

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Meeting minutes</p> <p>Action Items</p>	<p>supportive choices rather than pursuing large, demanding goals. A word of the year, she noted, can help shape daily behaviors and reflect the person one is becoming. Participants were encouraged to identify one Wellness intention such as increasing movement, reducing stress, improving sleep, or cultivating joy—and choose a word that aligned with that intention. Jen shared her own word, “yes,” representing growth through stepping outside one’s comfort zone.</p> <p>The group then engaged in breathing exercises, stretches, energizing movements, and power poses, each paired with affirmations such as “I’m awesome,” “I’m strong,” and “I am [their word].” The session concluded with a lighthearted dance activity designed to reinforce energy and positivity.</p> <p>Reviewed minutes from December 11, 2025, meeting with a motion to approve the meeting minutes brought forth by Member CS and seconded by Member JZ.</p> <p>No action items pending from the previous meeting.</p>	
<p>Molina Healthcare</p> <p>Josey Rogers, Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Josey Rogers 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"> • The Quality Program monitors Molina providers to ensure members have access to qualified healthcare professionals. • It reviews and addresses any issues related to the quality of care delivered. • It promotes safety and supports both members and providers through ongoing education. • Grow and Stay Healthy Guide included in member packets, outlines recommended services and immunizations: <ul style="list-style-type: none"> ○ Ages birth–10: Immunization schedules, well-child visits, and developmental milestones. ○ Ages 11–20: Annual wellness exams, immunizations, screenings such as HIV testing, eating disorder assessments, and other age-appropriate preventive care. ○ Members were encouraged to bring the guide to appointments to ask questions and stay informed about their children’s care. 	

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	<ul style="list-style-type: none"> • HEDIS Measures-The program evaluates healthcare quality using HEDIS (Healthcare Effectiveness Data and Information Set) scores. • These scores reflect how well providers deliver essential services, including: <ul style="list-style-type: none"> ○ Flu shots and immunizations ○ Eye exams ○ Cholesterol tests ○ Prenatal and postpartum care ○ Well-child visits • Member Satisfaction Surveys-Molina also measures satisfaction through surveys such as CAHPS (Consumer Assessment of Healthcare Providers and Systems). These surveys help Molina understand: <ul style="list-style-type: none"> ○ Whether members are satisfied with their care and providers ○ What improvements are needed, such as appointment availability or access to specialists • Members were encouraged to make health screenings part of their New Year’s resolutions. Annual wellness visits help: <ul style="list-style-type: none"> ○ Identify health concerns early ○ Monitor child development ○ Review immunizations ○ Conduct screenings such as BMI checks, vision and hearing tests, dental screenings, women’s health exams, and behavioral assessments ○ Provide health education and medication reviews • Recommended preventive screenings: <ul style="list-style-type: none"> ○ Blood pressure checks ○ Annual dental visits ○ Diabetes management screenings: A1C test, retinal eye exam, kidney evaluation ○ Women’s health: Mammograms, pap smears, bone density scans ○ Colon cancer screening: Recommended for ages 45–75 • Molina has partnered with Care Connections and DocGo to bring healthcare services directly to members’ homes. <ul style="list-style-type: none"> ○ Care Connections provides personalized support for wellness exams, chronic condition management, and post-hospital care. ○ DocGo clinicians perform in-home screenings and send results to members’ primary providers. • These services help members who may feel unsafe or uncomfortable by 	

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<p>Catherine Thomas on behalf of Amritha Roser, Population Health, Molina Healthcare</p>	<p>visiting a doctor's office</p> <p>No questions or comments.</p> <p>Catherine Thomas provided an overview of the wellness, prevention, and health management programs available to members to support a healthy start to the new year. She noted that attendees should have received a flyer outlining these offerings and mentioned that additional copies could be provided upon request. The flyer includes a line-of-business indicator to show which programs apply to specific member groups</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • Health Management Programs: Molina offers care managers who assist members with conditions such as diabetes, asthma, depression, weight management, substance use disorders, hypertension, COPD, and heart failure. Members may also request nutrition consultations with dietitians by using the contact numbers listed on the flyer. • Diabetes Prevention Program: The program is designed for individuals at risk of developing type 2 diabetes. Participants receive one-on-one coaching focused on nutrition, fitness, and overall, well-being. A digital scale is available that syncs with a mobile app, allowing coaches to monitor progress. The app includes educational videos, chat features, and fitness guidance. In-person and Zoom options will be available soon. • Healthy Beginnings Pregnancy Program: Pregnant members can request a maternity case manager through Member Services. The program offers education and support throughout pregnancy, delivery, and the postpartum period. • Doula Services: Doula support is available for pregnant and postpartum members for up to one year after delivery. Doulas can accompany members to appointments and provide guidance related to pregnancy, postpartum care, and infant support. Members may contact the Healthy Beginnings Program or email MHCdoulasupport@molinahealthcare.com for more information. • Behavioral Health and Substance Use Services: Molina's behavioral health department connects members to mental health providers and substance use treatment programs. Both regular and after-hours contact numbers are listed 	

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	<p>on the flyer.</p> <ul style="list-style-type: none"> • Community Health Worker Program: Community health workers—local individuals who are familiar with community resources—can help members navigate their health plan, access services, and better understand the healthcare system. • Smoking and Vaping Cessation: Molina partners with Kick It California to provide coaching, counseling, and group support for quitting smoking or vaping. Nicotine replacement therapy is covered, and members can receive a 10-day patch kit while waiting for prescriptions. Support is available in multiple languages and can be accessed by phone, text, or online. • Dental Coordination and Housing Referrals: For Medi-Cal members needing help finding a dentist, Molina’s dental coordinator can assist. A housing referral specialist is also available to connect members with housing resources. Both services can be accessed through Member Services. • Transportation Services: Molina provides transportation to medical appointments and non-emergency medical transportation through American Logistics. Requests must be made at least three business days before the appointment, and rides can be scheduled online or by phone. • Molina Help Finder: This online tool helps members locate community resources such as food, financial assistance, and legal support by entering their ZIP code. • Health Education Materials: Educational materials are available in all threshold languages on topics such as chronic condition management, wellness, and accessing healthcare. Members can download materials from the website or request them by emailing HealthEducation.MHC@molinahealthcare.com or calling Member Services. • Newsletters: Molina publishes a health and wellness newsletter, with the winter issue currently available online. Copies can be provided in members’ preferred languages. • Molina Mobile App: By downloading the My Molina app, members can access program information, view or print their ID card, search for providers, change their primary care provider, locate pharmacies, and find nearby urgent care centers. 	

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<p>Alicia Carbajal, Sales & Medicare Product Development, Molina Healthcare</p>	<p>Alicia Carbajal presented an overview of Supplemental Benefits. Purpose is to review key supplemental benefits available to members and encourage use of the Evidence of Coverage (EOC) for detailed plan information.</p> <p>2026 California Medicare Benefits Overview:</p> <ul style="list-style-type: none"> • Over-the-Counter (OTC) Benefit <ul style="list-style-type: none"> ○ Members receive a \$45 monthly allowance on a pre-funded MyChoice debit card. ○ Allowance can be used for: <ul style="list-style-type: none"> ▪ OTC items ▪ OTC hearing aids ▪ Herbal catalog items ▪ Funds do not roll over, cannot be converted to cash, and cannot be shared. ▪ Benefit is administered through NationsBenefits. • Special Supplemental Benefits for the Chronically Ill – Food & Produce <ul style="list-style-type: none"> ○ Eligible members with approved chronic conditions may receive a monthly food and produce allowance. ○ Participation requires: <ul style="list-style-type: none"> ▪ A qualifying condition ▪ Case Management approval ○ Benefit does not roll over month to month. ○ Accessed through the NationsBenefits portal or app. • Dental Services (Supplemental) <ul style="list-style-type: none"> ○ Dental benefits provided through Delta Dental. ○ Includes: <ul style="list-style-type: none"> ▪ Preventive services (exams, cleanings, X-rays) ▪ Select comprehensive services up to an annual maximum ○ Cosmetic services and dental implants are not covered. ○ Members may also access additional dental coverage through Denti-Cal (Medicaid). • Vision Services (Supplemental) <ul style="list-style-type: none"> ○ Includes: 	

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	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Annual routine eye exam ▪ \$250 eyewear allowance ○ Allowance may be used for glasses, lenses, contacts, and upgrades. ○ Services provided through VSP. ○ Members are responsible for costs exceeding the allowance. • Prescription Hearing Aids <ul style="list-style-type: none"> ○ Coverage for up to two plan-approved hearing aids per year (both ears combined). ○ Includes: <ul style="list-style-type: none"> ▪ Fittings and evaluations ▪ Repairs, supplies, and batteries ▪ Follow-up visits and adjustments ○ OTC hearing aids are also available and may be partially covered using the OTC allowance. ○ Administered through NationsBenefits. • Non-Emergency Medical Transportation <ul style="list-style-type: none"> ○ Unlimited non-emergency medical transportation for Medi-Cal covered services. ○ Transportation must be requested in advance for routine appointments. ○ This benefit is part of Medi-Cal, not Medicare supplemental coverage. • Meal Benefits <ul style="list-style-type: none"> ○ Chronic Meal Benefit-Eligible members enrolled in Care Management may receive monthly meals. ○ Requires: <ul style="list-style-type: none"> ▪ A qualifying chronic condition ▪ Case manager review and approval • Post-Discharge Meal Benefit <ul style="list-style-type: none"> ○ Provides meals following: <ul style="list-style-type: none"> ▪ Inpatient hospitalization ▪ Surgery ▪ Certain COVID-related circumstances ○ Benefit is time-limited and requires case management approval. • Routine Acupuncture: Unlimited visits with prior authorization. • Telehealth Services: \$0 copay for many virtual services and access to a 24/7 Nurse Advice Line. 	

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<p>Adriana Bowerman, Manager, Growth & Community Engagement Molina Healthcare</p>	<ul style="list-style-type: none"> • Nutritional/Dietary Counseling: Telephonic nutrition sessions with provider referral and case management coordination. • Annual Physical Exam: Additional physical exam coverage beyond standard wellness visits. • Members are encouraged to schedule: <ul style="list-style-type: none"> ○ Annual wellness visits ○ Annual physical exams ○ Routine eye and hearing exams ○ Specialist visits as needed <p>No questions or comments.</p> <p>Adriana Bowerman provided an overview of the current Molina Newsletter, noting that attendees should have a copy of the winter issue. She explained that the newsletter includes topics such as mental health, dental and vision information, and a healthy soup recipe available both in print and on the member portal. She added that the newsletter is available in English and Spanish at the meeting, with additional languages accessible on the website. Attendees were encouraged to look out for quarterly issues.</p> <p>Adriana announced the launch of a new free community food distribution in Long Beach, beginning the following day at Hamilton Middle School. The distribution will occur every third Friday of the month at 10:00 a.m. and will provide fresh fruit and produce through both drive-through and walk-up options. It is open to the entire community, and flyers were distributed for attendees to share. She noted that registration is recommended to help with planning, though it is required only once, and staff can assist onsite. Adriana also informed attendees that additional food distribution sites are available throughout Los Angeles County, including locations in Watts, Boyle Heights, North Hollywood, and Sylmar. A handout with details for each site was provided.</p> <p>Comments or Questions:</p> <ul style="list-style-type: none"> • Member OV: Asked the duration of the food distribution • Adriana B.: The distribution starts at 10 AM and is first come, first serve. The distribution ends when the food runs out. 	

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	<ul style="list-style-type: none"> • Member MO: Asked if the food distribution is only for Molina members? • Adriana B.: The food distribution is open to the community, not limited to Molina members. • Josey Roger: Shared that participants do not need to register each time—only once and registration was a simple process. 	
Closing Remarks & Adjournment	<p>Jennifer asked the attendees if they had any questions or comments.</p> <ul style="list-style-type: none"> • Member CS: Requested assistance with Silver & Fit benefit. • Member was assisted by the Medicare Representative. <p>No questions or comments.</p> <p>Jennifer closed the meeting and thanked everyone for their attendance.</p> <p>The meeting adjourned at 12:44 p.m.</p>	