

**Sacramento Community Advisory  
Committee**  
**Meeting Minutes**

**Date:** April 23, 2026  
**Time:** 11:30 a.m. – 1:30 p.m.  
**Location:** Molina Healthcare  
 In-person & Virtual Meeting

**Members:**

Member ML      Member JD  
 Member ALP     Member OR  
 Member CRA     Member JC  
 Member SC      Member CNR  
 Member IH      Member JAN  
 Member JR      Member AAN  
 Member RT      Member SH  
 Member SD

**Governing Board:**

Erika Fatula, River City Food Bank (not in attendance)  
 Lisa Mathews, Sacramento WIC (not in attendance)  
 Dr. Hakeem Adeniyi, Jr., M.D., Sacramento Native American Health Center, Inc. (not in attendance)  
 Christine Nguyen, my Sister’s House (not in attendance)

**Guest Presenter:**

Jen Stillion

**Molina Presenters:**

Elizabeth (Liz) Martin  
 Alexandra Bravo  
 Carolina Wroblewski  
 Margarita Garcia

**Molina Staff:**

Jennifer Barragan  
 Janet Segura  
 Vanessa King  
 Ruthy Argumedo

**Interpreter:**

Laura Neri

Topic	Presentation/Discussion	Actions/Follow-Up
<p><b>Call to Order</b></p> <p><b>Welcome &amp; Committee Introductions</b></p> <p><b>Jen Stillion Mental Wellness “Mindfulness”</b></p>	<p>Jennifer Barragan called the meeting to order at 11:45 a.m.</p> <p>Jennifer opened the meeting by welcoming attendees and introduced herself. Jennifer explained the purpose of the Community Advisory Committee meeting and briefly walked through the agenda, highlighting presentations from Mental Health, Population Health, Quality Improvement, and Medicare, followed by community resources.</p> <p><b>Presentation:</b>            Jen Stillion presented herself and began her presentation by sharing that people often feel stressed and overwhelmed because they stay trapped in their thoughts rather than connecting with their bodies. Jen emphasized that the body is always in the present moment and can quickly create calm through movement and breath. Then highlighted that the body is a source of calm, confidence, and safety, but people often try to “think” their way into feeling better instead of using physical movement. The session aimed to demonstrate how breathing, tapping, and simple movement can</p>	

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	<p>quickly reduce stress. Participants practiced the 5-5-5 breathing technique, collarbone tapping, and simple stretches to release tension. Jen highlighted how these quick actions shift stress and improve clarity. The session ended with light dance movements to reinforce the idea that physical engagement helps people feel grounded, confident, and more in control.</p>	
<b>Meeting Minutes</b>	<p>Reviewed minutes from January 22, 2026, meeting with a motion to approve the meeting minutes brought forth by Member ML and seconded by Member ALP.</p>	
<b>Action Items</b>	<p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> <li>• Member requested assistance with dental concerns. Member was contacted by the Dental Coordinator; member's concerns were resolved on 03/02/2026.</li> <li>• Member requested pre-diabetes resources. Member was connected to their case manager to receive support with managing pre-diabetic condition.</li> <li>• Multiple members requested information on registering for the Diabetes Management Program hosted by the Health Education Council. Members successfully registered and attended the Diabetes Management Workshop on 02/09/2026.</li> <li>• Member requested assistance on accessing tailored meals and utility assistance resources. Member was connected to Case Manager; member was referred to provider for health concerns and referred to the housing program.</li> </ul>	
<b>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</b>	<p>Carolina Wroblewski Associate Vice President, of Population Health at Molina Healthcare, presented an overview of Molina’s language assistance services. Carolina shared that interpretation is provided at no cost to members. Then explained that Molina partners with Hannah Interpreting Services to support members during calls to the call center, medical visits, meetings, and when help is needed to understand health information. Carolina emphasized that language support is essential for ensuring members understand their benefits, make informed decisions, and receive equitable, high-quality care. Then outlined the available interpretation options: 24/7 telephonic interpretation in over 250 languages, video remote interpretation for more complex needs or sign language, and in-person interpretation when clinically appropriate, which</p>	

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	<p>must be scheduled at least five business days in advance. Providers and Molina staff access these services directly through Hannah or by scheduling via the Hannah Hub platform.</p> <p>Carolina requested feedback on barriers members face when trying to obtain language assistance.</p> <ul style="list-style-type: none"> <li>• <b>Member SH:</b> Reported feeling confident accessing support and knows to contact Molina team for assistance with scheduling appointments.</li> <li>• <b>Member CRA:</b> Shared positive experiences, noting that the Molina team has assisted with scheduling interpreter appointments.</li> <li>• <b>Member SD:</b> Expressed concerns about interpreter interactions, stating that some interpreters appear easily annoyed, are difficult to work with, and occasionally provide information that conflicts with what the provider says.</li> <li>• <b>Member JC:</b> Described a negative experience involving a rejected dental bill and poor customer service, including difficulty reaching interpreters and being redirected rather than helped. Member noted that the One Stop Help Center team has been supportive.</li> </ul> <p>Carolina asked the group whether they were experiencing any problems or obstacles when calling the Molina call center to obtain language assistance or to speak with someone in their preferred language.</p> <ul style="list-style-type: none"> <li>• <b>Member IH:</b> Reported significant difficulties with the call center, including being routed to incorrect departments, experiencing dropped calls that required restarting the process, long hold times of 30–45 minutes, and challenges understanding representatives.</li> <li>• <b>Member ML:</b> Shared their hesitation answering calls from unknown phone numbers. A member suggested using a Molina Healthcare caller ID to help build member trust in answering calls from the health plan.</li> </ul> <p>Carolina noted that the remaining question focused on concerns related to experiences in doctors' offices. She summarized earlier feedback indicating that some providers choose not to use the language line and instead rely on staff members to interpret, which has resulted in incomplete or inaccurate translations. She then asked the group</p>	

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<p><b>Elizabeth (Liz) Martin, Health Plan Quality Improvement, Molina Healthcare</b></p>	<p>whether there were any additional concerns regarding language assistance in medical settings.</p> <ul style="list-style-type: none"> <li>• <b>Member JC:</b> Stated that Molina is more accessible than other health plans, noting fewer barriers when seeking language support.</li> <li>• <b>Member CR:</b> Explained that experiences vary by location within their clinic, Sacramento Native American Health Center (SNAHC). Shared that the downtown site lacks Spanish-speaking staff, while the Florin location has Spanish speakers, making the member feel more comfortable requesting assistance there. Concluded that overall, SNAHC provides good customer service.</li> <li>• <b>Member SC:</b> Reported that although SNAHC dentists do not speak Spanish, accessing interpretation services is easy and effective. The member consistently requests an interpreter and has had positive experiences.</li> <li>• <b>Member CN:</b> Noted that the quality of interpretation can vary. Some interpreters communicate information from providers clearly and accurately, while others do not, which can impact understanding and care.</li> </ul> <p>Carolina thanked participants for their feedback.</p> <p>Elizabeth (Liz) Martin from the Quality Improvement team with Molina Healthcare introduced herself and provided an overview of Member incentives.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> <li>• Liz reviewed Molina’s member incentives program and noted that several new qualifying visits have been added to the 2026 rewards flyer, including prenatal and postpartum visits, colorectal cancer screenings, depression screenings, fluoride treatments for children, and certain immunizations.</li> <li>• Members can check eligibility by calling the Wellness Rewards line at 866-621-5056 or Member Services at 888-665-4621.</li> <li>• Rewards are typically issued as gift cards that can be used for groceries and other essentials.</li> <li>• Qualifying services include mammograms, pap smears, postpartum mental health screenings, and colorectal cancer screenings. Members may complete colorectal screenings either at home using a FIT kit or in the doctor’s office.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Completing both a mammogram and pap smear can also qualify members for an additional annual wellness bonus, depending on eligibility.</li> <li>• Members who recently completed screenings (within the last 3–4 months) may still qualify and are encouraged to call to confirm.</li> <li>• For Medicare members, additional qualifying services include the annual wellness visit, flu shot, and the diabetic bundle (retinal eye exam, A1C test, and kidney health screening).</li> </ul> <p>Liz asked participants whether anything makes it difficult to complete checkups or screenings that earn rewards.</p> <ul style="list-style-type: none"> <li>• Several participants indicated they had completed all required screenings but had never been informed about the rewards program.</li> <li>• Very few participants reported having heard of the rewards program before.</li> <li>• <b>Member SC:</b> Reported receiving a letter indicating eligibility for approximately \$360 annually through Molina. Initially suspecting it might be a scam but later confirmed it was legitimate. The member participates by submitting daily photos of their diabetic medication, earning reward for each submission. Although the reward amount is small, the incentive adds up overtime and encourages consistency with their medication routine.</li> </ul> <p>Liz asked how Molina could better support its members. She also inquired about the effectiveness of follow-up communication, specifically asking how members would feel if Molina made a phone call and then sent a branded letter afterward. She questioned whether members consistently receive their mail and, if they do, whether they read it.</p> <ul style="list-style-type: none"> <li>• <b>Member RT:</b> Suggested increasing proactive communication with members. Recommended providing phone call reminders about available rewards. Proposed training Molina representatives to mention incentives at the end of every call and encouraged helping members check their real-time eligibility for rewards during calls.</li> <li>• <b>Member IH:</b> Recommended that members enrolled in case management automatically receive information about wellness rewards programs.</li> <li>• <b>Member ALP:</b> Stated a preference for receiving information via email.</li> </ul> <p>Liz thanked the participants for their feedback.</p>	

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<p><b>Margarita Garcia, Broker Channel Manager, Medicare, Molina Healthcare</b></p>	<p>Margarita Garcia introduced herself as a Broker Channel Manager with Molina. She explained that her role involves working directly with Molina contracted insurance agents who enroll members into Molina Medicare DSNP. She emphasized the importance of collecting member feedback to ensure agents properly communicate available benefits, such as rewards programs and meal benefits.</p> <p>Presentation Highlights:</p> <ul style="list-style-type: none"> <li>• Accessing Benefits and Member Resources <ul style="list-style-type: none"> <li>○ Members can access benefit details at MolinaHealthcare.com by selecting their state and reviewing member materials and forms.</li> <li>○ The Summary of Benefit document outlines copays, covered services, and plan details, including the Molina Care Plus D-SNP plan.</li> <li>○ Members may register for a digital ID card (e-card) for convenient access while awaiting physical cards.</li> </ul> </li> <li>• Medicare Advantage Plan Overview <ul style="list-style-type: none"> <li>○ Molina Medicare Advantage plans replace Original Medicare as the primary coverage.</li> <li>○ Plans include additional benefits that support member rewards and compliance with wellness activities.</li> <li>○ Increased member participation helps Molina receive state funding to enhance benefits.</li> </ul> </li> <li>• Key Supplemental Benefits <ul style="list-style-type: none"> <li>○ Dental: Delta Dental PPO with \$0 preventive care copay and up to \$3,600 for comprehensive services, with additional coverage through the Delta account if needed.</li> <li>○ Vision: One routine eye exam and a \$250 frame allowance through EyeMed.</li> <li>○ Hearing: \$0 copay exam and up to two hearing aids per year through Nations Hearing.</li> <li>○ Fitness: Silver&amp;Fit gym and fitness benefits.</li> <li>○ Over-the-Counter (OTC): \$25 per month for eligible items.</li> <li>○ Food Benefits: <ul style="list-style-type: none"> <li>▪ \$45 per month for groceries and produce.</li> <li>▪ Up to 90 home-delivered, pre-prepared meals annually for members who qualify under SSBCI guidelines (e.g., diabetes, hypertension, cancer).</li> </ul> </li> </ul> </li> </ul>	

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<p><b>Alexandra (Alex) Bravo, Manager, Growth &amp; Community Engagement, Molina Healthcare</b></p>	<ul style="list-style-type: none"> <li>▪ Qualification is determined through Member Services and case management review of medical history.</li> </ul> <ul style="list-style-type: none"> <li>• Vendors and Support <ul style="list-style-type: none"> <li>○ Key vendors include Delta Dental, EyeMed, Silver&amp;Fit, and Nations (hearing, food, meals, OTC).</li> <li>○ Customer service contact information is available for member support.</li> </ul> </li> <li>• Local Enrollment Support <ul style="list-style-type: none"> <li>○ A local agent will be available onsite every Monday from 9:00 a.m. to 12:00 p.m.</li> <li>○ Additional agent support will be available on Tuesdays and Thursdays.</li> <li>○ Agents are multilingual or supported by translation services.</li> </ul> </li> </ul> <p>Margarita asked the members how familiar they were with accessing their benefits before or if members had problems accessing their benefits.</p> <ul style="list-style-type: none"> <li>○ Some members reported limited awareness of their benefits and challenges with case management support.</li> <li>○ <b>Margarita:</b> Noted the importance of holding insurance agents accountable for educating members on their benefits. Members may request assistance through Member Concierge services for enhanced support. Follow-up was offered to review broker assignments and case manager support.</li> <li>○ <b>Member IH:</b> Mentioned their hesitation in enrolling in Molina’s Medicare plan due to not wanting to change their primary care provider.</li> <li>○ <b>Margarita:</b> Reassured the member that insurance agents review provider networks and medications before enrollment. Enrollment only occurs after members confirm comfort with their options.</li> </ul> <p>Margarita thanked the members for their responses and provided a reminder about the Molina agent that will be available at the Sacramento One Stop Help Center to answer questions and provide support.</p> <p>Alexandra (Alex) Bravo, manager with the Growth and Community Engagement team, provided an overview of several community resources available to members.</p> <p>Presentation Highlights:</p>	

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	<ul style="list-style-type: none"> <li>• Spring Edition Member Newsletter: The seasonal newsletter follows previous fall and winter editions and includes spring-specific health information. Topics include common seasonal issues such as allergies and guidance on when to seek care. The newsletter is produced every few months with members in mind. Printed copies are forthcoming and will be available at the One Stop Health Center. The newsletter is also distributed to contracted providers for consistency of information.</li> <li>• One Stop Help Center Calendar- April calendar flyer highlighting services and activities at the One Stop Help Center. <ul style="list-style-type: none"> <li>○ Brokers are available on site: Mondays Tuesdays and Thursdays (additional broker support). Broker services are open to everyone, not just Molina members. Brokers provide Medicare education, benefit comparisons, medication reviews, and provider network checks. Enrollment recommendations are based on whether benefits align with individual needs. Members with both Medicare and Medi-Cal through Molina may receive enhanced coordination and benefits.</li> </ul> </li> <li>• Community Programs and Education <ul style="list-style-type: none"> <li>○ The calendar lists health education classes, support groups, and member advisory meetings.</li> <li>○ Future programming will expand as additional partners are confirmed.</li> <li>○ Upcoming summer workshops will focus on: <ul style="list-style-type: none"> <li>▪ Digital literacy <ul style="list-style-type: none"> <li>▪ Participants may receive: <ul style="list-style-type: none"> <li>▪ One year of free internet</li> <li>▪ A free laptop</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> <li>• Medi-Cal Redetermination <ul style="list-style-type: none"> <li>○ A flyer included in the packet explains the Medi-Cal redetermination (renewal) process.</li> <li>○ Members will receive an annual renewal packet, typically yellow, by mail.</li> <li>○ Timely completion is critical to avoid loss of Medi-Cal coverage.</li> <li>○ Failure to renew may result in disenrollment and loss of Medi-Cal service benefits.</li> <li>○ Assistance is available at the One Stop Help Center for members, friends, and neighbors.</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>• Utility Assistance Resources <ul style="list-style-type: none"> <li>○ Based on member survey feedback, utility assistance resources were developed and shared which are not limited to Molina members.</li> </ul> </li> <li>• Community Advisory Committee (CAC) Meetings <ul style="list-style-type: none"> <li>○ CAC meetings provide a space for members to represent their community and share feedback.</li> <li>○ Meetings focus on: <ul style="list-style-type: none"> <li>▪ Member needs</li> <li>▪ Program improvements</li> <li>▪ Clear communication of initiatives</li> <li>▪ Feedback helps ensure materials and programs are understandable and useful.</li> </ul> </li> <li>○ A CAC flyer was included in packets for review.</li> <li>○ Members were asked whether the flyer is engaging, clear, and visually appealing. <ul style="list-style-type: none"> <li>▪ <b>Member RT:</b> Confirmed the flyer message was clear and did not suggest any changes.</li> </ul> </li> <li>○ Feedback will be used to refine the flyer before sharing it statewide and translating into multiple languages.</li> </ul> </li> <li>• Survey Feedback and Resource Development <ul style="list-style-type: none"> <li>○ Survey responses identified priority topics, including housing, utilities, diabetes, and hypertension.</li> <li>○ Packets include a comprehensive resource sheet with housing and utility assistance.</li> </ul> </li> <li>• Commitment to Member Requests <ul style="list-style-type: none"> <li>○ Requests for Medicare education led to the Medicare presentation.</li> <li>○ Member feedback is taken seriously and is important to deliver the services requested in ways that best meet member needs.</li> </ul> </li> </ul>	
<p><b>Closing Remarks &amp; Adjournment</b></p>	<p>Jennifer closed the meeting and thanked everyone for their attendance.</p> <p>The meeting adjourned at 1:32 p.m.</p>	