

Los Angeles Community Advisory Committee

Meeting Minutes

Date: June 26, 2025
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member IL
 Member CS
 Member MM
 Member CO
 Member JZ
 Member AJ
 Member MH
 Member RV

Guest:

Guest MR

Governing Board:

Dolores Nason, Disabled Resource Center
 Giovanni Perez, Northeast Valley Health Corporation
 Anna Tiger, United American Indian Involvement
 Maria Aroch, Southern California Resource Services
 Independent Living (Not in attendance)
 Eric Burroughs, The 100 Black Men of Long Beach

Guest Presenter:

Jen Stillion

Molina Presenters:

Teena Martinez
 Catherine Thomas
 Soha Essayli

Interpreter:

Mario Perez

Molina Staff:

Adriana Bowerman
 Alejandro Reyes
 Janet Segura
 Gabriela Oropreza

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 began the session by warmly welcoming attendees and introducing the concept of mindfulness. She then guided the group through a series of breathing exercises, encouraging participants to reflect on what brings them happiness and how to reconnect with their inner joy. Jen concluded the session with a final guided exercise, leaving the group smiling and inspired.</p>	

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Meeting minutes	Reviewed minutes from March 20, 2025, meeting with a motion to approve the meeting minutes brought forth by Member CS and seconded by Eric Burroughs.	
Action Items Sponsorships	<p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> Member requested assistance in requesting a Colon screening kit. The Quality Team mailed a Colorectal Cancer screening kit to the member. <p>Adriana provided an overview of second-quarter sponsorships for Los Angeles, emphasizing Molina’s commitment to supporting community partners. She explained that sponsorships are designed to promote community reinvestment across five key areas: cultivating neighborhoods and built environments, strengthening the healthcare workforce, enhancing well-being for priority populations, empowering local communities, and advancing overall health outcomes. Adriana then invited questions or comments from the committee, but none were raised.</p>	
Molina Healthcare Teena Martinez, on behalf of Karen Sparzak, Medicare Product Development, Molina Healthcare	<p>Presentation:</p> <p>Teena Martinez from Medicare Product Development for Molina Healthcare, presented an overview of the Special Supplemental Benefits for the Chronically Ill (SSBCI) under the 2025 Medicare plan, detailing eligibility, benefit allowances, and how to utilize these benefits.</p> <p>The highlights of the presentation are as follows:</p> <ul style="list-style-type: none"> Eligibility Requirements: Members must have an active Health Risk Assessment and a qualifying diagnosis from a list of 15 conditions. 15 Available CMS Qualifying Conditions: <ul style="list-style-type: none"> Chronic alcohol and other drug dependence Autoimmune disorders Cancer Cardiovascular disorders Chronic heart failure Dementia 	Information

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	<ul style="list-style-type: none"> ○ Diabetes ○ End-stage liver disease ○ End-stage renal disease (ESRD) ○ Severe hematologic disorders ○ HIV/AIDS ○ Chronic lung disorders ○ Chronic and disabling mental health conditions ○ Neurologic disorders ○ Stroke • Benefit Allowances: Monthly allowances vary by plan. • Utilization Process: Approved members receive a debit card loaded with monthly allowances. The card can be used at approved retailers or online, and members can track their balances via a member portal. Certain items, like tobacco and alcohol, cannot be purchased. • NationsBenefits - Customer Service Number: 877-208-9243 • Member Website: https://molina.nationsbenefits.com/login • Instructions on how the Special Supplemental Benefits for the Chronically Ill (SSBCI) under the 2025 Medicare plan works: <ul style="list-style-type: none"> ○ Once approved, members receive a card loaded with a monthly allowance that refreshes at the start of each month. ○ Members can use the card to shop at approved locations or order online. They can also access a portal or app to view their balances, find local retail stores, and check eligible items. However, certain products like tobacco, alcohol, and non-food items cannot be purchased with the card. • Existing members should have received a new debit card and need to activate it upon receipt. • New members will receive their card by mail starting from January 1, 2025, and should also activate it upon receipt. • Friendly reminders, as we are entering 2025, please remember to schedule your yearly wellness visits with your: <ul style="list-style-type: none"> ○ Primary Care Provider ○ Annual Physical Exam ○ Annual Wellness Visit ○ Any Necessary Specialists ○ Routine Eye Exam 	

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<p>Catherine Thomas, on behalf of Carolina Wroblewski, Culture and Linguistics, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Routine Hearing Exam <p>Comments or Concerns:</p> <ul style="list-style-type: none"> • Jiovanni Perez: Asked if the debit card is only intended for grocery purchases. • Teena: Clarified that the debit card can be used for groceries and that over-the-counter (OTC) benefits are also loaded onto the same card. • Member CO: Inquired whether age is a factor in eligibility. • Teena: Responded that age is not a factor as long as the member is enrolled in the Molina program and has one of the 15 qualifying conditions. • Member CO: Asked if autism is considered one of the qualifying conditions. • Teena: Confirmed that autism is not one of the qualifying conditions. <p>Catherine Thomas, Culture and Linguistics Program Manager at Molina Healthcare, presented an overview on Population Health.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • Highlighted key health challenges affecting the Los Angeles population, including: <ul style="list-style-type: none"> • Life Expectancy: Lower life expectancy among Black and low-income individuals compared to White and more affluent individuals. • Mental Health: Higher rates of mental distress and substance use disorders, especially among people of color. • Increased rates of depression and anxiety due to experiences of discrimination and bias. • Community Impact: Negative experiences in health care settings affect overall community health and well-being. • All-Cause Mortality: Higher mortality rates among Black and Latino residents, exacerbated during the COVID-19 pandemic. • Health issues impacting older adults: • Health issues impacting older adults: <ul style="list-style-type: none"> • Chronic Diseases • Mental Health • Access to care • Health-Related Cultural Beliefs: 	

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<p>Soha Essayli, on behalf of Ryan Raether, Quality Improvement, Molina Healthcare</p>	<ul style="list-style-type: none"> Hispanic/Latino: Illness is often viewed as an imbalance in the body, requiring holistic treatment. Strong faith in religious practices and prayer as part of healing. Use of herbal teas, poultices, and spiritual healing practices. Black: Strong reliance on faith and religious practices for healing and coping. Use of home remedies and natural products for health maintenance. Importance of community and familiar support in health and wellness. Asian: Integration of traditional medicine (e.g., acupuncture, herbal remedies, Tai Chi) with Western medicine. Emphasis on balance and harmony within the body (e.g., Yin and Yang) <ul style="list-style-type: none"> Incorporation of spiritual rituals and meditation in health practices. Health-Related Experiences: Addressed systemic and interpersonal factors affecting health outcomes, such as: <ul style="list-style-type: none"> Discrimination and implicit bias Language and communication barriers Health-Related Goals: Outlined goals aimed at improving health equity and quality of care, including: <ul style="list-style-type: none"> Respecting names and pronouns for LGBTQIA+ individuals Providing gender-affirming and inclusive care Avoiding assumptions based on race, ethnicity, or identity Promoting cultural competency and effective communication among providers <p>Catherine asked for feedback on topics Molina might have missed. Members agreed and had no feedback.</p> <p>Soha Essayli from the Quality Improvement team with Molina Healthcare presented herself and provided a review on Quality Program.</p> <p>Presentation Highlight:</p> <ul style="list-style-type: none"> CAHPS (Consumer Assessment of Healthcare Providers and Systems) surveys, 	

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<p>Adriana Bowerman, Molina Growth and Community Engagement</p>	<p>which are designed to give health plans valuable insights to improve care and service for members.</p> <ul style="list-style-type: none"> ○ Surveys are distributed annually between March and May via mail or phone. ○ The Quality team gathers feedback on key topics such as access to care, communication with doctors, and overall satisfaction with the care received. • The presentation highlighted both strengths and areas for improvement: <ul style="list-style-type: none"> ○ Strengths: Specialist care, customer service, and timely access to needed care. ○ Areas for Improvement: Care coordination, access to routine care, and overall experience with interpreter and language services. • Soha asked the committee members the following questions. <ul style="list-style-type: none"> ○ How can providers make visits more comfortable and helpful? ○ What can be done to improve follow-up care and appointment scheduling? <p>Feedback-Provider Specific: Members had no feedback.</p> <p>Adriana shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> • Nutritional Label Flyer: Distributed a flyer to help members better understand how to read and use nutritional labels to support healthy eating habits. • Free Food Distributions: <ul style="list-style-type: none"> ○ Help Me Help You- McKinley Elementary School 6822 N. Paramount Blvd, Long Beach, CA 90805 Free fresh produce/food, Every 2nd & 4th Friday of each month from 2:00 pm -3:00 pm ○ Help Me Help You- Revive Church 5075 Daisy Ave., Long Beach, CA 90805 Free fresh produce/food, Every 1st & 3rd Friday of each month from 1:00 pm-2:00 pm ○ Help Me Help You- Philadelphian SDA Church 2640 Santa Fe Avenue, Long Beach, CA 90810 Free fresh produce/food, Every 2nd & 4th Wednesday of each month 	

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	<p>from 1:00 pm-2:00 pm</p> <ul style="list-style-type: none"> ○ Resurrection Lutheran Church 1900 E. Carson St., Long Beach, CA 90807 Free fresh produce/food, 3rd Friday, 8 am-10 am ○ Christian Outreach in Action 515 E. Third St., Long Beach, CA 90802 Free fresh produce/food, Monday, Tuesday, Thursday, Friday from 10:00 am-12:30 pm Wednesdays 10:00 am-12:30 pm Seniors only, Age 55+, I.D. required. ○ Aaron Community Cultural Center (ACCC) 1010 W 108th Street #B Los Angeles, CA 90044 Free fresh produce/food Tuesdays 10 am-12 pm & 3rd Sat 10 am-12 pm ○ Shields for Families Ark Program - Food Distribution Center 11705 Deputy Yamamoto Pl # A, Lynwood, CA 90262 Free fresh produce/food, every Thursday, 10 am – 2 pm ○ Khalsa Food Pantry 9989 Laurel Canyon Blvd. Pacoima, CA 91331 Free fresh Produce/Dry goods, every Friday, 4:30 pm-6:30 pm ○ Holy Rosary Church Pantry 7800 Vineland Ave, Sun Valley, CA 91352 ○ Free fresh Produce Tuesday 12:00 pm-1:30 pm and Fridays 9:00 am-11:00 am 	
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 providing the opportunity to learn more about available member services. ● Member MH: Described a recent negative experience with transportation services. Her scheduled ride was canceled while she was waiting at the provider's office, despite being at the correct location. The driver incorrectly marked her as a no-show. This occurred twice, and on the second occasion, after waiting for an hour without being picked up, she had to walk to a nearby bus stop. Due to her personal circumstances, the situation was especially 	

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	<p>challenging and distressing. She noted that this was her first negative experience with Molina and has since filed a grievance.</p> <ul style="list-style-type: none"> • Member CS: Shared that she also had a transportation issue. A ride scheduled for 6/25 to a doctor's appointment never arrived, even though American Logistics confirmed the arrangement. She has filed a grievance with Molina. • Member IL: Reported a positive experience with transportation services. Although she does not use it frequently, she has never encountered any problems. • Gabby: Introduced herself as part of the Case Management team and encouraged members to contact her or her team for assistance with transportation issues in the future. She provided her contact information to those present. <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 12:47 p.m.</p>	