

San Diego Community Advisory Committee

Meeting Minutes

Date: February 26, 2026
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member CW Member CB
 Member SC Member JN
 Member OH Member RMH
 Member SPM Member AB
 Member SP Member JM
 Member SC2 Member SA
 Member ST Member BA
 Member WA Member JLB

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

Presenters:

Jen Stillion
 Edward Robles
 Amritha Roser
 Brian Dixon
 Adriana Bowerman
 Jennifer Barragan

Molina Staff:

Ruthy Argumedo
 Janet Segura
 Sandra Yaldo
 Janet Diaz
 Barbara Marquez

Interpreters:

Nahayat M Mostafa
 Alejandra Serrano

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Call to Order</p> <p>Welcome & Committee Self-Introductions</p> <p>Jen Stillion- Mental Wellness “Move into Wellness”</p>	<p>Jennifer called the meeting to order at 11:45 a.m.</p> <p>Jennifer opened the meeting by welcoming attendees. She introduced herself as the new Community Advisory Committee Meeting Coordinator and noted that Adriana Bowerman will continue to participate in the meetings. Jennifer explained the purpose of the meeting and welcomed attendees to the first meeting of 2026. Jennifer introduced the new committee’s attendees. Attendees were invited to participate actively when presenters ask questions or request feedback.</p> <p>Presentation: Jen opened her segment by asking the attendees to choose a word for this new year. Jen explained that choosing a single word for the year can serve as an anchor for Wellness, especially at the start of a new year when people may feel either excited or overwhelmed. Jen emphasized that Wellness is not about doing more but about making small, supportive choices rather than chasing big goals. A word of the year helps guide daily behavior and reflects who a person is becoming.</p>	

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<p>Meeting minutes</p> <p>Action Items</p>	<p>Participants were encouraged to identify one Wellness intention—such as walking more, reducing stress, improving sleep, or increasing joy—and select a word that aligns with that intention. Jen shared her own word, “yes,” symbolizing growth through stepping outside their comfort zone.</p> <p>The group then practiced breathing exercises, stretches, energizing movements, and power poses, each paired with affirmations like “I’m awesome,” “I’m strong,” and “I am [their word].” The session concluded with a lighthearted dance activity to reinforce energy and positivity.</p> <p>The minutes from the November 12, 2025, meeting were reviewed, and Member SC made a motion to approve and seconded by Member ST.</p> <p>No action items from the previous meeting were pending.</p>	
<p>Molina Healthcare</p> <p>Edward Robles, Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Edward Robles, for Quality Improvement with Molina Healthcare, presented himself 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. • HEDIS Measures-The program evaluates healthcare quality using HEDIS 	

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	<p>(Healthcare Effectiveness Data and Information Set) scores.</p> <ul style="list-style-type: none"> • 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 visiting a doctor’s office 	

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<p>Amritha, Program Manager, Population Health, Molina Healthcare</p>	<p>Questions or comments:</p> <ul style="list-style-type: none"> • Member CW: Requested assistance with an outstanding Quest Diagnostics billing issue that is interfering with scheduling essential appointments. • A case manager will be assigned to assist the member further. • Member JM: Asked who to contact if someone is interested in scheduling in-home appointments through Care Connections. • Edward: Explained that there are specific eligibility requirements depending on who needs to be seen and the type of service required. He offered to provide the members with the phone number to call and ask if they are eligible. • Member SC: Received a call from Prospect Medical to have his annual wellness exam. Prospect Medical claim they are affiliated with Molina. Unsure whether to schedule the appointment with Prospect Medical or Molina. • Edward: Explained that the choice depends on how a member is assigned. Prospect is a medical group that is contracted with Molina, without knowing the specific details, it is possible that the member may have been assigned to that group. He added that Prospect Medical team sometimes reaches out to complete certain tasks in coordination with the member’s healthcare provider. Any information gathered is then forwarded to the provider. If the provider can follow up and complete the necessary work with the members, that approach works as well. He emphasized that the process varies and depends on what is most beneficial for the member. If members are unsure about where they are assigned, they can call member services. <p>Amritha Roser presented 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 a flyer outlining these programs, and additional copies could be provided if needed. The flyer includes a line of business indicator showing 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 	<p>Care Connections Contact Information: By Phone: (844) 847-9954 M-F 5 a.m. to 7 p.m. PT</p> <p>Online Scheduling: MolinaCC.com/schedule</p>

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	<p>contact numbers listed on the flyer.</p> <ul style="list-style-type: none"> • 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 on the flyer. • 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 	

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<p>Brian Dixon, Sales & Medicare Product Development, Molina Healthcare</p>	<p>appointment, and rides can be scheduled online or by phone.</p> <ul style="list-style-type: none"> • 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. <p>Amritha concluded by asking if members had questions about the programs. No Questions.</p> <p>Brian Dixon 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 	

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	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ 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: <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. 	

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	<ul style="list-style-type: none"> ○ 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. ● 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>Questions or comments:</p> <ul style="list-style-type: none"> ● Member JM: Asked whether the dental restorative services include implants. ● Brian: Implants are currently not included. 	

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<p>Adriana Bowerman, Manager, Growth & Community Engagement Molina Healthcare</p>	<ul style="list-style-type: none"> • Member WA: Asked if vision benefits can be used at Costco. • Brian: Advised members to contact the phone number and website provided in the meeting hand-outs to verify or find an in-network provider. • Member JM: Mentioned an issue regarding reimbursement for an out-of-network vision appointment. • Jennifer: Informed member that we will be looking into this matter with the member’s case manager. • Member JM: Stated satisfaction with the ease of scheduling transportation through Member Services. • Member SA: Asked about the frequency of delivery for the chronic meal benefit. • Brian: The 14 meals are delivered at one time, not daily or weekly. • Member JM: Asked what determined the MyChoice allowances. Noted that the over-the-counter benefit was reduced from \$100 to around \$46 or \$48, which was reasonable since \$100 per month was excessive. Asked why the food benefit was reduced, pointing out that food is something people can always use more of. • Brian: Explained that Molina’s leadership reviews the benefits each year to decide what best supports members. He acknowledged the reduction in the food benefit but noted that many members appreciated the added \$200 for vision and the \$2,600 increase for dental. He emphasized that benefits change annually, which is why updated coverage information is sent out each year. <p>Adriana Bowerman presented an overview of community resources available to Molina members and the community. She highlighted the seasonal Molina member newsletter, which includes information on flu shots, dental care, vision care and mental health support. The quarterly newsletters include helpful information, such as a healthy soup recipe and are available in English, Spanish, and Arabic, both on the public website and in the member portal. Copies were also available in the lobby, and Adriana encouraged anyone to take extras for friends or family.</p> <p>Adriana introduced an upcoming senior social club event scheduled for March 10th at the Chula Vista One Stop Help Center. The event, open to all the senior community, not just Molina members, will run from 10:00 to 11:30 a.m. and include light refreshments,</p>	<p>VSP Contact Information: By Phone: (855) 492-9028 Website: https://www.vsp.com/advantageonly</p>

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	<p>a short health presentation, and raffle prizes. Flyers were available for anyone interested.</p> <p>Adriana also shared information about ongoing food distributions held in partnership with Bienestar is Wellbeing at EJE Academies in El Cajon. The March distribution dates are March 3rd and March 17th, beginning at 11:00 a.m. Boxes of fresh fruits and produce will be distributed and encouraged everyone to attend or share information with others in the community.</p>	
<p>Closing Remarks & Adjournment</p>	<p>Jennifer asked the attendees if they had any questions or feedback.</p> <p>Attendees had no questions or feedback.</p> <p>Jennifer closed the meeting and thanked everyone for their attendance.</p> <p>The meeting adjourned at 1:16 p.m.</p>	