

# Los Angeles Community Advisory Committee

## Meeting Minutes

**Date:** September 18, 2025  
**Time:** 11:30 a.m. – 1:30 p.m.  
**Location:** Molina Healthcare  
 In-person & Virtual Meeting

### Members:

Member IG      Member MH  
 Member IL      Member OV  
 Member CS  
 Member MM  
 Member CO  
 Member BL  
 Member JZ  
 Member AJ

### Guest:

Guest MR

### Governing Board:

Dolores Nason, Disabled Resource Center  
 Giovanni Perez, Northeast Valley Health Corporation  
 Anna Tiger, United American Indian Involvement  
 Maria Aroch, Southern California Resource Services  
 Independent Living **(Not in attendance)**  
 Eric Burroughs, The 100 Black Men of Long Beach

### Guest Presenter:

Jen Stillion

### Molina Presenters:

Joyce Takeuchi  
 Teena Martinez  
 Tina LaCost  
 Amritha Roser  
 Laurence Gonzaga

### Interpreters:

Evon Morgan

### Molina Staff:

Adriana Bowerman  
 Alejandro Reyes  
 Janet Segura

| Topic                                                                                                      | Presentation/Discussion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Actions/Follow-Up |
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| Call to Order                                                                                              | Adriana Bowerman called the meeting to order at 11:46 a.m.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |
| <b>Welcome &amp; Committee Self-Introductions</b><br><br><b>Jen Stillion-Mental Wellness “Mindfulness”</b> | <p>Adriana opened the third meeting of 2025 by welcoming the attendees and outlining its objectives and shared that the purpose of the meeting is to offer a safe environment for members to share feedback, ideas, and concerns with Molina, with the goal of enhancing the health plan's services.</p> <p><b>Presentation:</b><br/>           Jen welcomed attendees and shared the importance of staying grounded in one's wellness journey. She guided the group through self-regulation techniques to help participants stay consistent with their wellness habits and focused on breathing. Jen also encouraged participants to connect emotionally with their wellness goals, identifying</p> |                   |

| Topic                                                                                         | Presentation/Discussion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Actions/Follow-Up  |
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| <b>Meeting minutes</b>                                                                        | <p>the feelings associated with their wellness activities to reinforce positive habits. To promote joy and relaxation, Jen led a short dance exercise by encouraging participants to move their bodies and experience an instant of joy.</p> <p>Reviewed minutes from June 26, 2025, meeting with a motion to approve the meeting minutes brought forth by Member CS and seconded by Member CO.</p>                                                                                                                                                                                                                                                                                                                                                     |                    |
| <b>Action Items</b><br><br><b>Community Reinvestment Program (CRP), Sponsorships</b>          | <p>No action items pending from the previous meeting.</p> <p>Molina has invested in Los Angeles County to support community initiatives. Adriana provided an overview of second-quarter sponsorships for Los Angeles, emphasizing Molina’s commitment to supporting community partners. She explained that sponsorships are designed to promote community reinvestment across five key areas: cultivating neighborhoods and built environments, strengthening the healthcare workforce, enhancing well-being for priority populations, empowering local communities, and advancing overall health outcomes. Q2 funding details were reviewed and approved, with CAC members and attendees agreeing on the investments. The CRP funds were approved.</p> |                    |
| <b>Molina Healthcare</b><br><br><b>Joyce Takeuchi, Quality Improvement, Molina Healthcare</b> | <p><b>Presentation:</b></p> <p>Joyce Takeuchi from the Quality Improvement team with Molina Healthcare presented herself and provided a review of the Quality Program.</p> <p>Presentation Highlights:</p> <ul style="list-style-type: none"> <li>Molina Healthcare's Quality Improvement Program ensures access to qualified health care teams, reviews care quality, promotes safety education, and provides age-specific health guidelines. It evaluates care through Health Effectiveness Data &amp; Information Set (HEDIS) scores and surveys member satisfaction using Consumer Assessment of Healthcare Provider &amp; Systems</li> </ul>                                                                                                       | <b>Information</b> |

| Topic | Presentation/Discussion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Actions/Follow-Up |
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|       | <p>(CAHPS) to improve care experiences, focusing on timely appointments and provider availability.</p> <ul style="list-style-type: none"> <li>• Grow and Stay Healthy Guidelines for Children and Teens: Molina provides detailed Grow and Stay Healthy Guidelines for ages birth to 10 and 11 to 20, outlining recommended vaccines, screenings, and health services at specific ages to support child and adolescent health development.</li> <li>• Annual Wellness Visits and Screenings: Annual wellness visits are essential for health monitoring, early problem detection, and preventive care, including immunizations, physical exams, screenings, and health education. Recommended screenings cover blood pressure, colon cancer, dental health, diabetes management, kidney health, and women's health services like mammograms and bone density scans.</li> <li>• Scheduling and Transportation Support: Members are encouraged to schedule important screenings and can find new doctors or eye doctors via Molina's online resources. Medi-Cal members have access to transportation services for covered appointments, with phone and online scheduling options and assistance available through the California Quality Outreach Team.</li> <li>• Molina Rapid Health Events and One Stop Help Centers: Molina Rapid Health Events offer comprehensive community health services including screenings and immunizations. One Stop Help Centers connect communities to free resources such as enrollment support, utility and housing assistance, legal aid, workshops, and enhancing access to health and social services.</li> <li>• The next Rapid Health Fair Events will be on September 24th and 25<sup>th</sup>.</li> </ul> <p>Questions and comments:</p> <ul style="list-style-type: none"> <li>• Member JZ: Asked whether upcoming health fairs will include actual services or only talks.</li> <li>• Joyce: Stated that services will be provided, including blood pressure checkups and A1 checks.</li> <li>• Member JZ: Received a phone call offering to schedule an in-home checkup</li> </ul> |                   |

| Topic                                                                                     | Presentation/Discussion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Actions/Follow-Up |
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| <p><b>Teena Martinez,<br/>Medicare Product<br/>Development, Molina<br/>Healthcare</b></p> | <p>and requested clarification on whether this is a service Molina provides.</p> <ul style="list-style-type: none"> <li>Joyce: Confirmed that a vendor provides in-home visits for members who cannot attend the health fairs.</li> </ul> <p>Teena Martinez from Medicare Product Development for Molina Healthcare, presented an overview of 2025 CA DSNP Medicare Benefits, focusing on Special Supplemental Benefits for the Chronically Ill (SSBCI).</p> <ul style="list-style-type: none"> <li>Member Experience and Ordering Channels for SSBCI Benefits: Members received educational materials including guidance on activation of flex cards for eligible products and services. Benefits can be accessed through various ordering channels, with annual card packages sent to members. Coverage may also be available through Medi-Cal.</li> <li>Online Portal Features and User Interface: Teena shared screenshots of the online portal which offers comprehensive functionalities such as card activation, balance overview, shopping, product search, cart management, checkout, store locator, transaction history, product eligibility, replacement card requests, profile management, and personalized health profiles with product recommendations.</li> <li>Benefits Pro Mobile App: The native Benefits Pro mobile app provides an optimized and intuitive user experience, including scan functionality to enhance member interaction with benefits.</li> <li>Eligibility Criteria for SSBCI Benefits: Eligibility requires current plan membership with an active Health Risk Assessment (HRA) and a confirmed diagnosis of one of 15 CMS qualifying chronic conditions, including cancer, diabetes, dementia, and stroke. Enrollment involves card activation and completion of HRA with broker or self.</li> <li>Contact Information and Access for SSBCI Benefits: Members can access customer service at 877-208-9243 and use the member website at <a href="https://molina.nationsbenefits.com/login">https://molina.nationsbenefits.com/login</a> for managing their SSBCI benefits.</li> </ul> <p>Comments or Concerns:</p> <ul style="list-style-type: none"> <li>Member AJ: Members asked whether the digital ID card in the portal is the same as the physical card or if a new one is required</li> <li>Teena: clarified that the same card applies to food, produce, and over-the-</li> </ul> |                   |

| Topic                                                                                | Presentation/Discussion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Actions/Follow-Up |
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| <p><b>Tina LaCost and Amritha Roser, Molina Member Portal, Molina Healthcare</b></p> | <p>counter items, and eligibility depends on qualifying conditions.</p> <ul style="list-style-type: none"> <li>• Member JZ: asked how to verify qualifying illnesses</li> <li>• Teena: explained that verification occurs through a provider diagnosis, with support from a case manager for the health assessment.</li> <li>• Member CS: raised a concern about an item that was eligible in the app but failed at checkout</li> <li>• Teena: Asked the member to provide specific information after the meeting, and the team will circle back with them.</li> <li>• Member MM: asked if only catalog items are eligible</li> <li>• Teena: clarified that only items from the catalog are eligible, however, items can also be verified by scanning them in the app instead of browsing the catalog.</li> </ul> <p>Tina LaCost presented an overview of the Medi-Cal Member Portal with Amritha Roser.</p> <p>Presentation Highlights:</p> <ul style="list-style-type: none"> <li>• Tina described the main features of the member portal, explaining how to access it and outlining its functions, such as viewing coverage details, digital ID cards, and doctor information.</li> <li>• Amritha shared the Wellness benefits and Programs information available to members in the portal. Members can access wellness programs and healthy rewards, with options to submit reward attestations and check their status online.</li> <li>• Tina continued with the presentation by sharing that the portal also provides access to health records, including claims history, service authorizations, and enhancements like displaying authorization letters.</li> <li>• The portal allows members to manage their profiles, update mailing addresses, and set communication preferences without contacting member services.</li> </ul> <p>Questions or comments:</p> <ul style="list-style-type: none"> <li>• No question nor comments.</li> </ul> |                   |

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| <p><b>Laurence Gonzaga,<br/>Behavioral Health-<br/>Healthcare Services,<br/>Molina Healthcare</b></p> <p><b>Community Resources</b></p> | <p>Laurence provided an overview of Non-Specialty Mental Health Services, noting that prior authorizations are not required. Laurence clarified that county mental health departments manage higher-acuity cases, whereas managed care organizations such as Molina are responsible for addressing mild to moderate mental health needs. Laurence highlighted the "no wrong door" policy, ensuring that individuals are referred to the appropriate services regardless of where they initiate contact.</p> <p>Adriana shared two flyers with the attendees. Laurence highlighted the following about the flyers:</p> <ul style="list-style-type: none"> <li>• Hope for Wellness Flyer: The Suicide and Crisis line is easier to access now by just dialing 988. This line is to provide help when having intense feelings or thoughts.</li> <li>• Opioid Flyer: This flyer is for members struggling with opioid addiction. It provides a QR code with support and resources.</li> </ul>  <p>Questions or comments:</p> <ul style="list-style-type: none"> <li>• Member CS: asked whether anyone can call, or if callers must be Molina members.</li> <li>• Laurence: clarified that callers do not need to be Molina members, the line is for Medi-Cal members, though some non Medi-Cal individuals may qualify through county programs.</li> <li>• Member JZ: asked if the line operates 24/7.</li> <li>• Laurence: confirmed the line is available at all times.</li> </ul> |                   |

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|                                                 | <p>Adriana shared that Molina will host a Senior Social Club on September 23rd from 9:30 to 11:30 am at the Long Beach One Stop Help Center. All seniors are welcome, whether they are Molina members or not. Flyers are available for anyone interested. Also available are flyers with important Medi-Cal and Dental update changes.</p> |                   |
| <p><b>Closing Remarks &amp; Adjournment</b></p> | <p>Adriana asked the attendees if they had any questions or comments and encouraged members to complete the member survey.</p> <p>No questions or comments.</p> <p>Adriana closed the meeting and thanked everyone for their attendance. The next meeting will be on December 11, 2025.</p> <p>The meeting adjourned at 1:03 p.m.</p>      |                   |