

Los Angeles Community Advisory Committee

Meeting Minutes

Date: March 20, 2025
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member JZ
 Member IG
 Member CS
 Member MC
 Member BL
 Member IL
 Member MP
 Member MM
 Member LG

Guest:

Guest MR

Governing Board:

Dolores Nason, Disabled Resource Center
 Giovanni Perez, Northeast Valley Health Corporation
 Janice Briones, United American Indian Involvement
 Maria Aroch, Southern California Resource Services
 Independent Living
 Eric Burroughs, The 100 Black Men of Long Beach

Guest Presenter:

Jen Stillion

Molina Presenters:

Ryan Raether
 Carolina Wroblewski
 Karen Sparzak

Interpreters:

Diana Orozco

Molina Staff:

Adriana Bowerman
 Alejandro Reyes
 Janet Segura
 Christina Ciciarelli

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Adriana Bowerman called the meeting to order at 11:47 a.m.	
Welcome & Committee Self-Introductions Jen Stillion-Mental Wellness “Mindfulness”	<p>Adriana welcomed attendees to the first meeting of 2025, introduced herself, and presented the members of the governing board.</p> <p>Presentation: Jen welcomed the attendees and began her presentation by inviting everyone to reflect on their current focus and set a mindfulness intention for 2025. She introduced an exercise designed to help redirect attention back to that intention and then guided the group through a series of breathing exercises and mantra poses.</p>	

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Colorectal Cancer Screening ○ Blood Pressure Checks ○ A1C Checks ○ Well Child Visits ○ Immunizations ○ And more ● The next events: <ul style="list-style-type: none"> ○ Long Beach OSHC <ul style="list-style-type: none"> ▪ March 18-19 ▪ April 16-17 <p>Ryan concluded his presentation.</p> <p>No questions or comments.</p> <p>Carolina Wroblewski, AVP of Population Health at Molina Healthcare, presented an overview on Population Health.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> ● Population Health refers to the health outcomes of a group of individuals and the factors that influence those outcomes. It focuses on: <ul style="list-style-type: none"> ○ Social Factors ○ Environmental Factors ○ Behavioral Factors ● Population Health helps identify the root causes of poor health, improve outcomes, and develop programs that support individuals in making healthy choices. ● Molina offers the following programs to support Population Health: <ul style="list-style-type: none"> ○ Condition Management ○ Healthy Lifestyle ○ Maternal Health ○ Social and Equity ● Community Health Worker Program- Two videos were shown to members, one in English and one in Spanish. Carolina asked for suggestions on where to share the videos. 	

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<p>Karen Sparzak, Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Attendees shared they liked the videos and that the videos should be shared on social media and with community-based organization partners. ● Cultural and Linguistic Services: <ul style="list-style-type: none"> ○ Telephonic- Available 24/7 in over 125 languages. Can be accessed through Molina’s Member Contact Center. ○ Video Remote Interpreters-Can be accessed from any smartphone, tablet, or laptop with webcam. Appointments should be scheduled 2 days prior. ○ In-Person Interpreter-Appointments should be scheduled at least 5 days in advance. ○ Alternative format available: <ul style="list-style-type: none"> ▪ Large print ▪ Braille ▪ Audio format ▪ Translation of member material into preferred language ○ Federal and California state laws require interpreter services to be provided for individuals who do not speak English during all medical appointments ○ Providers are not allowed to request their own interpreters or rely on unqualified staff — a qualified interpreter must be provided. ○ If you feel your rights were not respected, you can file a complaint by contacting Molina Member Services. The team will guide you through the process and ensure your concerns are addressed. ○ A Member Feedback Survey is sent via email after an appointment. The survey helps Molina improve services and better meet the member’s needs. <p>No questions or comments.</p> <p>Karen Sparzak, Medicare Product Development for Molina Healthcare, presented a review of 2025 California DSNP Medicare Benefits.</p> <p>Highlights of her presentation are as follows:</p> <ul style="list-style-type: none"> ● Supplemental benefits: <ul style="list-style-type: none"> ▪ Fitness-Silver & Fit 	

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<p>Adriana Bowerman, Molina Growth and Community Engagement</p>	<p>Customer Service Number: 877-427-4711 Member Website: www.silverandfit.com Caregivers may accompany the member and use the gym.</p> <ul style="list-style-type: none"> ▪ Hearing-A routine hearing exam is covered and up to 2 preselected hearing aids (both ears) every two years with our vendor Nations Hearing. To locate a provider in your area contact NationsHearing at 877-208-9243 or https://nationshearing.com/molina ▪ Vision is covered through Vision Care Customer Service Number: 855-492-9028 Member Website: https://www.vsp.com/advantageonly ▪ Dental is provided through Delta Dental Customer Service: 888-818-7932 ▪ Over the Counter Benefits is with Nations Benefits. Customer Service: 877-208-9243 Member Website: https://molina.nationsbenefits.com/login ▪ Food & produce: Available to current plan members who have completed a Health Risk Assessment (HRA) and have a confirmed diagnosis of a qualifying condition under SSBCI <p>Karen finished her presentation with a friendly reminder to schedule an annual physical exam, annual visits, routine eye exam, and routine hearing exam</p> <p>Member CS: Reported that transportation services dropped them off at the wrong location, which was not near their home.</p> <p>Adriana shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> • Logistics update on door-to-door transportation services, noting that providers must complete a PCS (Physician Certification Statement) form to access the service. • Molina Wellness Prevention and Health Management flyer: The flyer provides information about the services available to members and how to access them. • Benefit of Walking Flyer: The flyer provides information on the benefits of being active. 	

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Closing Remarks & Adjournment	<p>Adriana asked the attendees if they had any questions or comments.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member CS: Thanked Molina for the opportunity to learn about the services available to members. <p>Adriana closed the meeting and thanked everyone for their attendance. The next meeting will be on June 26, 2025.</p> <p>The meeting adjourned at 12:58 p.m.</p>	