

San Diego Community Advisory Committee

Meeting Minutes

Date: May 28, 2026
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member CW Member WA
 Member SC Member BA
 Member JS Member DR
 Member OH Member JN
 Member SPM Member JLB
 Member SP
 Member SC2
 Member ST

Governing Board:

Emma Reyes, McAlister Institute
 Jacinto Perez, La Maestra Clinic (Not in attendance)
 Sabrina Baker, San Diego Rescue Mission (Not in attendance)
 Joseph Jacome, Arcadia Healthcare CTC (Not in attendance)

Presenters:

Jen Stillion
 Edward Robles
 Carolina Wroblewski
 Adriana Bowerman
 Jennifer Barragan
 Barbara Marquez

Molina Staff:

Janet Segura
 Sandra Yaldo
 Janet Diaz

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.	
Jen Stillion- Mental Wellness “Move into Wellness”	Presentation: Jen Stillion opened the session by welcoming attendees and introducing a wellness practice centered on shifting from overthinking to being present in the body. She emphasized that while the mind drifts, the body stays grounded in the moment, and that disconnect often fuels stress and anxiety.	

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Meeting minutes Action Items	She highlighted the body as a source of calm and confidence because it anchors the nervous system. Many people, she noted, were taught to push through discomfort rather than reconnect with themselves. She invited participants to recall a joyful memory as a way to return to the present. Jen then guided a quick reset: participants rated their overthinking, practiced 5-5-5 breathing, tapped gently on the heart, and repeated grounding affirmations like “I’m safe right now.” She added simple stretches—shoulder squeezes, rolls, neck movements, and hand shaking—to release tension. She moved the group into playful, easy motions such as waving, clapping, elbow pops, Tootsie Rolls, shoulder wiggles, and light dancing, encouraging everyone to embrace the silliness and stay embodied. Her reminder throughout: joy lives in the body, not in the mind’s spirals. To close, she invited everyone to 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 participants that things have always worked out and thanked them warmly before ending the session. The minutes from the February 26, 2026, meeting were reviewed, and Member SC made a motion to approve and seconded by Member JS. The action items from the previous meeting were reviewed, and the following updates were provided: • Member reported a suspension of healthcare services due to a billing error. Member services reached out to the member to assist with resolving the member’s billing issue. • Member reported going to an out-of-network vision provider and receiving a rejection to an appeal for coverage from Molina. The member was provided with a list of local in-network vision providers. VSP customer service representative contact information: 1 (800) 877-7195 • Members requested CareConnections contact information. Phone Number: (844) 847-9954 Monday -Friday 5 AM-7 PM PT Schedule Online: MolinaCC.com/schedule	

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Molina Healthcare Carolina Wroblewski, AVP, Population Health, Molina Healthcare	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. • 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. • 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 access these services directly through Hannah or by scheduling via the Hannah Hub platform. Carolina requested feedback on barriers members face when trying to obtain language assistance. • Members did not have a comment Carolina then asked if members had any comments regarding the Molina call center. • Everyone shared it was easy to request interpretation services to member services. Last question Carolina asked Is there any problems accessing language assistance at the doctor’s office at appointments. • Members noted that the process feels very easy, and when someone calls the Molina call center, staff respond right away and immediately understand the issue.	
Edward Robles, Quality Improvement, Molina Healthcare	Presentation: Edward Robles from the Quality Improvement team with Molina Healthcare introduced himself and provided an overview of Member incentives. Presentation highlights:	

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	• Edward 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. • 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). Edward asked participants whether anything makes it difficult to complete checkups or screenings that earn rewards. • Member ST: Commented that they get appointments quickly and use video telehealth if in person appointments are not available. • Member JS: Shared transportation services have gotten better. • Member JLB: Shared that they have experienced challenges in the past with transportation. • Member SPM: Reported scheduling transportation for an appointment and the driver arrived but did not pick up the member. This occurred once but the experience resulted in a missed appointment, and the member had to wait a longer time to reschedule this appointment. • Member DR: Reported issues with transportation arriving late despite reservations being made 3 days beforehand. Causing missed cardiology and eye appointments because of this issue. Edward expressed appreciation to everyone, noting that the information shared was very helpful. Then asked whether participants were aware that Molina offers rewards or incentives for certain health services, including preventative screenings, or if this was new information to them. • Several participants responded that they were already aware.	

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	Edward asked how members heard about Molina’s rewards or incentives—whether by phone, mail, or through these meetings. • Member CW and Member SPM: Shared that they learned about the incentives during Community Advisory Committee meetings. • Member WA: Learned about the Molina rewards through the Molina One Stop Help Center. • Member SC2 and JLB: Informed by providers office. • Member SP: Received mailed information. • Member JLB: Heard about incentives at the doctor’s office. • Members agreed that reminders by email or text message would be beneficial. Edward asked what can Molina do to help members learn more about these rewards or incentives? How do you like to be contacted. • Member JN: Responded that Molina usually calls them. • Member SC: Added that Molina typically reaches out by phone about the incentives and confirmed that the organization has their number. • Member JN: Noted that most people have access to a phone, so text messages or emails could be effective methods for sharing this information. • Member ST: Mentioned that her children’s primary care clinic consistently provides reminders, but adult clinics are often overwhelmed and do not always follow up. Edward asked those who had received incentives to describe their experience. • Member CW: Shared processes was easy, they were asked a few questions, the information was processed, and the incentive card arrived at home with the funds already loaded. Noted that having access to MyChart made it simple to confirm service dates when asked. • Member SC: Process was easy. • Janet Diaz: Explained that the process is generally simple and straightforward. However, she noted that non-Medicare members who receive a debit or gift card to use in stores often experience issues—such as the card not being accepted or certain items not qualifying. She mentioned that she always advises members to keep the letter that comes with the card, since it outlines exactly which items are eligible for purchase. Edward thanked the members for their feedback and shared that it would be taken back for review.	

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Barbara Marquez, Sales & Medicare Product Development, Molina Healthcare	Presentation: Barbara Marquez, from Sales & Medicare Product Development for Molina Healthcare, presented on overview of Molina Medicare Complete Care HMO-D benefits. Presentation Highlight: • Accessing Plan Information ○ 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 ○ The plan includes \$3,600 per year in dental benefits in addition to Denti-Cal. ○ Members receive a Delta Dental card. ○ Benefits include cleanings, exams, X-rays, extractions, dentures, and endodontics. • Vision Benefits ○ Vision services are provided through VSP. ○ Members receive a routine exam and a \$250 allowance for frames, lenses, or contacts. • Hearing Benefits ○ 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 ○ 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 ○ Members receive a MyChoice debit card. ○ Benefits include: ▪ \$45/month OTC (vitamins, toothpaste, etc.). ▪ \$63/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	

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Adriana Bowerman, Molina Healthcare, Molina Community Resources	○ 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. Member Questions & Support: • Janet Diaz: Expressed that she has heard of situations where tech-savvy members use the Nation’s Benefits app to scan products, which show as eligible. However, when they attempt to check out, the purchase cannot be completed because the card is not accepted. Store staff have told members that an item may be eligible at one retailer but not another—for example, it may work at Walmart but not at CVS—even though the app still indicates the product is approved. • Member CW: Noted that while purchases at Walmart no longer seem to pose problems, Walgreens has recently become more challenging again. Has not experienced this issue at CVS. Described a specific incident at Walgreens where a medication priced on clearance for a lower amount. Even though the clearance price was within the \$45 benefit limit, the card was declined because the item was marked as clearance. Pointed out the inconsistency, noting that the card would have worked if the item were sold at its higher, original price. Store staff refused to override the system, even after speaking with Molina. • Member SC: Shared a previous experience with this issue at Walmart, but it no longer occurs. Included that the Silver & Fit program exceptional, noting that it allows members to join a variety of fitness clubs. Strongly recommended the Silver & Fit program. • Member JLB: Noted that Member Services is always able to provide clear explanations to questions and if needed stops by the One Stop Help Center in Chula Vista. Barbara thanked the members for their feedback and shared that it would be taken back for review. Presentation: Adriana provided several community updates, beginning with the announcement of Molina’s Quarterly Health and Wellness Newsletter. The spring issue is now available. Printed copies in English, Spanish, and Arabic were included in attendees’ packets. This issue covers topics such as spring allergies, mental health, preventive care, immunizations, Black Maternal Health Week, and instructions on accessing the Molina digital ID card. The newsletter is also posted on the Molina website and member portal, with new editions released each quarter. Adriana also introduced a monthly calendar for its One Stop Help Centers. The calendar lists upcoming events, workshops, and available services. Attendees received the May and June calendars in their packets.	

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	Examples of recurring partners include Catholic Charities, La Maestra, Legal Aid Society, and Alzheimer’s San Diego. The schedule varies month to month, and community members are encouraged to take copies and share them. Next, Adriana announced the launch of Molina’s second food distribution site in South Bay. Beginning June 11th, 2026, distributions will take place at Southwest Middle School on the second Thursday of each month, starting at 10 a.m. and continuing until supplies run out. Fresh food and produce will be available, and the community is encouraged to spread the word. Food distribution in El Cajon will continue at Eje Academies, on the First and third Tuesdays of each month from 11 a.m. until supplies run out. However, for June, the schedule has shifted to June 2nd and June 30th due to school closures. Adriana reminded members to complete their Medi-Cal redetermination packets. Members who receive a renewal notice are urged to complete it promptly to avoid losing coverage. Medi-Cal Changes Flyers with contact information are available at both One Stop Help Centers in Chula Vista and El Cajon, and staff can assist with questions. Additional updates—such as upcoming changes to dental services for expanded populations effective July 1st, 2026, will be provided as more information becomes available. Adriana concluded the update by inviting questions about community resources.	

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Closing Remarks & Adjournment	Jennifer invited attendees to share any questions or feedback and encouraged members to complete the survey. Emma Reyes shared information about McAlister's outpatient services with the group. Attendees had no questions or feedback. Jennifer closed the meeting and thanked everyone for their attendance. The meeting adjourned at 1:05 p.m.	