

IE Community Advisory Committee Meeting Minutes

Date: July 17, 2025
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
In-person & Virtual Meeting

Members:

Member AB
Member AK
Member AS
Member DT
Member DW
Member FR
Member JL
Member KF
Member MH
Member RP
Member RV2
Member RF
Member SM
Member ST
Member VV
Member YC
Member YG
Member YM

Governing Board:

Erika Alvarez on behalf of James Moses, Child
Care Resource Center
Lisa Hayes, Rolling Start (Not in attendance)
Veronica Garcia, DAP (Not in attendance)
Amanda Bell, Greater Hope (Not in attendance)
Diana Fox, Reach Out (Not in attendance)
CJ Page, Community Health Action Network (Not
in attendance)
Jessica Soto, CA Help (Not in attendance)
Jorge Ruiz, Riverside-San Bernardino County
Indian Health (Not in attendance)

Presenters:

Jen Stillion
Megan Kondash
Tina LaCost
Amritha Roser
Teena Martinez
Laurence Gonzaga

Molina Staff:

Alexandra (Alex B.)
Bravo
Alejandro Reyes
Ruthy Argumedo
Janet Segura
Jackie Portilla
Eva Sandoval
Sandra Velasco


Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Alexandra Bravo (Alex B.) called the meeting to order at 11:45 a.m.	
Welcome & Committee Self-Introductions	Alex B. opened the third meeting of 2025 by welcoming the attendees and outlining its objectives and shared that the purpose of the meeting is to offer a safe environment for members to share feedback, ideas, and concerns with Molina, with the goal of enhancing the health plan's services. Alex B. introduced and welcomed new committee attendee, Member KF.	

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<p>Jen Stillion- Mental Wellness “Move into Wellness”</p> <p>Meeting minutes</p> <p>Action Items</p> <p>Community Reinvestment Program (CRP), Sponsorships</p>	<p>Presentation: Jen welcomed attendees and shared the importance of staying grounded in one's wellness journey. She guided the group through self-regulation techniques to help participants stay consistent with their wellness habits and focused on breathing. Jen also encouraged participants to connect emotionally with their wellness goals, identifying the feelings associated with their wellness activities to reinforce positive habits. To promote joy and relaxation, Jen led a short dance exercise by encouraging participants to move their bodies and experience an instant of joy.</p> <p>The minutes from the April 17, 2025, meeting were reviewed, and Member AS made a motion to approve and seconded by Member AK.</p> <p>Action items from the previous meeting were reviewed, and outcomes were shared:</p> <ul style="list-style-type: none"> ○ A member asked for someone to follow up with the case management team on their behalf. The member was assigned and connected with their case manager. ○ A member requested assistance with housing support. Housing support request was created on 5/14/2025 and processed on 5/19/2025. ○ A member requested a follow-up on their Ear, Nose, and Throat (ENT) specialty referral and dental referral. The member's newly assigned case manager assisted with the referrals. <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member AS requested a female case manager. <p>Molina has invested in the Inland Empire to support community initiatives. Investments support various initiatives, including healthcare workforce development, cultivating local communities, neighborhoods, improving health, well-being, and community-based projects like after-school programs and infrastructure improvements. Molina works closely with community partners, such as hospitals, schools, and nonprofit organizations, to understand their needs and provide necessary support. Funding details presented for Q1 and Q2 for review and approval, CAC members and attendees were all in agreement with the investment. The CRP funds were approved.</p>	

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	<p>Questions or comments:</p> <ul style="list-style-type: none"> Member RF commented they are glad to hear about the work Molina is doing to reinvest and give back to the community, adding that many are not aware of just how much Molina truly contributes to the community. 	
<p>Molina Healthcare</p> <p>Megan Kondash, Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Megan Kondash for Quality Improvement with Molina Healthcare, presented herself and provided a review of the Quality Improvement Program.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> Molina Healthcare's Quality Improvement Program ensures access to qualified health care teams, reviews care quality, promotes safety education, and provides age-specific health guidelines. It evaluates care through Health Effectiveness Data & Information Set (HEDIS) scores and surveys member satisfaction using Consumer Assessment of Healthcare Provider & Systems (CAHPS) to improve care experiences, focusing on timely appointments and provider availability. Grow and Stay Healthy Guidelines for Children and Teens: Molina provides detailed Grow and Stay Healthy Guidelines for ages birth to 10 and 11 to 20, outlining recommended vaccines, screenings, and health services at specific ages to support child and adolescent health development. Annual Wellness Visits and Screenings: Annual wellness visits are essential for health monitoring, early problem detection, and preventive care, including immunizations, physical exams, screenings, and health education. Recommended screenings cover blood pressure, colon cancer, dental health, diabetes management, kidney health, and women's health services like mammograms and bone density scans. 	<p>Information</p>

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<p>Teena Martinez, Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Scheduling and Transportation Support: Members are encouraged to schedule important screenings and can find new doctors or eye doctors via Molina's online resources. Medi-Cal members have access to transportation services for covered appointments, with phone and online scheduling options and assistance available through the California Quality Outreach Team. ○ Molina Rapid Health Events and One Stop Help Centers: Molina Rapid Health Events offer comprehensive community health services including screenings and immunizations. One Stop Help Centers connect communities to free resources such as enrollment support, utility and housing assistance, legal aid, workshops, and tax preparation, enhancing access to health and social services. <p>Questions and comments:</p> <ul style="list-style-type: none"> • Member AS: Requested more information Reach Out. • Alex B.: Provided information on Reach Out and provided Member AS contact information on Reach Out after the meeting. • Member AK: Asked if the Reach Out pop-up clinic events would be taking place in San Bernardino? • Ruthy: Responded that it is currently a pilot program, and for now, there are events taking place in Jurupa and Upland. • Member RF: Commented that her church hosts various events and asked if Molina could participate? • Ruthy: Explained that attendance may be possible, if event details are provided at least 30 days in advance to allow time for state approval to table at the event. <p>Teena Martinez from Medicare Product Development for Molina Healthcare, presented an overview of Supplemental Benefits.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • Molina Medicare offers supplemental benefits including fitness, hearing, vision, dental, transportation, OTC, and food & produce (SSBCI). Members can 	

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	<p>review these benefits in their Evidence of Coverage (EOC) and may also have Medi-Cal coverage.</p> <ul style="list-style-type: none"> • The Silver & Fit fitness program allows members to exercise at fitness centers, join home classes, access online resources, and order a home fitness kit annually, including options like a Garmin tracker and yoga or strength kits. • Members receive routine hearing exams and up to two hearing aids every two years through Nations Hearing, with free fitting and follow-up appointments in the first year to ensure comfort and proper use. • Molina offers routine eye exams and a \$200 annual allowance for frames, lenses, or contacts. • Molina Medicare Complete Care Plus covers select comprehensive dental services up to \$1,000 annually, including extractions, dentures, endodontics, restorative and non-routine services, accessible via Delta Dental. • Members can schedule non-emergency medical transportation through American Logistics or Access2Care apps, with 12 one-way trips annually for both Molina Medicare Complete Care and Complete Care Plus plans. • Special Supplemental Benefits for the Chronically Ill (SSBCI): Eligible members with qualifying chronic conditions and completed Health Risk Assessments receive monthly allowances on a card to shop approved food, produce, and OTC items online or in stores, excluding tobacco and alcohol. • Over the Counter (OTC) Benefit and Wellness Reminders: Members have monthly OTC allowances (\$35 or \$100) to purchase items via debit card or online catalog, with unused funds expiring monthly. Members are reminded to schedule annual wellness visits, including physical, eye, and hearing exams. <p>Questions or Comments:</p> <ul style="list-style-type: none"> • Member RF: Asked if case managers know about all these benefits available to members? Teena shared all case managers are aware of the members Health Risk Assessment. • Member AS: Other than Wal-Mart where can the debit card be used? Teena: For food and produce, any like grocery store, the big chain grocery stores, now if it's for OTC, same as the big chain stores. If members need to confirm stores to access or anything related to the Nations benefits, directed to the following phone number: 877-208-9243. 	

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Community Resources	<p>such as Molina are responsible for addressing mild to moderate mental health needs. Laurence highlighted the "no wrong door" policy, ensuring that individuals are referred to the appropriate services regardless of where they initiate contact.</p> <p>Questions or Comments:</p> <ul style="list-style-type: none"> • Member AS: Shared some personal behavioral health challenges. Gary from Healthcare Services (HCS): Followed up after the meeting by connecting Member AS to appropriate resources and a case manager. <p>Laurence shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> ○ Hope for Wellness Flyer: The Suicide and Crisis line is easier to access now by just dialing 988. This line is to provide help when having intense feelings or thoughts. ○ Opioid Flyer: The flyer is for members struggling with opioid addiction. The flyer provides a QR code with support and resources. 	
Closing Remarks & Adjournment	<p>Alex B. asked the attendees if they had any questions or feedback.</p> <p>Attendees had no questions or feedback.</p> <p>Alex B. reinforced the importance of Molina members being part of the meeting and how their feedback is used to create and enhance Molina materials, programs, policy, and content for social media. Alex B. closed the meeting and thanked everyone for their attendance and for being part of the committee and announced the next IE CAC meeting is scheduled for October 16, 2025.</p> <p>The meeting adjourned at 1:20 p.m.</p>	