

IE Community Advisory Committee

Meeting Minutes

Date: April 17, 2025
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AB Member MRS
 Member AK Member RL
 Member AS Member RP
 Member DF Member RV2
 Member DT Member RF
 Member FR Member VV
 Member JL Member YC
 Member MH Member YM
 Member MV

Governing Board:

James Moses, Child Care
 Resource Center
 Lisa Hayes, Rolling Start (Not in
 attendance)
 Veronica Garcia, DAP
 Amanda Bell, Greater Hope
 Diana Fox, Reach Out (Not in
 attendance)
 CJ Page, Community Health
 Action Network (Not in
 attendance)
 Jessica Soto, CA Help
 Jorge Ruiz, Riverside-San
 Bernardino County Indian
 Health (Not in attendance)

Presenters:

Jen Stillion
 Joyce Takeuchi
 Carolina Wroblewski
 Teena Martinez
 Stephanie Pierce

Molina Staff:

Alexandra Bravo
 Alejandro Reyes
 Ruthy Argumedo
 Janet Segura
 Jackie Portilla
 Eva Sandoval

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. welcomed attendees to the second meeting of 2025 and briefly explained the purpose of the meeting.	
Jen Stillion-Mental Wellness	Presentation:	

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<p>“Move into Wellness”</p> <p>Meeting minutes</p> <p>Action Items</p>	<p>Jen opened the session by welcoming attendees and introducing the concept of mindfulness. She guided the group through breathing exercises and encouraged participants to reflect on what brings them happiness and how to connect with their inner joy. To support this, she shared an exercise designed to help individuals access those feelings.</p> <p>The minutes from the January 23, 2025, meeting were reviewed, and Member RF made a motion to approve and seconded by Member AS.</p> <p>Action items from the previous meeting were reviewed, and outcomes were shared:</p> <ul style="list-style-type: none"> ○ Governing board member had a question regarding the remote interpreting services providers are using, noting that the deaf community has raised concerns about screens being too small and difficult to understand. Resolution: Members requiring ASL interpretation will be encouraged to request in-person services for their appointments. Member Services have been directed to prioritize this option for ASL users. 	
<p>Molina Healthcare</p> <p>Joyce Takeuchi, Director, Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Joyce Takeuchi, Director for Quality Improvement with Molina Healthcare, presented herself and provided a review of the Quality Program.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> ○ Consumer Assessment of Healthcare Providers (CAHPS) Overview: The main goal is to provide health plans with information to improve care and service for members. CAHPS surveys are sent out annually from March to May by mail or phone. The surveys collect feedback on topics such as access to care, communication with doctors, and satisfaction with received care. 	<p>Information</p>

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	<p>Strengths Identified in Survey Results:</p> <ul style="list-style-type: none"> ○ Children rated: <ul style="list-style-type: none"> ○ Ease of getting needed care ○ Speed of care ○ Specialist visits • Adults rated: <ul style="list-style-type: none"> ○ Overall healthcare ○ Customer service ○ Access to specialists • Marketplace members noted informed providers and cultural competence. <p>Areas for Improvement:</p> <ul style="list-style-type: none"> • Care coordination and access to routine care. • Personal doctor communication, especially for children. • Interpreter/language services. • Coordination of services used by providers. ○ Questions for Committee Members: Members were asked to provide input on ways to improve services, with a focus on interpreter and language assistance, provider communication and helpfulness, care coordination, follow-up care, and appointment access. ○ Care Coordination Feedback: <ul style="list-style-type: none"> ○ Member DT: Emphasized the importance of ongoing training for case managers to ensure they can effectively assist members. Suggested having an alternate contact number in case the case manager is unavailable. ○ Member DF: Shared uncertainty about who her case manager is. Mentioned receiving mental health resources that were misplaced and is awaiting a callback. ○ Member AS: Also stated he does not know who his case manager is. ○ Alex B.: Will follow up with case managers for Members DF and AS. 	

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	<ul style="list-style-type: none"> ○ Member DF: Noted that while Molina offers many resources, it's unclear who to contact. Asked if case managers are the right point of contact for housing-related questions. ○ Member DT: Suggested that having access to a case manager's supervisor would help ensure proper guidance and support. ○ Member AK: Reported difficulties with transportation coordination and prefers human assistance over digital tools. ○ Ruthy: Recommended contacting the Molina OSHC in Indio, where a member services representative can help coordinate transportation. ○ Provider Specific Feedback: <ul style="list-style-type: none"> ○ Member RF: Highlighted the need for better communication between primary care doctors and specialists. Stressed the importance of signing a release of medical records to ensure all providers have access. ○ Member DF: Emphasized the importance of coordination between primary care and dental providers. Shared that a new referral for dental work is pending and requested follow-up on Ear, Nose, and Throat (ENT) referral. ○ Alex B.: Will ask member DF's case manager to follow up on referrals. ○ Lou: Asked member DF if dental services were received without issues. ○ Member DF: Reported no issues with receiving dental services after the referral. ○ Member AK: Asked how often Molina updates its list of specialists. Shared an experience where a referred specialist no longer provided the service needed. ○ Alex B: Explained that while providers are credentialed and contracted, the referring physician is responsible for coordinating specific services when submitting referrals. ○ Member DT: Reminded the group that due to HIPAA regulations, medical records are only shared when the patient signs a release form. <p>Questions and comments:</p> <ul style="list-style-type: none"> ○ Member DF: Asked if CAHPS surveys are sent by mail or email. ○ Joyce: Confirmed surveys are mailed to randomly selected members with return options by mail or phone. 	<p>4/22/2025: Alex B. connected members DF and AS with their case managers for assistance.</p>

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Committee members provided suggestions to improve interpreter and language services, care coordination, follow-up processes, and provider communication. <p>Carolina Wroblewski, AVP of Population Health at Molina Healthcare, presented an overview on Population Health.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • The Community Advisory Committee provides regionally specific feedback for Diversity, Equity, and Inclusion training for Molina Providers and Staff. • Health Issues in San Bernardino: San Bernardino faces high rates of mental distress, substance use disorders, diabetes, heart disease, obesity, and injury-related deaths, particularly among people of color. • Carolina asked the members from San Bernardino County if the information she provided regarding health issues impacting San Bernardino was correct or if they had a different perspective. <ul style="list-style-type: none"> ○ Members from San Bernardino County agreed that the information presented was accurate. • Health Issues in Riverside: Riverside County struggles with poor physical environment, limited access to healthy foods and parks, and high housing costs, impacting residents' health and well-being. • Carolina asked the members from Riverside County if the information she provided regarding health issues impacting Riverside was accurate, or if they had other perspectives. <ul style="list-style-type: none"> ○ James Moses: Acknowledged the issue of limited affordable housing and questioned how San Bernardino County's housing costs (ranked 41 out of 100) compared to other counties or the state overall. Noted that while the county has seen growth due to being more affordable than areas like San Diego or Los Angeles, longtime Inland Empire residents still find local housing unaffordable. ○ Carolina: Responded that a comparison across counties would require further research. Shared that the existing data was gathered by San Bernardino and Riverside County public health departments. 	

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<p>Teena Martinez and Stephanie Pierce, Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> • Cultural Beliefs Impacting Health: Hispanic/Latino, Black, and Asian communities in the Inland Empire rely on traditional remedies, faith, and cultural practices for health maintenance. <ul style="list-style-type: none"> ○ Members commented that they consult with their primary doctors rather than home remedies. • Health-Related Experiences: Discrimination, implicit bias, and language barriers significantly impact healthcare access and quality for the Inland Empire population. • Health-Related Goals: Key goals include respecting names and pronouns for LGBTQIA+, providing gender-affirming care, avoiding assumptions, enhancing cultural competency, and ensuring effective communication. <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member AS: Commented that housing costs are high, and ongoing household expenses such as utilities and food add to the financial burden. • Member DF: Noted that while Molina offers a housing program to assist with security deposits, the overall monthly cost of maintaining a household remains a significant challenge. • Jessica Soto: Recommended including age as a consideration, stating that older adults may at times feel overlooked. <p>Teena Martinez and Stephanie Pierce from Medicare Product Development for Molina Healthcare, presented an overview of the Special Supplemental Benefits for the Chronically Ill (SSBCI) under the 2025 Medicare plan, detailing eligibility, benefit allowances, and how to utilize these benefits.</p> <p>Highlights of the presentation are as follows:</p> <ul style="list-style-type: none"> • Eligibility Requirements: Members must have an active Health Risk Assessment and a qualifying diagnosis from a list of 15 conditions. • 15 Available CMS Qualifying Conditions: <ul style="list-style-type: none"> ○ Chronic alcohol and other drug dependence ○ Autoimmune disorders ○ Cancer ○ Cardiovascular disorders ○ Chronic heart failure 	

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	<ul style="list-style-type: none"> ○ Dementia ○ Diabetes ○ End-stage liver disease ○ End-stage renal disease (ESRD) ○ Severe hematologic disorders ○ HIV/AIDS ○ Chronic lung disorders ○ Chronic and disabling mental health conditions ○ Neurologic disorders ○ Stroke • Benefit Allowances: Monthly allowances vary by plan: \$92 for Molina Medicare Complete Care (HMO D-SNP) RV/SB, \$55 for Imperial County members, and \$75 for Complete Care Plus, with additional allowances for over-the-counter items. • Utilization Process: Approved members receive a debit card loaded with monthly allowances. The card can be used at approved retailers or online, and members can track their balances via a member portal. Certain items, like tobacco and alcohol, cannot be purchased. • NationsBenefits - Customer Service Number: 877-208-9243 • Member Website: https://molina.nationsbenefits.com/login • Instructions on how the Special Supplemental Benefits for the Chronically Ill (SSBCI) under the 2025 Medicare plan works: <ul style="list-style-type: none"> ○ Once approved, members receive a card loaded with a monthly allowance that refreshes at the start of each month. ○ Members can use the card to shop at approved locations or order online. They can also access a portal or app to view their balances, find local retail stores, and check eligible items. However, certain products like tobacco, alcohol, and non-food items cannot be purchased with the card. • Existing members should have received a new debit card and need to activate it upon receipt. • New members will receive their card by mail starting from January 1, 2025, and should also activate it upon receipt. • Allowances for Molina Medicare Complete Care (HMO DSNP) for Riverside and San Bernardino County include. <ul style="list-style-type: none"> ○ Food & Produce: \$92 per month 	

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	<ul style="list-style-type: none"> ○ Over the Counter: \$45 per month • Allowances for Molina Medicare Complete Care (HMO DSNP) for Imperial County include. <ul style="list-style-type: none"> ○ Food & Produce: \$55 per month ○ Over the Counter: \$35 per month • Allowances for Molina Medicare Complete Care Plus (HMO DSNP) include. <ul style="list-style-type: none"> ○ Food & Produce: \$75 per month ○ Over the Counter: \$100 per month • Friendly reminders, as we are entering 2025, please remember to schedule your yearly wellness visits with your: <ul style="list-style-type: none"> ○ Primary Care Provider ○ Annual Physical Exam ○ Annual Wellness Visit ○ Any Necessary Specialists ○ Routine Eye Exam ○ Routine Hearing Exam <p>Comments or questions:</p> <ul style="list-style-type: none"> • No questions nor comments <p>Alex B. shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> ○ CalHOPE: Program that strives to provide culturally and linguistically appropriate individual and group session support, outreach, public education, and resource linkage to clinical services, community networking, and other supportive services. Contact (833) 317-HOPE (4673) or www.calhpeconnect.org ○ Free Food Distributions: <ul style="list-style-type: none"> Luque Community Center (Colton & Grand Terrace): <ul style="list-style-type: none"> ○ Provides fresh produce monthly for local residents. St. Anthony's Church (San Jacinto): <ul style="list-style-type: none"> ○ Offers free food every Tuesday. Community Food Pantry of Murrieta: <ul style="list-style-type: none"> ○ Distributes food every Wednesday and Thursday. 	

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	<p>Menifee Valley Cupboard (Menifee):</p> <ul style="list-style-type: none"> ○ Serves local residents Monday through Friday. <p>Power Speaks Louder (Moreno Valley):</p> <ul style="list-style-type: none"> ○ Distributes food on the 2nd and 4th Thursdays of the month. <p>Molina One Stop Help Center (Indio):</p> <ul style="list-style-type: none"> ○ offers nutrition workshops with fresh produce every Thursday morning. 	
<p>Closing Remarks & Adjournment</p>	<p>Alex B. asked the attendees if they had any questions or feedback.</p> <p>Attendees had no questions or feedback.</p> <p>Alex B. closed the meeting and thanked everyone for their attendance and for being part of the committee. The next IE CAC meeting is scheduled for July 17, 2025.</p> <p>The meeting adjourned at 1:12 p.m.</p>	