

Provider Bulletin

Molina Healthcare of California

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October 15, 2025

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Community Advisory Committee – APL 25-009

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

This notification is based on All-Plan Letter (APL) 25-009, which can be found in full on the Department of Health Care Services (DHCS) website at: dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-009.pdf

What you need to know:

DHCS has issued APL 25-009, which outlines enhanced expectations for Community Advisory Committees (CACs). Molina is implementing these updates to strengthen member engagement and support its Cultural and Linguistically Appropriate Services (CLAS) program.

BACKGROUND

APL 25-009 builds on existing contract requirements by clarifying and expanding expectations for CACs. The guidance reinforces the role of CACs in informing the development and implementation of Molina's CLAS program. CACs must include a representative sample of members, including those receiving Long Term Services and Supports (LTSS), and serve as a platform for member engagement. DHCS aims to elevate the impact of CACs by enhancing member representation and requiring health plans to support CAC participation through improved processes and engagement channels.

POLICY

To meet these requirements, Molina will:

- Form a CAC selection committee with its Health Equity Officer.
- Select all CAC members within 180 days of the contract's effective date.
- Ensure CACs reflect member diversity, including LTSS and underserved populations.
- Support member participation through accommodations such as translation and transportation.
- Use CACs as a forum to empower members and encourage active involvement in their care.
- Hold quarterly, publicly accessible CAC meetings and submit required reports to DHCS.

Provider Action

- Stay informed about Molina's initiatives to enhance member engagement through CACs.
- Support outreach efforts, particularly for members who utilize LTSS, to ensure diverse representation within CACs.
- Identify and refer interested members or caregivers who may be suitable candidates for CAC participation.

We appreciate your continued partnership in supporting member-centered care and health equity.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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