



You're invited!

Molina Healthcare invites you to attend a Member Advisory Board meeting to discuss topics that may help you get the most from your health plan. Members have the option to attend virtually or in person.

We want to hear from you!

Our goal is to better understand your needs. Your feedback helps us improve the level of care and customer service we provide.

Members in attendance, both in-person and online, will receive a \$25 gift card for their participation.

Join us at our next member advisory board meeting. RSVP today.

Call or email us to RSVP:

MNM_engagement@MolinaHealthcare.com or (844) 862-4543 (TTY: 711)

MolinaHealthcare.com

Such services are funded in part with the State of New Mexico

Date and time:

July 17, 2025

5 p.m.

Location

West Mesa

Community Center

5500 Glenrio Rd. NW,
Albuquerque, NM 87105

Microsoft Teams

Meeting link will be sent
upon RSVP

This information is available in other formats, such as Braille, large print, and audio. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. For accommodation of persons with special needs at meetings call (800) 665-3086 TTY 711.



Member Advisory Meeting Agenda

Meeting Title: Member Advisory Board Meeting - Molina Healthcare Turquoise Care

Meeting Facilitator: Wendy Santiesteban, Director of Growth & Community Engagement

Recorder: Michele Briody, Executive Assistant

- I. Call to order
- II. Welcome & Introductions
- III. Open Items
- IV. New Items
 - General Housekeeping Items
 - Purpose & Goals
 - Molina Story & Mission
 - Molina Healthcare Website
 - MyMolina Member Portal
 - MyMolina Mobile App
 - Member ID Card
 - Care Coordination
 - Community Benefits
 - Behavioral Health
 - Turquoise Care Overview
 - Value Added Services
 - Ombudsman
 - Quality & Health Education Programs
 - Turquoise Care Rewards
 - Member Satisfaction
 - Getting Care Quickly
 - Member Rights & Responsibilities
 - Member Complaints, Appeals, & Grievances
 - Member Resources
 - General Input, Comments and/or Questions
 - Feedback Form

- V. Adjournment

Meeting information



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Physical:

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