

IE Community Advisory Committee Meeting Minutes

Date: October 16, 2025
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AB	Member MH	Member YC
Member AC	Member MM	Member YG
Member AK	Member MV	
Member AS	Member MR	
Member DT	Member RP	
Member HL	Member RV2	
Member JL	Member RF	
Member KF	Member SM	
Member LN	Member ST	
Member ME	Member VV	

Governing Board:

James Moses, Child Care
 Resource Center
 Lisa Hayes, Rolling Start
 Veronica Garcia, DAP
 Amanda Bell, Greater Hope
 Diana Fox, Reach Out
 CJ Page, Community Health
 Action Network
 Jessica Soto, CA Help
 Jorge Ruiz, Riverside-San
 Bernardino County Indian
 Health
 Mariane Gantino, Inland
 County Legal Services (guest)

Presenters:

Jen Stillion
 Megan Kondash
 Carolina Wroblewski
 Marilyn Kempster
 Teena Martinez
 Alexis Medina

Molina Staff:

Alexandra Bravo
 Jennifer Barragan
 Janet Segura
 Jackie Portilla
 Eva Sandoval
 Ofelia Castillo
 Karen Spartzak

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Alexandra Bravo (Alex B.) called the meeting to order at 11:45 a.m.	
Welcome & Committee Self-Introductions	Alex B. opened the fourth meeting of 2025 by welcoming the attendees and outlining its objectives, reminding them that the purpose of the meeting is to provide a safe environment for members to share feedback, ideas, and concerns with Molina, with the goal of enhancing the health plan's services.	

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Community Reinvestment Program (CRP), Sponsorships	Molina has invested in the Inland Empire to support community initiatives. Investments support various initiatives, including healthcare workforce development, local healthy communities, and community-based projects like after-school programs and infrastructure improvements. Molina reaffirmed its dedication to supporting local communities and partners through reinvestments and funding initiatives. Addressing food insecurity, workforce development, and healthcare access (e.g., recruiting and retaining doctors). To date, a total of \$71,800 has been reinvested through community partners. Recently, Molina supported Arrowhead Regional Medical Center (ARMC), a key safety-net provider in Colton, ARMC hosted an event focused on fundraising to secure equipment upgrades and a future parking structure. Alex B. asked if there were any questions or objections related to the CRP funds to date, there were no objections. Alex B. invited members to share their observations and suggestions for funding priorities, including food security, safe spaces, and workforce development. Questions and comments: • Member RF: Many individuals are applying for jobs but struggling to secure employment. A lack of income forces families to choose between paying bills and buying food, resulting in food insecurity. Even when jobs are obtained, getting to work remains a significant challenge. Also, some individuals want jobs but face challenges due to disabilities and a lack of support. Securing employment requires significant preparation. Therefore, there is a need for workforce development programs. • Lisa Hayes: There is a critical need for transitional housing that accommodates people with disabilities, especially those reentering society after incarceration and navigating the parole system. The absence of accessible housing options creates significant delays in their reintegration, despite the efforts of some providers who offer support. However, existing resources are insufficient, leaving notable gaps in the availability of accessible transitional housing. • Member AS: Suggested supporting more Senior programs. • Member AK: Stated the modern workplace relies heavily on using technology which makes it difficult for older adults to find jobs. • Alex B.: Thanked the group for their participation and acknowledged the digital divide and impact on technological advancements in modern workplaces. Addressed the need for workforce development, food insecurity, transportation and transitional housing.	

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Molina Healthcare Megan Kondash, Manager, Quality Improvement, Molina Healthcare	Presentation: Megan Kondash for Quality Improvement with Molina Healthcare, presented herself and provided a review of the Quality Program. Presentation highlights: • Commitment to Care: Molina checks that doctors and staff are well-trained and respectful, addressing issues promptly and keeping members informed. • Emphasis on annual flu shots (free and highly encouraged). • Preventive Care: Screenings and regular checkups are key to staying healthy. • Molina assists with finding providers and offers free rides for appointments. • Colon Cancer Screening: Recommended for adults starting at age 45, with options like FIT, FOBT, or colonoscopy. • Support Services: Help with scheduling, transportation, and covered benefits for chronic condition management and preventive screenings. ○ Finding a doctor or eye doctor: Members can search for new providers in their area using Molina’s provider search tool. ○ Transportation for Medi-Cal appointments: Molina Medi-Cal members can schedule transportation by phone or online: ▪ Phone: (844) 292-2688 – American Logistics Call Center ▪ Online: molina.americanlogistics.com. ▪ Appointment & Ride Assistance: For help scheduling appointments or rides, call the California Quality Outreach Team at (844) 236-2448, Monday–Friday, 8 a.m.–5 p.m. PST. • Reminder: Members are encouraged to call their doctor to schedule important screenings. No questions or comments.	Information
Carolina Wroblewski, AVP, and Marilyn Kempster, Manager, Population Health, Molina Healthcare	Carolina Wroblewski, AVP of Population Health at Molina Healthcare, presented an overview on Population Health. Presentation highlights: • San Bernardino County Community Health Assessment Overview (CHA) & Community Health Improvement Plan (CHIP) 2024:	

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	○ Priority Areas: Behavioral health, injury & violence prevention, chronic disease. ○ Behavioral Health Goals: Reduce adult depression and substance use; decrease opioid-related deaths by 2029. ○ Strategies: Expand school-based mental health services, non-law enforcement crisis response, workforce development, early education on mental health. ○ Injury & Violence Prevention: Reduce firearm injuries and assaults. ○ Strategies: Trauma-informed practices in schools, healthy relationship programs, firearm safety campaigns, safe routes to school. ○ Chronic Disease: Increase preventive care access and reduce disparities. ○ Strategies: Promote healthy eating/physical activity in schools, improve built environments, expand healthcare coverage, train community health workers. ○ Collaboration: Molina, IEHP, and Kaiser are working on child wellness visits (ages 0–5), immunizations, and unified training for community health workers. ● Riverside County Community Health Assessment Overview (CHA) & Community Health Improvement Plan (CHIP) late 2024: ○ Priority Areas: Maternal & child health, sexual/reproductive health, STDs, injury & violence prevention, drug overdose, chronic disease. ○ Mental Health: Improve access, awareness, and integrated care; strengthen provider collaboration. ○ Housing: Increase affordable housing by 5%; integrate health services into housing projects; prioritize climate-resilient designs; create centralized housing database. ○ Equitable Access to Care: Increase understanding and access to resources by 10%. ○ Strategies: Use community health workers, educational campaigns, joint events with health plans and CBOs. ○ Collaboration: Joint vaccine clinics, shared data, leveraging partnerships for greater impact. No questions or comments.	

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	Marilyn Kempster continued the presentation and shared details on the Community Health Workers role, Molina Help Finder CA and Community Health Workers Provider locator flyer. Highlights of the presentation were: • Role of Community Health Workers (CHWs): ○ Not doctors or nurses, but trusted community members who understand local cultures and challenges. ○ Act as a bridge between clinical care and social care, addressing social factors that impact health. • Covered Benefit: ○ CHW services are now included under Medi-Cal at no cost. ○ Support includes health education, help understanding diagnoses, finding doctors, scheduling appointments, and connecting to resources like food, housing, and transportation. • Molina Help Finder Tool: ○ Online resource directory for programs and services. ○ Users enter zip code and type of help needed (e.g., food, transportation) to get a list of local organizations. ○ Quick-access icons link to the most active programs for reliable support. • Feedback Request: ○ Member MR: Questioned if income tax preparation is under the legal icon or would it be under something different or is the service even available? ○ Marilyn: Suggested that while it might currently fall under legal, income tax help is a common need and should have its own dedicated category or tile, rather than being hidden under legal. Member MR comment would be taken into consideration. ○ Member RF: Commented that upon reviewing the website, using the search box is the easiest way to find specific resources. ○ Member CK: Suggested including a phone number for members that may have difficulty navigating the website. ○ Member RF: Asked for clarification on what transportation resources were, bus passes or rides to personal locations? ○ Lisa Hayes: Is this only available for Molina members? Is this available to anybody who needs it or would like to use it?	

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	○ Marilyn: Molina Helpfinder CA is a public site—no login required. Anyone can use it. There’s an option to work with a Community Health Worker (CHW) by selecting that category. For individuals that are unable to navigate the website, Molina has One Stop Help Centers with physical resources for members to access. Thanked the group for the suggestion for the phone number, this comment will be taken into consideration. ○ Lisa Hayes: It's awesome. Great resource. Thank you. ○ Marilyn: What programs and organizations do you believe that members are currently using or receiving services from? Please share the names of these organizations. This information is important to verify inclusion on the backend and ensure that any missing organizations are added to the list. ○ Member RF: Wider Circle-Wider Circle helps people with disabilities with resources such as outings, for example, going to the movies and activities. They also help with food and housing resources. ○ Member RF: Rolling Start ○ Marilyn: Finally, when referred to a service, what is the preferred method of contact? You may select more than one option and the outcome of the poll being: ▪ Phone call-12 attendees ▪ Text message-11 attendees ▪ Email-2 attendees Marilyn shared with the members the Community Health Workers flyer specific to Riverside and San Bernardino. Molina has developed a large network of community organizations that provide Community Health Worker (CHW) services to members. These organizations are considered community partners, and each has CHWs who deliver services. Flyers details: • Lists all CHW providers for Riverside and San Bernardino counties. • Includes a map with red dots showing physical locations, linked to organization names and contact details (phone numbers, sometimes emails).	

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Teena Martinez, Manager, Medicare Product Development, Molina Healthcare	• Highlights providers without physical locations offer telehealth CHW services (listed under a green heading on the second page). • San Bernardino and Riverside have the largest number of CHW provider partners. • Inform members where and how to access resources. Marilyn asked where these flyers should be placed so members can easily access them. Members shared the following locations: County offices, Postal Services, doctor's offices, Social Security office, senior centers, Community Based Organizations, and drug stores. Marilyn concluded by commenting that the flyers also include the information of their closest Molina One Stop Help Center. Thanked everyone for the comments and suggestions on making Molina better. Teena Martinez from Medicare Product Development for Molina Healthcare, presented an overview of Supplemental Benefits. Overview of 2026 Benefit Changes • MOOP (Max Out-of-Pocket): \$9,250 (displayed for transparency, though members typically pay nothing). • Food & Produce Benefit: ◦ Reduced to \$64/month. ◦ Expanded eligibility: chronic illness list increased from 14 to 222 conditions. • Over-the-Counter (OTC) Benefit: ◦ \$35/month, now includes OTC hearing aids. • Transportation: ◦ Simplified—covered fully through Medi-Cal to avoid confusion. • Telehealth: ◦ All follow-up visits (specialists, therapists, PCP) covered via phone or video.	

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	• Dental & Vision: ○ Dental: \$3,600/year (up from \$1,000). ○ Vision: \$250/year. • Post-Discharge Meals: ○ 14 days, 2 meals/day (max 56 meals/year). ○ Additional 168 meals/year for certain chronic conditions. • PERS (Personal Emergency Response System): ○ Now under Medi-Cal, not supplemental Medicare. • Drug Deductible: ○ Members generally pay nothing; co-pay details shown for LIS (Low-Income Subsidy) scenarios. The goal is to ensure members understand expanded benefits and new allocations for 2026. Questions or comments: • Lisa Hayes: Can you verify the amount for vision? • Teena: Clarified the amount is \$250 • Member AS: Will it affect members who have Medicare and Medi-Cal? • Teena: Molina manages both your Medicare and Medi-Cal benefits. They're all in one. When you call Member Services, it's all handled by one person. • Member RF: Requested network for optometry and dental dentists. • Teena: For Optometry, it will be through VSP. Dental will be through Nation's. • Alex B.: Member Services is always available as the primary resource for any questions or assistance. Molina also has an internal dental coordinator to assist members who face challenges in finding dental providers—this feature was added based on member feedback. Example: A member previously reported difficulty getting a dentist, so Molina introduced this support role. • Mariane Gantino: Requested clarification on prescription drug co-pays—in 2025 there were \$0 co-pays, but 2026 shows some outlined amounts. Further explanation provided.	

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	• Delivers community programs in education, health, culture, and economic development. • Provides protection for vulnerable individuals, especially women. The Consulate's appointments are free and community members should use official channels to avoid scams. • Call center at +1 (424) 309-0009 • Online on www.citas.sre.gob.mx • Via WhatsApp +1 (424) 309-0009—Alexis Medina recommended WhatsApp for the fastest service • Alexis Medina encouraged scanning the provided QR code for a comprehensive guide to consular services, rights, and resources. The consulate offers a legal assistance program that provides community members with legal advice and representation in court, funded by the Mexican government. This includes paying for an attorney to assist with cases, particularly in immigration matters such as bond hearings, cancellation of deportation, and visa processes. Current efforts focus on supporting individuals detained in Adelanto. Eligibility for this program varies, and not everyone qualifies.	
Closing Remarks & Adjournment	Alex B. asked the attendees if they had any questions or feedback. Attendees had no questions or feedback. Alex B. closed the meeting and thanked everyone for their attendance and for being part of the 2025 committee meeting. The meeting adjourned at 1:36 p.m.	