
REGULATORY COMPLIANCE AND QUALITY COMMITTEE

AGENDA

August 20, 2026

3:00 – 5:00 p.m.

The Board of Directors of Vaya Health will conduct a regular meeting of the Regulatory Compliance & Quality Committee at 3:00 p.m. on August 20, 2026. PUBLIC ACCESS will be available via electronic communication only (real-time two-way audio and/or visual communication, i.e., telephone and Microsoft Teams).

Dial In: 828-552-4129 Passcode: 193 743 777#

Microsoft Teams: [Click Here To Join Meeting](#)

A. Welcome and Call to Order

Billy Kennedy, Chair (2 minutes)

B. Approval of Agenda and June 18, 2026 Meeting Minutes

Billy Kennedy, Chair (3 minutes)

C. Quarterly Comprehensive Performance Report

Kate Glance, Regulatory Reporting Director (70 minutes)

1. Performance on Service Level Agreements
2. Clinical Quality Key Performance Indicators
3. Delegated Vendor Performance
4. Administrative Key Performance Indicators
5. Compliance, Risk, and Provider Oversight

D. 2026 Provider Satisfaction Survey

Kate Glance, Regulatory Reporting Director (20 minutes)

E. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 2025

Kate Glance, Regulatory Reporting Director (10 minutes)

F. 2025 Perceptions of Care Survey Results

Kate Glance, Regulatory Reporting Director (10 minutes)

G. Other Business (5 minutes)

H. Adjournment