

San Diego Community Advisory Committee

Meeting Minutes

Date: November 12, 2025
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AMA Member SP
 Member AY Member SC
 Member JS Member YA
 Member OA Member WA
 Member ST Member BA
 Member SPM

Governing Board:

Emma Reyes, McAlister Institute
 Jacinto Perez, La Maestra Clinic
 Sabrina Baker, San Diego Rescue Mission
 Timothy Whipple, Episcopal Community Services
 Joseph Jacome, Arcadia Healthcare CTC

Guest:

David Shorey, Institute for Public Strategies

Guest Presenter:

Jen Stillion

Molina Presenters:

Krista Riganti
 Carolina Wroblewski
 Marilyn Ying Kempster
 Karen Sparzak

Interpreters:

Samaher Toma
 Nahayat M Mostafa
 Gloria M Vazquez

Molina Staff:

Adriana Bowerman
 Jennifer Barragan
 Janet Segura
 Ruthy Argumedo

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Adriana Bowerman called the meeting to order at 11:49 a.m.	
Welcome & Committee Self-Introductions	Adriana opened the last 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. Adriana welcomed the new committee's attendees.	
Jen Stillion, Mental Wellness "Mindfulness"	Presentation: Jen started her presentation with a warm introduction and acknowledging how quickly the end of the year and holiday season seem to be approaching. Jen emphasized the importance of slowing down and reconnecting with oneself before the year concludes. Attendees were encouraged to reflect on their personal wellness journey throughout	

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Community Reinvestment Program (CRP), Sponsorships	<p>Adriana reviewed Quarter 3 sponsorships for San Diego and explained that Molina is committed to supporting community partners through reinvestment efforts. Adriana shared that sponsorships are aligned with the following categories:</p> <ul style="list-style-type: none"> • Cultivating neighborhoods and built environments • Cultivating a health care workforce • Cultivating well-being for priority populations • Cultivating local communities • Cultivating improved health <p>Adriana invited the committee to share any questions, comments or objections around the sponsorships shared with the members.</p> <p>Comments or Questions:</p> <ul style="list-style-type: none"> • Member SPM recommended that Molina allocate funds to new initiatives, rather than those that are already in place. One proposal was to invest in fitness programs, with an option for women-only gyms if possible. Other members in attendance agreed. • David: Will Molina be investing in providing additional support on sharing available resources to ensure no one is excluded when changes take effect? Ruthy: Molina is closely monitoring how current changes are unfolding. Molina is tracking what’s happening and how subsidies may shift—since these depend on both the county and the individual members. Our focus is on understanding these changes and working with members to identify what additional programs they may qualify for and what coverage we can provide. 	
Krista Riganti, Quality Improvement, Molina Healthcare	<p>Presentation:</p> <p>Krista Riganti from the Quality Improvement team with Molina Healthcare introduced herself and provided a review of the Quality Program.</p> <p>Presentation Highlights:</p>	

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	<ul style="list-style-type: none"> • Molina Healthcare of California’s Quality Improvement Program ensures members have access to qualified healthcare teams and reviews care quality issues • The program promotes safety through education for members and providers. • Resources include the “Grow and Stay Healthy Guide” and guidelines for children and teens. • Quality is evaluated through HEDIS® scores (tracking services like immunizations, screenings, prenatal care) and CAHPS® surveys (measuring member satisfaction). • The program aims to improve appointment access, provider availability, and overall member experience • Molina encourages members to get a flu shot for protection. Flyer with details was shared. • Important annual screenings: <ul style="list-style-type: none"> ○ Blood pressure, colon cancer (for adults 45–75), dental visits, diabetes management (A1c test, retinal eye exam, kidney evaluation), and women’s health screenings (mammogram, bone density scan). ○ Provided links to full screening schedules by age for members. Emphasized the importance of regular checkups for early detection and prevention <p>Questions and comments:</p> <ul style="list-style-type: none"> • Member JS: How often should a colonoscopy be done? • Krista: The timing of your next screening depends on the type of cells and any polyps that may be found, which is something only your doctor can determine after reviewing your results. For individuals with no findings during a colonoscopy, the general recommendation is to repeat the procedure every 10 years at minimum. • Member AMA: He feels children's care is insufficient, citing his daughter's delayed treatment due to a doctor ordering an X-ray instead of an MRI. Although the mistake was acknowledged, it caused frustration. He is concerned the system values business over patients, and limited resources make follow-up difficult. <p>Krista: We want you to know that you’re not alone—Molina has resources</p>	

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<p>Carolina Wroblewski, AVP, and Marilyn Ying Kempster, Manager, Population Health, Molina Healthcare</p>	<p>available to support you. Many people face limited time and resources, and we can step in to help with those needs.</p> <p>Ruthy: A child's health is critical, and the system must act quickly to protect it. We agree that meeting key milestones is essential, and Molina provides materials to guide providers. While we can't always control individual actions, we do educate providers when needed. Please share the name of your child's primary care doctor after the meeting. We can follow up directly to ensure they're reinforcing those milestones. This is part of the support we regularly provide to our network.</p> <ul style="list-style-type: none"> • Member AY: Explained that her son lost 45 pounds in just one month, and despite her efforts to get him seen quickly, the system has been slow. • Ruthy: We have a dedicated case management team whose care managers work directly with you to coordinate services. They work with you to make sure that, when immediate services are needed, we do everything possible to provide timely support. <p>Marilyn Ying Kempster began her 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:</p> <ul style="list-style-type: none"> • Role of Community Health Workers (CHWs): <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ 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. 	

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	<ul style="list-style-type: none"> ○ Quick-access icons link to the most active programs for reliable support. • Feedback Request: <ul style="list-style-type: none"> ○ Members asked for information on fitness centers that are woman only. ○ Marilyn asked if there are any agencies which members are being assisted by and should be added. ○ Emma suggested adding Mcallister ○ Member SC: Suggested adding pet programs or dog trainings available in the community. <p>Marilyn shared with the members the Community Health Workers flyer specific to San Diego. 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.</p> <p>Flyers details:</p> <ul style="list-style-type: none"> • Lists all CHW providers for San Diego County. • Includes a map with red dots showing physical locations, linked to organization names and contact details (phone numbers, sometimes emails). • Highlights providers without physical locations offer telehealth CHW services (listed under a green heading on the second page). • Inform members where and how to access resources. <p>Marilyn asked where these flyers should be placed so members can easily access them.</p> <ul style="list-style-type: none"> • Members suggested clinics and the Molina website. <p>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.</p> <p>Carolina Wroblewski, AVP of Population Health at Molina Healthcare, continued the presentation.</p>	

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<p>Karen Sparzak, Medicare Product Development, Molina Healthcare</p>	<p>Presentation highlights:</p> <ul style="list-style-type: none"> • Collaboration: Molina and other health plans are partnering with the San Diego local health department on the state-mandated Community Health Assessment (CHA). • Progress: The 2024 assessment is complete; the Community Health Improvement Plan (CHIP) is now being developed. • Regional Priorities: Key focus areas include housing, homelessness, and mental health across multiple regions of San Diego. • Children 0–3 Focus: Health plans created a unified handbook to improve wellness visits and immunizations, supported by community health workers. • Next Steps: Training begins Friday with 100+ participants; success will be tracked through aggregate data on visits and immunizations, while exploring broader support in mental health and housing. <p>Karen Sparzak from Medicare Product Development for Molina Healthcare, presented an overview of Supplemental Benefits.</p> <p>Overview of 2026 Benefit Changes</p> <ul style="list-style-type: none"> • MOOP (Max Out-of-Pocket): \$9,250 (displayed for transparency, though members typically pay nothing). • Food & Produce Benefit: <ul style="list-style-type: none"> ◦ Reduced to \$63/month. ◦ Expanded eligibility: chronic illness list increased. • Over-the-Counter (OTC) Benefit: <ul style="list-style-type: none"> ◦ \$45/month, now includes OTC hearing aids. • Transportation: <ul style="list-style-type: none"> ◦ Simplified—covered fully through Medicaid to avoid confusion. • Telehealth: <ul style="list-style-type: none"> ◦ All follow-up visits (specialists, therapists, PCP) covered via phone or video. • Dental & Vision: <ul style="list-style-type: none"> ◦ Dental: \$3,600/year (up from \$1,000). ◦ Vision: \$250/year. 	

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	<ul style="list-style-type: none"> • Post-Discharge Meals: <ul style="list-style-type: none"> ○ 14 days, 2 meals/day (max 56 meals/year). ○ Additional 168 meals/year for certain chronic conditions. • Drug Deductible: <ul style="list-style-type: none"> ○ Members generally pay nothing; co-pay details shown for LIS (Low-Income Subsidy) scenarios. <p>The goal is to ensure members understand expanded benefits and new allocations for 2026.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member JS: Are hearing aids covered? Karen: Prescription hearing aids are covered. For 2026, our plans cover a routine hearing exam each year and members who require prescription hearing aids may receive up to 2 pre-selected hearing aids (both years) from a plan-approved provider every year. In addition, members may use Molina's \$45/month OTC allowance to purchase OTC hearing aids. • Member SC: For the free non-medical transportation can it be used to go to a friend's house or visit a ballpark? • Karen: Transportation can be used for those purposes, If the trip is not for a medical condition. It can also be used to visit a friend or restaurant. However, if transportation is required specifically for medical purposes, prior approval must be obtained in advance. Members enrolled in Molina Medicare Complete Care Plus (HMO D-SNP) H3038-004-003 do not have access to transportation for non-medical needs. There are no Medicare supplemental benefits for transportation for 2026. Medi-Cal will coordinate an unlimited number of non-emergency medical transportation to covered medical appointments. • Member SC: Did Molina change from Quest to Labcorp or is it my provider that changed? • Brian: Certain providers prefer Labcorp, but Molina is still contracted with Quest. 	

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<p>Adriana Bowerman, Growth and Community Engagement, Molina Healthcare</p> <p>Community Resources</p>	<p>Adriana shared with the attendees the Molina Fall newsletter and highlighted Molina's Nurse Advice Line available to members.</p>	
<p>Closing Remarks & Adjournment</p>	<p>Adriana asked the attendees if they had any questions or comments.</p> <p>No questions or comments.</p> <p>Adriana closed the meeting and thanked everyone for their attendance. The next meeting will be in 2026.</p> <p>The meeting adjourned at 1:36 p.m.</p>	