

IE Community Advisory Committee

Meeting Minutes

Date: May 21, 2026
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AS Member MH
 Member DF Member SP
 Member KF Member MV
 Member RF Member AC
 Member DW Member RV
 Member AK Member YC
 Member DT Member YGC
 Member MF Member HL
 Member GR Member RZ
 Member CK Member AF
 Member JL
 Member VL

Guest:

Marianne Gantino,
 Inland County Legal
 Services

Governing Board:

James Moses, Child Care
 Resource Center
 Veronica Garcia, DAP
 Amanda Bell, Greater Hope
 Diana Fox, Reach Out
 CJ Page, Community Health
 Action Network
 Jessica Soto, CA Help
 Jorge Ruiz, Riverside-San
 Bernardino County Indian
 Health

Presenters:

Jen Stillion
 Megan Kondash
 Carolina
 Wroblewski
 Susana Contreras
 Alex Bravo
 Jennifer Barragan

Molina Staff:

Ruthy Argumedo
 Janet Segura
 Jackie Portilla
 Eva Ramirez
 Marilynn Ayala
 Ofelia Castillo
 Sonia Najera

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Jennifer Barragan called the meeting to order at 11:45 a.m.	
Welcome & Committee Self-Introductions	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.	

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<p>Jen Stillion- Mental Wellness “Move into Wellness”</p>	<p>Presentation: Jen Stillion welcomed attendees and introduced a wellness session focused on moving from overthinking to being present in the body. She explained that while the mind often wanders, the body stays in the present, and that disconnect can lead to stress, fatigue, and anxiety.</p> <p>Jen said the body is a source of strength, calm, and confidence because it holds the nervous system. She noted that many people were taught to push through rather than reconnect with their bodies and encouraged participants to remember a joyful moment to return to the present.</p> <p>She then led a real-time reset: participants rated their overthinking, practiced 5-5-5 breathing, used gentle heart tapping, and repeated affirmations such as “I’m safe right now” and “I can come back to myself.” She incorporated simple stretches—shoulder squeezes, rolls, neck movements, and hand shaking—to help release tension.</p> <p>She led the group through playful, easy movements: waving hands, clapping in sync, elbow pops, Tootsie Rolls, shoulder wiggles, and lighthearted dancing. She encouraged everyone to embrace the silliness and stay present, reminding them that joy lives in the body, not in overthinking.</p> <p>To close, she had participants place a hand on their heart and affirm: “I am ready for the day. I move into the moment. I let go of all the worry.” She reassured everyone that things have always worked out and thanked the group for joining her, promising to see them next time.</p>	
<p>Meeting Minutes</p>	<p>The minutes from the February 19, 2026, meeting were reviewed, and Member RF made a motion to approve and seconded by Member DF.</p>	
<p>Action Items</p>	<p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> • Member reported not receiving syringes for insulin. Case Management reached out to the member to assist with syringe distribution. 	

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	<ul style="list-style-type: none"> • Member stated that their PCP referred them to an out-of-network provider. Member requested assistance with billing issue. Medicare representative connected with the member to resolve billing issue. • Members raised concerns regarding the lack of Molina Wellness reminders and follow-ups for individuals aged 50+. Members were presented with a flyer for Preventive Care for ages 18-65+. Molina also provides preventive health reminders through annual wellness visit outreach, preventative health reminder conducted by Support Center Agents and HEDIS alerts in member accounts <p>Jennifer Barragan asked the members if this flyer and the information satisfied the members' original concerns regarding a lack of Molina Wellness reminders and follow-ups for individuals aged 50+.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member RF: Member shared that she appreciated the flyer provided because it offers helpful reminders for members of different age groups. She also mentioned that she uses the Molina Member Rewards card, which provides additional health-related reminders. Member explained that she uses the Welcome Rewards app as well, which allows her to schedule reminders for daily medications or injections. Each time she completes a reminder, she earns \$2, which accumulates over the month and is added to her rewards card. She noted that the card can be used for various health-related purchases. 	
<p>Molina Healthcare Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<p>Presentation: 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 must be scheduled at least five business days in advance. Providers and Molina staff</p>	

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	<p>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"> • Member GR: Stated never having an issue with interpretation services. • Member RF: Mentioned that a family member requires American Sign Language but is unsure of how to receive interpretation assistance. • Jennifer Barragan: If a Molina member required American Sign Language, would the member be able to request assistance from Member Services? • Carolina: Yes, absolutely. That’s when Molina would provide in-person or video remote. <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"> • Member GR: Stated never having an issue. • Multiple Members: Stated no issues, noting that the Indio One Stop Help Center Specialist is always kind and helpful. • Member VL: Mentioned that the One Stop Help Center Specialists are consistently available whenever support is needed. • Member RZ: Asked how to contact member services. • Member Services can be contacted at 888-665-4621. <p>Carolina noted that the remaining question focused on concerns related to experiences in doctors’ offices. When you are at your doctor’s office, have you experienced any challenges obtaining language assistance?</p> <ul style="list-style-type: none"> • Member GR: Mentioned no difficulties with receiving interpretation services. • Member AC: Shared that Dr. Ahmad Javed previously provided interpreting services, but those services are now being removed and is unsure about what will happen moving forward. • Carolina: Explained that Molina is the organization responsible for providing and covering the services, so the doctor’s office should be accessing those 	

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<p>Megan Kondash, Quality Improvement, Molina Healthcare</p>	<p>services through Molina. Requested the name of the doctor’s office, she can ensure they receive the information they need about how to access the services Molina offers. The patient does not have to pay for these services because Molina covers the costs, and the provider is required to offer them.</p> <p>Carolina thanked participants for their feedback.</p> <p>Megan Kondash 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"> • Megan reviewed Molina’s member incentives program and noted that several new qualifying visits have been added to the flyer of 2026 rewards, including prenatal and postpartum visits, colorectal cancer screenings, depression screenings, fluoride treatments for children, and certain immunizations. • Members can check eligibility by calling the Wellness Rewards line at 866-621-5056 or Member Services at 888-665-4621. • Rewards are typically issued as Walmart gift cards that can be used for groceries and other essentials. • 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. • Completing both a mammogram and pap smear can also qualify members for an additional annual wellness bonus, depending on eligibility. • Members who recently completed screenings (within the last 3–4 months) may still qualify and are encouraged to call to confirm. • 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). <p>Megan asked participants whether anything makes it difficult to complete checkups or screenings that earn rewards.</p> <ul style="list-style-type: none"> • Member AC: Shared no difficulties with completing the incentives. 	

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	<ul style="list-style-type: none"> • Member AK: Shared an experience with receiving appointment reminders from other providers, but noted that Molina does not call, schedule, or provide reminders for member appointments. • Member RF: Expressed that they would like Molina to provide reminders so they can arrange transportation in a timely manner. • Member DW: Shared that members have to opt in for the reminder text messages. • Member MR: Felt that the levels of communication might be tied to the provider office. Shared a positive experience of receiving a reminder card and a phone call prior to the scheduled appointment. • Member AK: Shared a pleasant experience with accessing medical records and the nurse advise line through MyChart. • Member DT: Advised the group to communicate to their clinic staff about reminder preferences. • Member CK: Commented on the helpfulness of reminder calls for specialty appointments, in instances where there are month-to-month appointments. • Member RF: Shared frustrations about the inconsistencies of appointment reminders throughout the provider networks. • Alex Bravo: Suggested Molina speaks to providers to request a standardized process for appointment reminders. <p>Megan thanked the members for their feedback and shared that it would be taken back for review.</p> <p>Megan followed by asking how did the members hear about member incentives?</p> <ul style="list-style-type: none"> • Member AC: Commented that their provider informed them. • Member RF: Shared that she received a call, letter, and email and was pleased to have registered. • Member MR: Stated that Molina’s outreach efforts were excellent and appreciated their persistence in ensuring the completion of her registration. <p>Megan asked if members knew that Molina gives rewards or incentives for some health services.</p> <ul style="list-style-type: none"> • Member HL: Shared this meeting was their first time hearing about the incentives. 	

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<p>Susana Contreras, Sales & Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> • Member AC: Stated the front desk staff at the clinic notified the member that they were rewarded approximately \$600 for completing all their wellness checkups. <p>Megan asked how Molina could better support its members. She also inquired about the effectiveness of follow up communication, specifically wondering 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"> • Member DW: Shared that upon completing registration no confirmation notice was provided and was unaware that the registration was tied to the rewards program • Member RF: Advised the member to call member services to inform them about the completed registration. • Member DW and Member RF: Asked whether there was a wellness number they could contact. Flyers with phone numbers provided: 866-621-5056 or Member Services at 888-665-4621. <p>Susana Contreras, from Sales & Medicare Product Development for Molina Healthcare, presented on overview of Molina Medicare Complete Care HMO-D benefits.</p> <p>Presentation Highlight:</p> <ul style="list-style-type: none"> • Accessing Plan Information <ul style="list-style-type: none"> ○ Susana explained how members can access plan materials through the Molina website. ○ Members should go to molinahealthcare.com → Member Medicare → Member Materials & Forms → Evidence of Coverage. • Dental Benefits <ul style="list-style-type: none"> ○ The plan includes \$3,600 per year in dental benefits in addition to Denti-Cal. ○ Members receive a Delta Dental card. 	

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	<ul style="list-style-type: none"> ○ Benefits include cleanings, exams, X-rays, extractions, dentures, and endodontics. ● Vision Benefits <ul style="list-style-type: none"> ○ Vision services are provided through VSP. ○ Members receive a routine exam and a \$250 allowance for frames, lenses, or contacts. ● Hearing Benefits <ul style="list-style-type: none"> ○ Hearing services are provided through Nations Hearing. ○ Coverage includes a hearing exam and up to two pre-selected hearing aids every two years, plus fitting and one year of follow-ups. ● Fitness Benefits <ul style="list-style-type: none"> ○ Fitness access is provided through Silver & Fit. ○ Members may use contracted gyms, online classes, wellness resources, or request one home fitness kit per year. ● Over-the-Counter (OTC) & Grocery Benefits <ul style="list-style-type: none"> ○ Members receive a MyChoice debit card. ○ Benefits include: <ul style="list-style-type: none"> ▪ \$35/month OTC (vitamins, toothpaste, etc.). ▪ \$64/month groceries (milk, eggs, etc.). ○ Unused monthly OTC funds do not roll over ○ Grocery benefits require a qualifying chronic condition and completion of a health risk assessment. ○ Not all members automatically qualify; conditions like diabetes qualify. ● Incentive Rewards <ul style="list-style-type: none"> ○ Members can earn additional funds on their card by completing certain health activities (e.g., flu shot, annual exam). ○ These incentive dollars do roll over and remain available all year. <p>Member Questions & Support</p> <ul style="list-style-type: none"> ○ Member AS: Requested assistance with understanding their benefits. ○ Alex Bravo: Reassured the member assistance would be provided after the meeting. <p>Members were asked whether they previously knew how to access their benefits.</p>	

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<p>Alex Bravo, Growth & Community Engagement, Molina Healthcare</p>	<ul style="list-style-type: none"> • Member HL: Shared it was his first time hearing this. • Member MR: Questioned whether the dental benefits card will change. • Susana: Informed the member that it changes each year. • Member DT: Mentioned being unable to receive any dental cosmetic services, only procedures that are medically necessary. • Susana: Confirmed that only medically necessary procedures are covered under the dental benefit. <p>Lastly, Susana asked, are there any hurdles on accessing your benefits currently?</p> <ul style="list-style-type: none"> • Member DW: Mentioned that the Medicare Catalog Over-the-Counter items are out of stock online. • Susana Contreras: Stated that she would review this. • Member RV: Expressed gratitude for the Molina benefits, shared a great experience with receiving new glasses and using the Silver&Fit gym membership. Shared that without the Molina provided benefits, these things would be unaffordable. • Member AC: Expressed gratitude for Molina’s timeliness with providing her husband with hearing aids. <p>Alex Bravo from the Community Engagement team presented an overview of resources available to Molina members and the broader community. She highlighted the seasonal Molina member newsletter, which includes information on immunizations, dealing with seasonal allergies, fitness, accessing services, and mental health support.</p> <p>Alex shared a newly developed flyer designed to promote and recruit new Community Advisory Committee (CAC) members and requested feedback from current committee participants. CAC members reviewed the flyer and indicated that it was informative, well-designed, and effectively communicated its purpose. No revisions or edits were recommended by the group.</p> <p>Alex reminded members to complete their annual Medi-Cal redetermination packet promptly to avoid disenrollment and to encourage members to remind family and friends on Medi-Cal to do the same.</p>	

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	<p>Alex also outlined community resources available at Molina’s One-Stop Help Center in Indio, which partners with organizations offering free services such as legal assistance, family support workshops, health education, enrollment, and resources for those dealing with food insecurity.</p> <p>Member RF: Requested a Molina extensive case manager.</p> <p>Alex Bravo: Assured the member that this can be completed through the healthcare services team.</p> <p>Member AC: Requested more information on housing assistance.</p> <p>Member DF: Asked what gyms Molina is contracted with through Silver&Fit.</p> <p>Susana Contreras: Mentioned she can verify the members’ eligibility and provide them with the list.</p>	
<p>Closing Remarks & Adjournment</p>	<p>Jennifer reminded members that the next Community Advisory Committee meeting will take place in August. 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 1:24 p.m.</p>	