58.441 --> 00:45:58.641

<v Jeff Jarrett>Group.</v>

00:45:59.191 --> 00:46:02.176

<v Jeff Jarrett>Inside here or outside of us aren't
thinking of,</v>

00:46:02.176 --> 00:46:05.711

<v Jeff Jarrett>but I think the creation of a single
record is important.</v>

00:46:06.511 --> 00:46:11.130

<v Jeff Jarrett>Single identifier is key to this and it
won't perfect and you know perhaps it</v>

00:46:11.130 --> 00:46:14.151

<v Jeff Jarrett>will change, you know,
but at much smaller levels.</v>

00:46:15.641 --> 00:46:20.818

<v Jeff Jarrett>So I that's just kind of where I where I
think you know I think just counting on</v>

00:46:20.818 --> 00:46:25.740

<v Jeff Jarrett>five factors or six or seven factors that
you know all do change hair color,</v>



00:46:25.740 --> 00:46:28.361

<v Jeff Jarrett>eye color, whatever, whatever we name it.</v>

00:46:29.041 --> 00:46:33.690

<v Jeff Jarrett>It's gonna be, you know,
always a little bit bigger of a challenge,</v>

00:46:33.690 --> 00:46:37.246

<v Jeff Jarrett>you know,
and I think it obviously would be nice if</v>

00:46:37.246 --> 00:46:40.938

<v Jeff Jarrett>these identifiers were, you know,
across the country,</v>

00:46:40.938 --> 00:46:45.041

<v Jeff Jarrett>not just the state of California or a
aspect of California,</v>

00:46:45.041 --> 00:46:47.161

<v Jeff Jarrett>so that we all truly just have.</v>

00:46:47.631 --> 00:46:51.613

<v Jeff Jarrett>A record number. But you know,
maybe that's unrealistic or out of the</v>

00:46:51.613 --> 00:46:52.751

<v Jeff Jarrett>scope for this, but.</v>

00:46:55.181 --> 00:46:56.621

<v Cothren, Robert@HCAI>Great. Thank you.</v>

00:46:55.561 --> 00:46:56.241

<v Jeff Jarrett>That's all we've got.</v>

00:46:58.231 --> 00:47:01.484

<v Cothren, Robert@HCAI>I I do want to.
So we've we've heard a little bit at</v>

00:47:01.484 --> 00:47:05.351

<v Cothren, Robert@HCAI>least about some of the struggles that
are here in California.</v>

00:47:05.831 --> 00:47:11.486

<v Cothren, Robert@HCAI>I would like to think in our last few
minutes before we turn to public comment,</v>

00:47:11.486 --> 00:47:17.141

<v Cothren, Robert@HCAI>think a little bit about what strengths



you have seen perhaps where things seem</v>

00:47:17.141 --> 00:47:19.191

<v Cothren, Robert@HCAI>to be working well elsewhere.</v>

00:47:20.721 --> 00:47:25.620

<v Cothren, Robert@HCAI>If there are examples that we might take a look at where identity matching,</v>

00:47:25.620 --> 00:47:27.361

<v Cothren, Robert@HCAI>excuse me, person matching.</v>

00:47:27.751 --> 00:47:32.031

<v Cothren, Robert@HCAI>Or identity management is going well. What have you seen in that space?</v>

00:47:39.611 --> 00:47:40.411

<v Cothren, Robert@HCAI>Yes, Craig.</v>

00:47:42.571 --> 00:47:45.318

<v Craig Sanderson -- CommonSpirit>I think the best mother love saying it's not perfect,</v>

00:47:45.318 --> 00:47:49.082

<v Craig Sanderson -- CommonSpirit>but ehothe exchange does a very good job with disparate systems matching.</v>

00:47:49.082 --> 00:47:51.677

<v Craig Sanderson -- CommonSpirit>Of course, it does presume for certain things that</v>

00:47:51.677 --> 00:47:53.051

<v Craig Sanderson -- CommonSpirit>the five factors will work.</v>

00:47:54.561 --> 00:47:56.121

<v Craig Sanderson -- CommonSpirit>But that's the best example I've seen today.</v>

00:47:58.291 --> 00:47:59.811

<v Cothren, Robert@HCAI>Great. Thank you, Craig.</v>

00:48:01.561 --> 00:48:01.721

<v Cothren, Robert@HCAI>John.</v>

00:48:05.301 --> 00:48:06.181

<v John Helvey>Well you can.</v>

00:48:06.221 --> 00:48:10.381

<v John Helvey>We can debate work versus operationalize, but.</v>



00:48:12.361 --> 00:48:13.081

<v John Helvey>Payers.</v>

00:48:14.721 --> 00:48:19.424

<v John Helvey>Get matching to work because if it,
if it doesn't match what the payer has,</v>

00:48:19.424 --> 00:48:21.281

<v John Helvey>the facility has to change it.</v>

00:48:21.281 --> 00:48:25.154

<v John Helvey>So from a positive perspective,
there's something happening to make sure</v>

00:48:25.154 --> 00:48:26.481

<v John Helvey>that the claims get paid.</v>

00:48:28.161 --> 00:48:28.681

<v John Helvey>For the member.</v>

00:48:29.201 --> 00:48:34.481

<v John Helvey>Now, that being said,
not all time is the member absolutely.</v>

00:48:34.791 --> 00:48:36.391

<v John Helvey>Or the payer absolutely correct.</v>

00:48:36.871 --> 00:48:40.454

<v John Helvey>So you know,
but that's where I've seen it be</v>

00:48:40.454 --> 00:48:41.311

<v John Helvey>successful.</v>

00:48:41.311 --> 00:48:46.428

<v John Helvey>Is that it's kind of forced because in
order to in order to get something done,</v>

00:48:46.428 --> 00:48:50.778

<v John Helvey>something has to get paid,
but bringing them into the ecosystem and</v>

00:48:50.778 --> 00:48:54.168

<v John Helvey>aligning that, you know,
creates hurdles for us all,</v>

00:48:54.168 --> 00:48:56.471

<v John Helvey>even at the even at the state level.</v>



00:48:58.081 --> 00:49:02.041

<v John Helvey>We've seen where the ID says one thing and the insurance card says another.</v>

00:49:03.721 --> 00:49:03.961

<v John Helvey>So.</v>

00:49:05.351 --> 00:49:08.241

<v John Helvey>So, you know, I think that I've seen it work well for</v>

00:49:08.241 --> 00:49:08.991

<v John Helvey>that use case.</v>

00:49:10.491 --> 00:49:12.933

<v Cothren, Robert@HCAI>So John, I want to pull on that a little bit more</v>

00:49:12.933 --> 00:49:15.571

<v Cothren, Robert@HCAI>and maybe some other people have thoughts about this.</v>

00:49:17.121 --> 00:49:17.201

<v Cothren, Robert@HCAI>So.</v>

00:49:18.071 --> 00:49:21.949

<v Cothren, Robert@HCAI>Maybe reading between the lines a little bit,</v>

00:49:21.949 --> 00:49:28.526

<v Cothren, Robert@HCAI>but I heard there is that it is a place where things work relatively well and</v>

00:49:28.526 --> 00:49:34.850

<v Cothren, Robert@HCAI>perhaps it's because it's motivated by getting a claim paid is part of the</v>

00:49:34.850 --> 00:49:40.921

<v Cothren, Robert@HCAI>problem in moving person matching forward a lack of motivation in some?</v>

00:49:40.951 --> 00:49:47.751

<v Cothren, Robert@HCAI>Areas and payment is enough of a motivation where more effort is put in.</v>

00:49:48.471 --> 00:49:52.791

<v Cothren, Robert@HCAI>Place or is it something else that's making it work for payers?</v>

00:49:57.891 --> 00:50:00.411



<v John Helvey>Oh,
I can't answer what the the pair side</v>

00:50:00.411 --> 00:50:03.411
<v John Helvey>other than just got a match in order to
get paid.</v>

00:50:03.411 --> 00:50:05.811
<v John Helvey>I think if it was an easy solve.</v>

00:50:07.961 --> 00:50:10.761
<v John Helvey>It would've been solved a long time ago,
but you have so many.</v>

00:50:12.481 --> 00:50:17.821
<v John Helvey>So many members of the ecosystem doing
things so in different ways and different</v>

00:50:17.821 --> 00:50:18.481
<v John Helvey>platforms.</v>

00:50:21.951 --> 00:50:22.631
<v John Helvey>I think it.</v>

00:50:22.751 --> 00:50:25.351
<v John Helvey>I think it's extremely complicated.</v>

00:50:27.771 --> 00:50:31.371
<v John Helvey>And not one of us,
not one entity works with a single payer</v>

00:50:31.371 --> 00:50:32.211
<v John Helvey>in most cases.</v>

00:50:33.681 --> 00:50:39.422
<v John Helvey>So I think that it's it's very,
very complicated from a payer perspective,</v>

00:50:39.422 --> 00:50:42.561
<v John Helvey>but it's forced because it needs to work.</v>

00:50:44.351 --> 00:50:44.911
<v Cothren, Robert@HCAI>Thanks John.</v>

00:50:44.911 --> 00:50:46.031
<v Cothren, Robert@HCAI>Julie, I see your hand up.</v>

00:50:47.291 --> 00:50:49.011
<v Julie Silas>I was just gonna say that.</v>



00:50:49.091 --> 00:50:53.703

<v Julie Silas>The costs are pretty prohibitive if we're talking about social services and</v>

00:50:53.703 --> 00:50:57.891

<v Julie Silas>healthcare like healthcare, had this huge infusion to get a ehrz in.</v>

00:50:59.401 --> 00:51:04.154

<v Julie Silas>And that was a moment in time that got them in a place that the rest of social</v>

00:51:04.154 --> 00:51:06.441

<v Julie Silas>services haven't had that opportunity.</v>

00:51:06.441 --> 00:51:09.847

<v Julie Silas>And so the difference is in the systems reflect that,</v>

00:51:09.847 --> 00:51:13.758

<v Julie Silas>so the lack of technologists to even implement data matching,</v>

00:51:13.758 --> 00:51:16.281

<v Julie Silas>let alone the systems that were created.</v>

00:51:16.551 --> 00:51:20.806

<v Julie Silas>Did at very low cost just to be able to make sure people are who they are to give</v>

00:51:20.806 --> 00:51:22.831

<v Julie Silas>them their services and their benefits.</v>

00:51:22.871 --> 00:51:26.991

<v Julie Silas>I look very different in healthcare than they do in the rest of the system.</v>

00:51:26.991 --> 00:51:28.311

<v Julie Silas>They're just, you can't compare.</v>

00:51:30.001 --> 00:51:31.321

<v Cothren, Robert@HCAI>Great. Thank you.</v>

00:51:31.321 --> 00:51:34.121

<v Cothren, Robert@HCAI>Well, not great. Sorry, but thank you, Julie.</v>

00:51:35.601 --> 00:51:36.241

<v Cothren, Robert@HCAI>Craig, you have your hand up.</v>



00:51:37.091 --> 00:51:37.931

<v Craig Sanderson -- CommonSpirit>Yeah, I'll be brief.</v>

00:51:38.411 --> 00:51:39.771

<v Craig Sanderson -- CommonSpirit>I would echo what John said.</v>

00:51:39.841 --> 00:51:44.612

<v Craig Sanderson -- CommonSpirit>It's the intent of the end recipient if they want the services and they don't</v>

00:51:44.612 --> 00:51:48.528

<v Craig Sanderson -- CommonSpirit>wanna have to pay for it, they're gonna comply because we can't</v>

00:51:48.528 --> 00:51:49.201

<v Craig Sanderson -- CommonSpirit>solve that.</v>

00:51:49.201 --> 00:51:53.347

<v Craig Sanderson -- CommonSpirit>We can't solve people choice for privacy in in in any way shape or form,</v>

00:51:53.347 --> 00:51:57.608

<v Craig Sanderson -- CommonSpirit>but if they want the services and they want it to be paid for by somebody,</v>

00:51:57.608 --> 00:51:58.801

<v Craig Sanderson -- CommonSpirit>they're gonna comply.</v>

00:51:58.801 --> 00:52:00.881

<v Craig Sanderson -- CommonSpirit>And that's where the payer model has kind of worked.</v>

00:52:02.371 --> 00:52:04.331

<v Craig Sanderson -- CommonSpirit>We're never gonna be able to solve this totally.</v>

00:52:07.131 --> 00:52:08.651

<v Cothren, Robert@HCAI>Thank you, Craig Bishan.</v>

00:52:15.971 --> 00:52:17.491

<v Cothren, Robert@HCAI>Here not hearing you vishaun.</v>

00:52:24.491 --> 00:52:25.971

<v Cothren, Robert@HCAI>We may have lost vishan.</v>

00:52:26.051 --> 00:52:27.451

<v Cothren, Robert@HCAI>We'll come back to him.</v>

00:52:27.491 --> 00:52:28.611

<v Cothren, Robert@HCAI>Aaron, I see your hand up.</v>



00:52:30.341 --> 00:52:33.417

<v Aaron Goodale>Yeah,
I think to add to what John and Craig</v>

00:52:33.417 --> 00:52:36.143

<v Aaron Goodale>said,
it's on the other side of of the</v>

00:52:36.143 --> 00:52:38.381

<v Aaron Goodale>motivation for getting it right.</v>

00:52:38.741 --> 00:52:45.341

<v Aaron Goodale>It's also there's a single authority that
has the ability to to make it work</v>

00:52:45.341 --> 00:52:51.769

<v Aaron Goodale>without an authority and somebody
responsible saying like this is gonna be</v>

00:52:51.769 --> 00:52:53.741

<v Aaron Goodale>the match we're making.</v>

00:52:55.161 --> 00:52:59.241

<v Aaron Goodale>Based on the technology we have and then
everyone needs to conform to this.</v>

00:53:00.131 --> 00:53:04.021

<v Aaron Goodale>In order to have the motivation to get
your claim paid,</v>

00:53:04.021 --> 00:53:08.051

<v Aaron Goodale>if you don't have some authority out
there to enforce it.</v>

00:53:09.921 --> 00:53:11.361

<v Aaron Goodale>Then then it's not going to work.</v>

00:53:12.321 --> 00:53:13.521

<v Cothren, Robert@HCAI>That's an important.</v>

00:53:12.511 --> 00:53:13.631

<v Aaron Goodale>That's the other side of it.</v>

00:53:14.001 --> 00:53:18.466

<v Cothren, Robert@HCAI>Yeah, that's an important characteristic.
Maybe we should bear in mind it,</v>

00:53:18.466 --> 00:53:21.562

<v Cothren, Robert@HCAI>at least in one place where it seems to



be working,</v>

00:53:21.562 --> 00:53:24.241

<v Cothren, Robert@HCAI>the existence of an authority is is helpful.</v>

00:53:25.591 --> 00:53:26.711

<v Cothren, Robert@HCAI>Eric, I see your hand up.</v>

00:53:28.731 --> 00:53:32.235

<v Eric Nielson>So there are some, I think, inherent values based decisions that that</v>

00:53:32.235 --> 00:53:35.891

<v Eric Nielson>go into this and and you know wanna highlight that sometimes when people</v>

00:53:35.891 --> 00:53:38.795

<v Eric Nielson>provide information for the purpose of getting a service,</v>

00:53:38.795 --> 00:53:42.400

<v Eric Nielson>you know that that can start to create an identity that then, you know,</v>

00:53:42.400 --> 00:53:43.051

<v Eric Nielson>other inform.</v>

00:53:43.251 --> 00:53:45.451

<v Eric Nielson>Goes with it. Then they may not know where that goes.</v>

00:53:45.451 --> 00:53:47.051

<v Eric Nielson>And so just thinking about.</v>

00:53:49.771 --> 00:53:53.366

<v Eric Nielson>You know folks who come in to get a particular service and have to provide,</v>

00:53:53.366 --> 00:53:55.827

<v Eric Nielson>you know, enough information to get that service or</v>

00:53:55.827 --> 00:53:58.051

<v Eric Nielson>that benefit, you know, as we create identity.</v>

00:53:58.481 --> 00:54:03.190

<v Eric Nielson>Or or think about merging identities that does create kind of this chain of of how</v>



00:54:03.190 --> 00:54:07.446

<v Eric Nielson>much of that information then is is is shared or exposed in ways that that</v>

00:54:07.446 --> 00:54:10.681

<v Eric Nielson>probably was never intended by that initial interaction.</v>

00:54:10.801 --> 00:54:14.615

<v Eric Nielson>And I'm just thinking, you know, particularly from the social services</v>

00:54:14.615 --> 00:54:18.054

<v Eric Nielson>side about, you know, for us, we've always had the principle of</v>

00:54:18.054 --> 00:54:21.600

<v Eric Nielson>collecting the least necessary information in order to to benefit</v>

00:54:21.600 --> 00:54:24.448

<v Eric Nielson>somebody, you know, and that is driven by, you know,</v>

00:54:24.448 --> 00:54:26.651

<v Eric Nielson>the the ultimately the the program rules.</v>

00:54:26.841 --> 00:54:27.721

<v Eric Nielson>The funding.</v>

00:54:28.081 --> 00:54:32.065

<v Eric Nielson>And and and how that comes down to. So just wanna highlight as we think about</v>

00:54:32.065 --> 00:54:35.334

<v Eric Nielson>centralizing authority, we're also centralizing the aggregation</v>

00:54:35.334 --> 00:54:38.297

<v Eric Nielson>of information in ways that may be the intended you know,</v>

00:54:38.297 --> 00:54:39.881

<v Eric Nielson>recipient would not consent to.</v>

00:54:41.531 --> 00:54:43.929

<v Eric Nielson>Thinking about how many of our systems are, you know,</v>



00:54:43.929 --> 00:54:46.771

<v Eric Nielson>not only re integrating horizontally,
but integrate vertically.</v>

00:54:48.491 --> 00:54:51.882

<v Eric Nielson>And and so I just,
I think that there is an inherent values</v>

00:54:51.882 --> 00:54:56.065

<v Eric Nielson>conversation when we think about
financing being a forcing function to to</v>

00:54:56.065 --> 00:54:58.891

<v Eric Nielson>to merge identity and that may not be a
best fit.</v>

00:54:59.481 --> 00:55:02.842

<v Eric Nielson>For all of the use cases in which we
interact with people and collect their</v>

00:55:02.842 --> 00:55:03.241

<v Eric Nielson>identity.</v>

00:55:03.241 --> 00:55:07.477

<v Eric Nielson>And so I think that there is a
conversation where we need to at least</v>

00:55:07.477 --> 00:55:12.198

<v Eric Nielson>acknowledge that and acknowledge the the
need to make sure that we're getting</v>

00:55:12.198 --> 00:55:15.466

<v Eric Nielson>informed consent from our people,
from our, you know,</v>

00:55:15.466 --> 00:55:19.521

<v Eric Nielson>the people that we're serving in terms of
of linking them to Serv.</v>

00:55:20.281 --> 00:55:23.121

<v Eric Nielson>So sorry, I didn't mean to be a downer.</v>

00:55:24.731 --> 00:55:24.851

<v Eric Nielson>But.</v>

00:55:26.281 --> 00:55:27.801

<v Cothren, Robert@HCAI>But we know we have a problem here.</v>

00:55:27.801 --> 00:55:31.171

<v Cothren, Robert@HCAI>I think it's important to surface what



all of the the issues are,</v>

00:55:31.171 --> 00:55:32.601

<v Cothren, Robert@HCAI>so thank you for that, Eric.</v>

00:55:33.081 --> 00:55:35.121

<v Cothren, Robert@HCAI>Well, we are 10 minutes before the hour.</v>

00:55:35.121 --> 00:55:39.001

<v Cothren, Robert@HCAI>It's time for us to turn to public comment, Akira.</v>

00:55:39.001 --> 00:55:40.361

<v Cothren, Robert@HCAI>Do you want to move us on?</v>

00:55:41.781 --> 00:55:42.621

<v Vang, Akira@HCAI>Yes, I can.</v>

00:55:42.621 --> 00:55:43.381

<v Vang, Akira@HCAI>Thank you very much.</v>

00:55:43.941 --> 00:55:47.186

<v Vang, Akira@HCAI>All right,
when instructed to begin public comment,</v>

00:55:47.186 --> 00:55:50.307

<v Vang, Akira@HCAI>apologies,
members of the public must raise their</v>

00:55:50.307 --> 00:55:53.115

<v Vang, Akira@HCAI>hand,
and team facilitators will unmute each</v>

00:55:53.115 --> 00:55:57.734

<v Vang, Akira@HCAI>member of the public to share comments if
selected to share your comment,</v>

00:55:57.734 --> 00:55:59.981

<v Vang, Akira@HCAI>you will be able to unmute yourself.</v>

00:56:00.461 --> 00:56:04.380

<v Vang, Akira@HCAI>People will be called in the order in
which their hands are raised and you will</v>

00:56:04.380 --> 00:56:07.418

<v Vang, Akira@HCAI>be given 2 minutes.
Please state your name and organizational</v>

00:56:07.418 --> 00:56:08.741

<v Vang, Akira@HCAI>affiliation when you begin.</v>



00:56:10.831 --> 00:56:13.871

<v Vang, Akira@HCAI>And we do have one from kevick.</v>

00:56:16.891 --> 00:56:20.411

<v Vang, Akira@HCAI>All right, gevek,
you should be able to unmute yourself now.</v>

00:56:26.231 --> 00:56:26.431

<v Vang, Akira@HCAI>Hello.</v>

00:56:28.741 --> 00:56:31.181

<v Cothren, Robert@HCAI>Gmac, If you're speaking,
we cannot hear you.</v>

00:56:30.131 --> 00:56:30.451

<v Gevik Nalbandian>OK.</v>

00:56:30.451 --> 00:56:32.891

<v Gevik Nalbandian>No, no, that's I.</v>

00:56:32.891 --> 00:56:33.931

<v Gevik Nalbandian>I found the unmute button.</v>

00:56:34.731 --> 00:56:35.971

<v Cothren, Robert@HCAI>OK, he can hear you now.</v>

00:56:36.161 --> 00:56:37.281

<v Gevik Nalbandian>Yeah. Thank you, gevik.</v>

00:56:37.281 --> 00:56:41.601

<v Gevik Nalbandian>Now bandian,
I'm a senior consultant with Identos.</v>

00:56:42.001 --> 00:56:43.601

<v Gevik Nalbandian>A few topics were discussed.</v>

00:56:43.601 --> 00:56:49.055

<v Gevik Nalbandian>I'm gonna try to use my 2 minutes
effectively on the topic of payment as a</v>

00:56:49.055 --> 00:56:50.801

<v Gevik Nalbandian>motivator to help match.</v>

00:56:51.821 --> 00:56:57.234

<v Gevik Nalbandian>I don't know if that's that's gonna have
a long lasting event effect,</v>

00:56:57.234 --> 00:57:02.415

<v Gevik Nalbandian>because as I can imagine,



when the QHIO or an entity wants to look</v>

00:57:02.415 --> 00:57:08.061

<v Gevik Nalbandian>for a patient from another entity, they're not getting payment for that.</v>

00:57:08.061 --> 00:57:13.101

<v Gevik Nalbandian>We're asking for that information because we wanna care for the patient at hand.</v>

00:57:13.101 --> 00:57:14.221

<v Gevik Nalbandian>So that's on that.</v>

00:57:14.221 --> 00:57:15.581

<v Gevik Nalbandian>My opinion on that topic.</v>

00:57:15.861 --> 00:57:18.901

<v Gevik Nalbandian>The topic of centralized versus decentralized.</v>

00:57:19.921 --> 00:57:22.081

<v Gevik Nalbandian>Centralized in this case can work.</v>

00:57:22.751 --> 00:57:29.215

<v Gevik Nalbandian>Huge cost for the state. I think that will be a long time coming.</v>

00:57:29.215 --> 00:57:34.699

<v Gevik Nalbandian>In the meantime, as I have read in the BXF policies and</v>

00:57:34.699 --> 00:57:41.751

<v Gevik Nalbandian>procedures within the consent pillar, there is already recommendations.</v>

00:57:41.791 --> 00:57:46.351

<v Gevik Nalbandian>Strong recommendations on what those matching criteria needs to be.</v>

00:57:46.351 --> 00:57:51.003

<v Gevik Nalbandian>It's far better than tefka, so I commended the XF tact teams for</v>

00:57:51.003 --> 00:57:51.351

<v Gevik Nalbandian>that.</v>

00:57:52.111 --> 00:57:59.345

<v Gevik Nalbandian>What's still missing are best practices and workflows as to what happens when I</v>



00:57:59.345 --> 00:58:02.511

<v Gevik Nalbandian>get a request for a patient that I.</v>

00:58:04.281 --> 00:58:06.481

<v Gevik Nalbandian>I get more than one matches on and what?</v>

00:58:06.481 --> 00:58:07.601

<v Gevik Nalbandian>What happens to that?</v>

00:58:07.601 --> 00:58:10.641

<v Gevik Nalbandian>Asynchronous versus synchronous request?</v>

00:58:10.641 --> 00:58:13.195

<v Gevik Nalbandian>I think no matter what we do in California,</v>

00:58:13.195 --> 00:58:15.401

<v Gevik Nalbandian>we need to have a fall back mechanism.</v>

00:58:17.081 --> 00:58:20.027

<v Gevik Nalbandian>We can always throw technology at it, but at the end of the day,</v>

00:58:20.027 --> 00:58:21.161

<v Gevik Nalbandian>we need to come together.</v>

00:58:21.431 --> 00:58:27.241

<v Gevik Nalbandian>Or as as a as a group and decide what happens when we request data and how do</v>

00:58:27.241 --> 00:58:33.350

<v Gevik Nalbandian>we pave the road to get that data back even if we don't have the best technology?</v>

00:58:33.350 --> 00:58:39.161

<v Gevik Nalbandian>Not everybody's gonna afford everything that the you know and and so we just.</v>

00:58:39.161 --> 00:58:40.871

<v Gevik Nalbandian>Need to figure that out as humans.</v>

00:58:41.611 --> 00:58:42.291

<v Cothren, Robert@HCAI>Thank you.</v>

00:58:42.401 --> 00:58:42.561

<v Gevik Nalbandian>It's.</v>

00:58:44.161 --> 00:58:45.841

<v Cothren, Robert@HCAI>Akira, do we have other hands up?</v>



00:58:47.081 --> 00:58:49.481

<v Vang, Akira@HCAI>Yes, we do. We have Mary.</v>

00:58:49.921 --> 00:58:51.201

<v Vang, Akira@HCAI>Give me a second, Mary.</v>

00:58:51.641 --> 00:58:53.841

<v Vang, Akira@HCAI>You should be able to unmute now, Mary.</v>

00:58:58.471 --> 00:58:58.831

<v Mary-Sara Gordon Jones>OK.</v>

00:58:58.831 --> 00:58:59.951

<v Mary-Sara Gordon Jones>Thank you very much.</v>

00:59:00.111 --> 00:59:01.791

<v Mary-Sara Gordon Jones>This is Mary Sarah Jones.</v>

00:59:03.361 --> 00:59:04.401

<v Mary-Sara Gordon Jones>And I just wanted to.</v>

00:59:08.201 --> 00:59:12.216

<v Mary-Sara Gordon Jones>Propose that as you're thinking through the the different systems and the</v>

00:59:12.216 --> 00:59:14.441

<v Mary-Sara Gordon Jones>variation that you have across the state.</v>

00:59:16.241 --> 00:59:22.017

<v Mary-Sara Gordon Jones>Keep in mind that some of the programs people are seeking to participate in</v>

00:59:22.017 --> 00:59:25.361

<v Mary-Sara Gordon Jones>their benefits that those individuals want.</v>

00:59:25.641 --> 00:59:27.681

<v Mary-Sara Gordon Jones>That's not true of all programs.</v>

00:59:28.591 --> 00:59:31.431

<v Mary-Sara Gordon Jones>There are some programs like probation.</v>

00:59:32.921 --> 00:59:37.121

<v Mary-Sara Gordon Jones>Where individuals perhaps do not want to participate. So.</v>

00:59:39.161 --> 00:59:46.008

<v Mary-Sara Gordon Jones>Probation is notorious for having really bad addresses as a result. However,</v>



00:59:46.008 --> 00:59:50.721

<v Mary-Sara Gordon Jones>there is a lot of commonality based on system types.</v>

00:59:50.801 --> 00:59:53.521

<v Mary-Sara Gordon Jones>So you're going to see the same kind of.</v>

00:59:55.361 --> 00:59:58.441

<v Mary-Sara Gordon Jones>Trust issues in the data from one probation system.</v>

00:59:59.351 --> 01:00:04.519

<v Mary-Sara Gordon Jones>To another probation system from one child welfare system to another child</v>

01:00:04.519 --> 01:00:09.206

<v Mary-Sara Gordon Jones>welfare system and from one health system to another health system.</v>

01:00:09.206 --> 01:00:14.099

<v Mary-Sara Gordon Jones>Although they're going to be very different if you go health system to</v>

01:00:14.099 --> 01:00:15.271

<v Mary-Sara Gordon Jones>probation system.</v>

01:00:15.431 --> 01:00:22.146

<v Mary-Sara Gordon Jones>So maybe if you think about categories of systems that might be helpful to figure</v>

01:00:22.146 --> 01:00:25.831

<v Mary-Sara Gordon Jones>out how you can cross them across the state.</v>

01:00:28.131 --> 01:00:29.771

<v Cothren, Robert@HCAI>Thank you, Mary. Sarah, I appreciate that.</v>

01:00:31.281 --> 01:00:34.321

<v Cothren, Robert@HCAI>Akara do we have any other hands raised? Any other public comment?</v>

01:00:35.171 --> 01:00:37.757

<v Vang, Akira@HCAI>No, we do not have any hands raised at this</v>

01:00:37.757 --> 01:00:38.051

<v Vang, Akira@HCAI>time.</v>

01:00:39.291 --> 01:00:44.411

<v Cothren, Robert@HCAI>So get people just a beat here to see if



anybody else wishes to make a comment.</v>

01:00:56.311 --> 01:00:58.271

<v Vang, Akira@HCAI>We do have one from.</v>

01:01:00.041 --> 01:01:00.161

<v Vang, Akira@HCAI>Jim.</v>

df78632a-081f-432f-8fba-fa2912a5524e/8833-0

01:01:01.431 --> 01:01:03.311

<v Vang, Akira@HCAI>Jim, you should be able to unmute now.</v>

01:01:04.311 --> 01:01:04.871

<v Jim St.Clair>I'm unmuted.</v>

01:01:04.871 --> 01:01:06.951

<v Jim St.Clair>I just wanna take a minute to thank you,
rim.</v>

01:01:06.951 --> 01:01:11.134

<v Jim St.Clair>I think you did an excellent job in
brokering the discussion from the</v>

01:01:11.134 --> 01:01:14.720

<v Jim St.Clair>strategy for digital identities that you
mentioned earlier,</v>

01:01:14.720 --> 01:01:17.111

<v Jim St.Clair>on which several of us had commented on.</v>

01:01:17.391 --> 01:01:21.409

<v Jim St.Clair>Gosh, seems like months ago.
I guess that that we rolled that out and</v>

01:01:21.409 --> 01:01:25.715

<v Jim St.Clair>then addressing the topic of identity
management in the context of patient</v>

01:01:25.715 --> 01:01:28.700

<v Jim St.Clair>matching,
patient verification having been involved</v>

01:01:28.700 --> 01:01:33.351

<v Jim St.Clair>in digital identity for several years and
patient digital identity specifically.</v>

01:01:33.751 --> 01:01:36.707

<v Jim St.Clair>You can't start talking the digital
identity.</v>



01:01:36.707 --> 01:01:41.784

<v Jim St.Clair>What and how until you resolve some of these larger issues around the what for</v>

01:01:41.784 --> 01:01:47.118

<v Jim St.Clair>and the context and what you're doing and and the various various implications for</v>

01:01:47.118 --> 01:01:47.311

<v Jim St.Clair>it.</v>

01:01:47.311 --> 01:01:49.798

<v Jim St.Clair>So I just wanted to say well done and I think this,</v>

01:01:49.798 --> 01:01:51.951

<v Jim St.Clair>this conversation's going a great direction.</v>

01:01:52.681 --> 01:01:53.521

<v Cothren, Robert@HCAI>Thank you, Jim.</v>

01:01:55.501 --> 01:01:56.381

<v Cothren, Robert@HCAI>Akira.</v>

01:01:59.121 --> 01:02:01.481

<v Cothren, Robert@HCAI>Do we have any other hands raised from the public?</v>

01:02:02.481 --> 01:02:04.241

<v Vang, Akira@HCAI>No, not at this moment.</v>

01:02:04.241 --> 01:02:05.601

<v Vang, Akira@HCAI>We do have John's hand up.</v>

01:02:06.131 --> 01:02:08.489

<v Cothren, Robert@HCAI>Yeah.

Why don't you go ahead and move us on to</v>

01:02:08.489 --> 01:02:11.651

<v Cothren, Robert@HCAI>the next slides, the next slide, next steps. And John, please.</v>

01:02:09.671 --> 01:02:09.951

<v Vang, Akira@HCAI>Laura.</v>

01:02:14.051 --> 01:02:14.891

<v John Helvey>Yeah. I just.</v>

01:02:15.601 --> 01:02:19.609



<v John Helvey>I'll just add that you know,
we don't necessarily have to tackle the</v>

01:02:19.609 --> 01:02:20.481

<v John Helvey>whole elephant.</v>

01:02:20.681 --> 01:02:26.089

<v John Helvey>We have the opportunity to potentially
tackle medical and maybe that's a great</v>

01:02:26.089 --> 01:02:30.881

<v John Helvey>start for us to to tackle and then and
build standards along the way.</v>

01:02:32.411 --> 01:02:35.352

<v John Helvey>That can support the evolution to all
Californians,</v>

01:02:35.352 --> 01:02:39.990

<v John Helvey>but I just wanted to put that out there,
that I don't think we have to tackle the</v>

01:02:39.990 --> 01:02:41.291

<v John Helvey>whole elephant at once.</v>

01:02:42.861 --> 01:02:45.740

<v Cothren, Robert@HCAI>So John,
I think that's a great thought to leave</v>

01:02:45.740 --> 01:02:48.973

<v Cothren, Robert@HCAI>us with here.
One of the things we're hearing across a</v>

01:02:48.973 --> 01:02:53.381

<v Cothren, Robert@HCAI>number of our tech meetings is that DXF
should move forward incrementally.</v>

01:02:53.461 --> 01:02:57.821

<v Cothren, Robert@HCAI>So maybe that's a good thing for people
to ponder as they leave our meeting today.</v>

01:02:57.821 --> 01:03:01.981

<v Cothren, Robert@HCAI>So how would you tackle identity
management incrementally?</v>

01:03:01.981 --> 01:03:05.895

<v Cothren, Robert@HCAI>Where would you start?
That might be a good thing for us to kick</v>

01:03:05.895 --> 01:03:07.461



<v Cothren, Robert@HCAI>off our next meeting with.</v>

01:03:08.201 --> 01:03:10.826

<v Cothren, Robert@HCAI>In the meantime,
we will be posting our meeting materials</v>

01:03:10.826 --> 01:03:11.641

<v Cothren, Robert@HCAI>and the recording.</v>

01:03:12.151 --> 01:03:17.017

<v Cothren, Robert@HCAI>On the web page that gives you a chance
to go back through any of the materials</v>

01:03:17.017 --> 01:03:19.572

<v Cothren, Robert@HCAI>here,
and it's also gonna be available to</v>

01:03:19.572 --> 01:03:20.911

<v Cothren, Robert@HCAI>members of the public.</v>

01:03:21.231 --> 01:03:23.951

<v Cothren, Robert@HCAI>I do appreciate everybody coming to the
meeting today.</v>

01:03:23.951 --> 01:03:28.210

<v Cothren, Robert@HCAI>We did have a large group of people from
the public coming to the meeting,</v>

01:03:28.210 --> 01:03:30.311

<v Cothren, Robert@HCAI>so I appreciate everybody's comments.</v>

01:03:30.311 --> 01:03:37.273

<v Cothren, Robert@HCAI>There's clearly a lot of stakeholder
interest here for you folks in for our</v>

01:03:37.273 --> 01:03:38.831

<v Cothren, Robert@HCAI>next meeting, we.</v>

01:03:39.801 --> 01:03:42.321

<v Cothren, Robert@HCAI>Will probably be sending out read ahead
materials.</v>

01:03:42.551 --> 01:03:46.644

<v Cothren, Robert@HCAI>For you again,
please keep an eye open for that and then</v>

01:03:46.644 --> 01:03:51.671

<v Cothren, Robert@HCAI>we will see you all again in two weeks.
On Thursday the 23rd at noon.</v>



01:03:51.671 --> 01:03:53.847

<v Cothren, Robert@HCAI>Again,
thank you all for attending today and</v>

01:03:53.847 --> 01:03:55.831

<v Cothren, Robert@HCAI>we'll see you again in a couple of weeks.</v>

01:03:57.391 --> 01:03:57.711

<v Jeff Jarrett>All right.</v>

01:03:58.031 --> 01:03:58.631

<v Jeff Jarrett>Thank you.</v>

01:03:59.841 --> 01:04:00.401

<v Aaron Goodale>Thank you.</v>