



Data Exchange Framework

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

Thursday, November 6, 2025

12:00 PM – 1:00 PM PT



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

The Vision for Data Exchange in California

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

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



Agenda



- 12:00 PM
Welcome & Roll Call
- 12:05 PM
What We Heard Last Meeting
- 12:15 PM
Proposed Problem Statement
- 12:25 PM
Characteristics of a Model for DxF Identity Management
- 12:50 PM
Public Comment
- 12:55 PM
Next Steps and Closing Remarks

Identity Management TAC Members



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

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

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

Public Comment Opportunities

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

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

Identity Management TAC Series Objective

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

What We Heard Last Meeting

- Service delivery pressures often incentivize the creation of duplicate records (i.e., it's quicker to assume a new identity than to conduct an exhaustive search for an existing identity).
- Identity challenges are more significant for some populations (e.g., newborns, minors, unhoused).
- Creation of duplicates creates significant demand for human intervention to resolve and communicate.
- Identity management may be stronger in other domains (e.g., finance, government, education) where authoritative sources establish and actively manage identifiers.
- Effective identity management may either need to leverage several existing trusted authorities and their identifiers.
- Effective identity management may minimize, but will not eliminate, mismatches and duplicates. Thus, some level of human intervention will always be necessary.
- Identity and consent are closely interrelated concepts that should be considered together.



For Discussion: What did we miss? Were their other issues discussed during our last meeting not reflected here?

For Discussion: Proposed Problem Statement

Uncertainty in accurately identifying individuals across healthcare systems results in missed opportunities to coordinate care, medical errors, and operational, clinical, and financial inefficiencies.

The uncertainty is **due to**:

- Lack of common authoritative identity easily accessible by all authorized Participants , particularly for individuals with minimal demographic information such as unhoused and minors.
- Existing incentives to create duplicate identities and leave them unresolved

This uncertainty **leads to**:

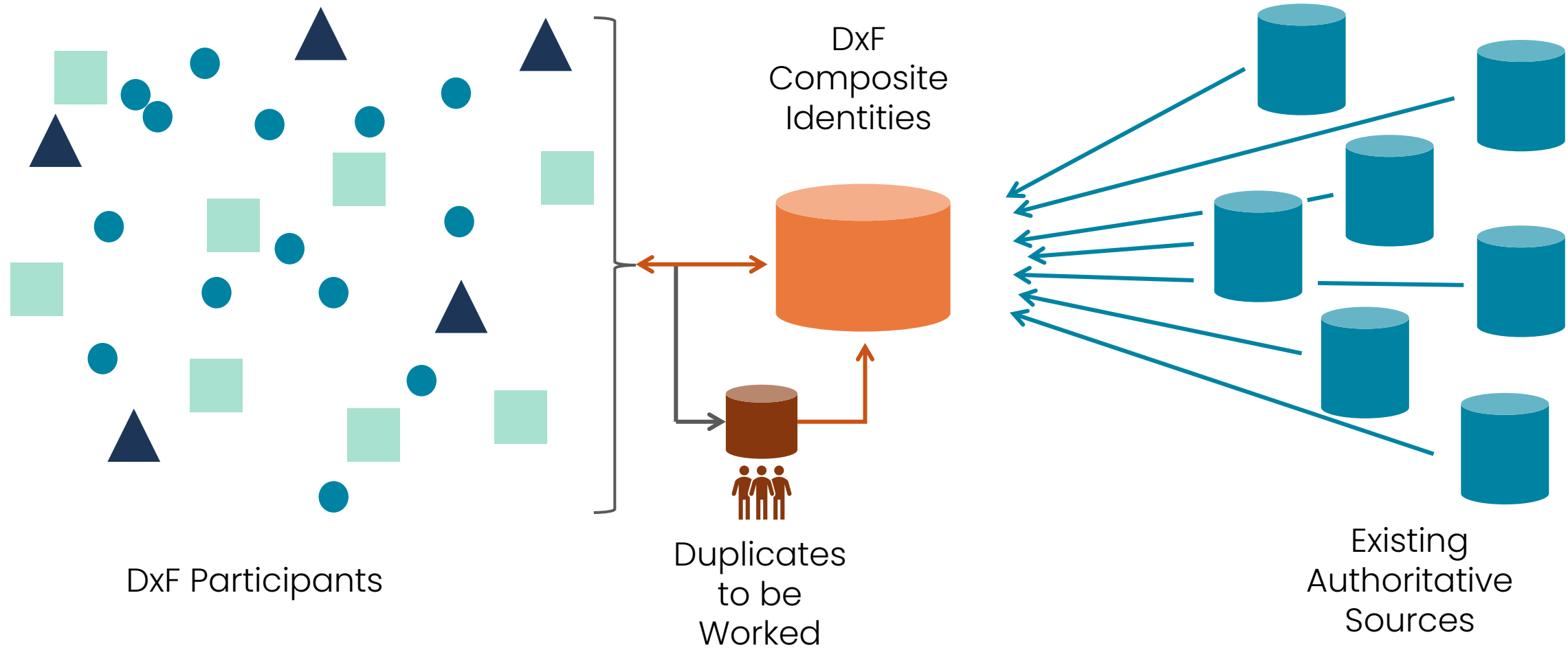
- Failures to locate an individual's consent to share information
- Failures to match a request for information with all correct existing records
- Failures to match a request for payment or authorization with the correct individual

For Discussion: Characteristics of a Model for DxF Identity Management

To address the uncertainty at its root, a solution might make available a common source of identity drawn from existing authoritative sources and provide a path for resolving duplicates that are created.

- **Support All Populations**
 - Leverage multiple existing sources of identity (which may include sources not related to health, such as DMV)
 - Do not require any single credential to establish identity (e.g., Medi-Cal)
- **Reduce Incentives to Create Duplicates**
 - Ensure quick and easy access to the source of identity for the credential presented by the individual
- **Quickly Address Duplicates that Are Created**
 - Flag uncertain identities that resulted in the creation of a potential duplicate that needs to be addressed
 - Ensure there are resources to search for and merge duplicates
 - Create feedback loops to improve person matching

A Model for DxF Identity Management



Public Comment

Next Steps

The DxF Team will:

- Post meeting materials and recording to the DxF webpage.
- Share pre-read materials for next TAC meeting with members.

Members will:

- Be prepared to discuss the challenges of person-matching and which of these should be the greatest priority for the Data Exchange Framework.

Upcoming Meetings

Identity Management TAC Focus Group

Date

Meeting #4D

Thursday, November 20, 2025, 12:00 PM – 1:00 PM PT