

Sacramento Community Advisory Committee

Meeting Minutes

Date: June 19, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 Virtual Meeting

Members:

Member A
 Member B
 Member C
 Member G
 Member H
 Member I

Member J
 Member K
 Member L

Guest:
 Guest A
 Guest C

Guest Presenter:

Jen Stillion

Molina Presenters:

Aita Romain
 Elizabeth Martin
 Amritha Roser

Molina Staff:

Alexandra Bravo
 Alejandro Reyes
 Abbie Totten
 Vanessa King
 Ruthy Argumedo
 Janet Segura

Nanette Awad
 Robert Williams
 Tammy Jurakatis

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Alexandra Bravo (Alex) called the meeting to order at 11:48 a.m.	
Welcome & Committee Introductions	Alex welcomed attendees to the first in-person meeting of 2024, she introduced herself and asked everyone for a self-introduction. Alex reviewed the purpose of the meetings and shared that future meetings will continue to be in-person also shared the purpose of the One Stop Help Center which is where the meetings are conducted.	
Jen Stillion Mental Wellness “Wellness Practice”	<p>Presentation: Jen welcomed the attendees and announced that the day's topic, “Wellness Practice,” specifically focused on the challenges of maintaining a commitment to wellness habits. Jen provided guidance on how to remain committed to wellness practices:</p> <p>Start by identifying the self-care habits you truly want to commit to</p> <ul style="list-style-type: none"> ○ Going to the gym ○ Walking three days a week 	

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	<ul style="list-style-type: none"> ○ Meditating 10 min. a day ○ Adding veggies to your meals ○ Simply adding more fun to your life <p>Instead of relying solely on willpower, explore the underlying reasons for struggling with commitment. Often, resistance to change arises from unfamiliarity, with the subconscious aiming to keep you safe. It's essential to prioritize self-care.</p> <ul style="list-style-type: none"> • Jen led attendees in a brief meditation, incorporating gentle stretches and encouraging everyone to focus on slow, deliberate breathing. • To conclude, Jen asked participants to close their eyes, listen to her guidance, and observe how their bodies responded. <p>Jen emphasized that this small dose of wellness empowerment serves as a step toward achieving one's wellness goals.</p>	
Meeting minutes	<p>Reviewed the minutes from the March 20, 2023, meeting, with Member B making a motion to approve and Member C seconding it.</p> <p>Comments and Concerns:</p> <ul style="list-style-type: none"> • Guest A: Raised an issue on the third page of the meeting minutes regarding the Appeals and Grievance department. The guest which was a previous member noted that while her concerns were mentioned, they were not addressed. She also expressed frustration with the lack of follow-up or resolution on how members can request a "designated records set" and the role of member services in guiding members through this process. • Abbie: Requested that the previous member clarify what a "designated records set" is to better assist with follow-up. • Alejandro: Pointed out that the previous members concerns were listed on page 11 of the meeting minutes. • Guest A: Thanked Alejandro for highlighting where her concerns were noted but stated that no action had been taken. She informed Abbie that the health plan should understand what a designated records set is and was not willing to provide her own definition or understanding of it. • Abbie: Explained that addressing her request involves consulting with various individuals to obtain the needed information. If the request involves internal 	<p>8/5/2024 – Concerned Citizen comment response:</p> <p>We value feedback and shared concerns regarding our Appeals & Grievances team.</p> <p>Our Appeals & Grievances team confirmed our members have many methods of submitting a grievance which includes verbal or written. If a member chooses to submit a verbal grievance through our Contact Center, the Contact Center representative documents the grievance to the best of their ability then routes the grievance to the Appeals & Grievances Department. Upon receipt in Appeals & Grievances, the grievance is reviewed to determine if additional information</p>

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	<p>Molina data, a different process is followed compared to information from a provider's office.</p> <ul style="list-style-type: none"> • Guest A: Differentiated between "medical records" and "designated records sets," noting that providers hold medical records, while the health plan manages designated record sets. She also pointed out that the minutes from the previous CAC meeting were not accessible online. • Nanette: Introduced herself as the overseer of HIPAA privacy rights for Molina Healthcare and a subject matter expert on these topics. She described her role in training the member services team on handling requests for different types of records, including designated records sets. Her training includes the necessary forms and is part of new employee onboarding. Under HIPAA, a designated records set includes categories such as billing, appeals, and grievance records. Molina Healthcare has a specific policy to handle these requests within the HIPAA-required timeframe. • Guest A: Disagreed with Nanette's statement that member services representatives are trained on this topic and mentioned having recorded phone calls as evidence to support her position. • Abbie: Asked if the recordings had been provided to Molina Healthcare. • Guest A: Indicated that the recordings were given to Molina Healthcare in 2019-2020 and stated she is not obligated to provide them again as the health plan already has them. • Abbie: Clarified that the request for dates and times was to verify the information and ensure that the representative who interacted with the previous member was properly trained. She provided her business card to the guest and requested that she contact her via email so Molina Healthcare could follow up. 	<p>or clarification is required. If yes, an Appeals & Grievances coordinator will conduct outreach to the member.</p> <p>The standard process requires that an acknowledgment letter is sent, within the required timeframe, for each grievance. Members receive an acknowledgment letter that provides a high-level overview of their grievance. Acknowledgement letters include contact information for the Appeals & Grievances coordinator and members may contact the coordinator to add to or clarify their grievance. After careful research, the Appeals & Grievances coordinator will conclude their investigation/research then send a resolution letter to the member within the required timeframe.</p> <p>Feedback is appreciated and Molina will continue our collaborative efforts internally to continue to serve our members and improve their overall experience.</p> <p>Member Services will undergo continuous training to stay current on handling member requests for medical records and to provide information on CAC meeting dates when members inquire.</p>

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<p>Molina Healthcare</p> <p>Elizabeth Martin, Senior Specialist, Health Plan Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Elizabeth (Liz) Martin, Quality Improvement Program Senior Specialist with Molina Healthcare, introduced herself and presented the following:</p> <ul style="list-style-type: none"> • Quality's main goals: <ul style="list-style-type: none"> ○ Ensure members can access preventive services screenings, Chronic Conditions, Pediatric Services and Maternal Care ○ Connect members to resources ○ Benefits to maintain a healthy life ○ Provide educational materials • Briefly reviewed the following educational materials: <ul style="list-style-type: none"> ○ Grow and Stay Healthy Guidelines (Birth- 10 years) ○ Grow and Stay Healthy Guidelines (11-20 years) ○ Your Guide to Healthy Pregnancy <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member I: Is a Molina account needed to use the QR code? • Liz: Yes, a Molina account is required for the first QR code as it's designed for members. The second QR code does not require an account. • Member I: Expressed concern that older individuals might find QR codes challenging to use. • Liz: A phone number is provided on the second QR code for assistance. • Abbie: This feedback highlights the need for Molina to create a tool to assist members with the process. We need to develop a detailed, step-by-step guide tailored for each generation to help establish an account and access these benefits. It's clear that our current resources may not be user-friendly enough, and we need to address this gap. • Member B: How can one reach a case manager? • Alex: To connect with a case manager, the member may call member services and request the service directly. 	<p>Information</p> <p>7/24/2024 Case Management (CM) provided the following responses. Members will graduate from the program once all CM care plan goals are met and member is no longer experiencing any barriers to care. Many will continue to have chronic ongoing medical conditions, but our goal is to empower the member to self-manage their care. Once they graduate, they can always self-refer to CM in the future. They can request the same CM if they would like.</p>

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	<ul style="list-style-type: none"> • Member B: Mentioned that she previously had a case manager, but was reassigned after a certain period. • Abbie: After a certain period, members may "graduate" from case management and no longer have an assigned case manager. • Member B: How can you determine if you have graduated from case management? What are the criteria? Is it possible to keep the same case manager? • Abbie: We will investigate the process for transitioning out of case management and check if members can request to retain their previous case manager. • Member C: Noted that referrals take several months to process, resulting in delays and the condition worsens or resolves by the time they are approved. • Alex: Inquired if a case manager had been assigned to the member. • Member C: Confirmed she had a case manager assigned, and reported that providers seem to be giving inconsistent responses as well. • Alex: We will follow up with you after the meeting to address this. • Abbie: Referrals are being handled by medical groups, which is causing delays. Additionally, there is a shortage of specialists. 	<p>7/24/2024 Case Management confirmed that members can currently request a previous case manager.</p>
<p>Molina Healthcare</p> <p>Aita Romain, Director, Population Health, Molina Healthcare</p>	<p>Presentation:</p> <p>Aita introduced herself, stating that she would be overseeing the review of Dental Care Coordination services and providing additional information on the Community Health Worker program. Aita presented the following resources and programs:</p> <ul style="list-style-type: none"> • Dental Care Coordination- <ul style="list-style-type: none"> ○ Assist members in scheduling appointments ○ Locate a general dentist or specialized provider ○ Assist members in understanding their dental benefits through DentiCal ○ Assist members in contacting DentiCal in a three-way call <p>Email referrals to CMescalationCA@MolinaHealthcare.com</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member D: Contacted the dental coordinator and received a list of dentists, 	<p>Informational</p>

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	<p>but appointments weren't available for six months. Had to pay out of pocket for immediate care. Member wanted to know if case managers would assist with dental issues.</p> <ul style="list-style-type: none"> • Aita: Case managers might not have complete information, but the dental coordinator does. • Abbie: Does the dental referral form ask if it's an urgent need or preventive care? • Aita: It doesn't specify. • Abbie: Recommended adding a box to indicate if the matter is urgent or preventive. <p>Aita continued with her presentation.</p> <ul style="list-style-type: none"> • Community Health Worker (CHW) program: CHWs are people from your community who have lived experience that can help you navigate your healthcare. <ul style="list-style-type: none"> ○ CHW are also known as health navigators, promotoras, outreach educators, community health advisors, etc. ○ CHW provides health education, health navigation, individual support, and advocacy. They can also assist with paperwork. ○ Most are eligible for this program. <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member B: How can a member get in touch with Community Health Workers? • Aita: There's an email available, and member services can also connect members to CHW. • Member C: Requested the phone number for the Nurse Advice Line. • Aita: Mentioned she didn't have the phone number but would provide it to the member after the meeting <p>Aita shared the Molina website detailing the CHW program and inquired whether members would be interested in using the service after reading it.</p> <ul style="list-style-type: none"> • Abbie: Suggested changing the picture for Community Health Workers. Asked what would make members more interested in the CHW program. 	<p>8/6/2024 Carolina W. the AVP of population health and Wendy Estrada, Dental Coordinator, met with Sally Birto, Manager of Member Services on July 30th to inform the department to provide Member Services a more elaborate description of Wendy's role and how they coincide with the dental services.</p> <p>8/6/2024 the dental referral form was updated to include a checkbox for "Urgent" or "Preventative" needs.</p> <p>7/26/2024 Population Health added a direct number for the CHW program on the CHW website.</p>

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<p>Amritha Roser, Manager, Health Care Services, Molina Healthcare</p>	<ul style="list-style-type: none"> • Member B: Said that due to an unstable internet connection, a phone number would be better. Recommended a straightforward flyer with a phone number for immediate assistance. • Member C: Suggested having pictures on one side and information on the other. • Member B: Added that detailed notes on phone calls would help avoid repeating issues with each call. • Abbie: Asked if phone numbers and emails are collected when CHWs are requested. • Aita: Confirmed that they are. • Abbie: Proposed looking into supporting the team with text messages and emails through the corporate texting team. <p>Aita provided the Nurse Advise Line in English line: 888-275-8750 Spanish line: 866-648-3537 then concluded her presentation and thanked everyone.</p> <p>Amritha introduced herself and presented on Healthy Eating as follows:</p> <ul style="list-style-type: none"> • U.S. Burden of Disease Collaborators shared that dietary risks are the leading cause of disability. • The percentage has lowered a little since we are becoming more aware of having poor diet habits. • 10% increase in food inflation in the U.S. • Healthy Eating: vegetables, fruits, whole grains, healthy fats, and healthy sources of protein. • Food to have for success: <ul style="list-style-type: none"> ○ Oats ○ Beans, lentils, seeds, nuts ○ Bag of frozen vegetables and fruits ○ Grains (i.e: brown rice, quinoa, barley, couscous, pasta) ○ Eggs, ground turkey, chicken breast, tofu ○ Garlic, onions, ginger ○ Olive oil ○ Lemons ○ Seasoning such as pepper, herbs and spices • Healthy eating on a budget: <ul style="list-style-type: none"> ○ Eat two 12 oz. bags of leafy greens per week 	<p>7/26/2024 Population Health updated the website and added a disclaimer stating that someone from the CHW department will contact members within 7 days.</p> <p>7/26/2024 Population Health is planning to pilot an initial text option for members in Q4 2024.</p>

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<p>Community Resources Alexandra Bravo, Manager, Growth & Community Engagement, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Frozen vegetables and fruits are less expensive than fresh and last longer ○ Dried beans are more affordable in some cases there are canned beans that are affordable as well ○ Old Fashioned Oats- buying the bigger container might be more affordable ○ Nuts might not be too affordable ○ Beverages try sugar-free drinks, recommended: Water, green tea, and herbal tea. <p>Amritha shared the MyPlate App, navigated the app, browsed the pages, and shared how to get to the SNAP saving page. The app also shares budget-friendly recipes. Amritha also shared a Maternity Brochure and asked for feedback.</p> <p>Question or Comments:</p> <ul style="list-style-type: none"> ● Member C: Asked Amritha if it was okay to add honey to her tea. ● Amritha: Mentioned that a small amount of honey is fine, but cautioned that despite its healthy reputation, honey should be used sparingly for those with blood sugar issues. <p>Alex shared the following resources with the attendees:</p> <ul style="list-style-type: none"> ● Member feedback is crucial to Molina. The dental referral form presented by Molina/Population Health originated from a previous CAC meeting where a member highlighted difficulties in accessing a DentiCal dentist. In response, Molina developed the dental referral form and established a process to help Molina members. ● Free Food Distributions available in the community: <ul style="list-style-type: none"> ○ <u>River City Food Bank</u> 1800 28th St. Sacramento, CA 916-446-2627 ○ <u>Carmichael Adventist Community Services</u> 4600 Winding Way Sacramento, CA 916-487-8684 ○ <u>Community Resource Project</u> 	

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	<p>250 Harris Ave. Sacramento, CA 916-567-5220</p> <ul style="list-style-type: none"> ○ <u>Elk Grove Food Bank Services</u> 9820 Dino Drive, Suite 140 Elk Grove, CA 916-685-8453 ○ <u>Potters House</u> 2994 Del Paso Blvd. Sacramento, CA 916-905-6268 ○ <u>Central Downtown Food Basket</u> 1701 L St. Sacramento, CA 916-761-5624 <ul style="list-style-type: none"> • Renewal Flyer: Medi-Cal members please call your local Department of Social Services (DPSS) if you have an address or telephone change. • CalHope: It's a peer-to-peer free resource. If you are feeling lonely or dealing depression and/or anxiety for help, you can call 1(833)317-4673, available in English and Spanish. <p>Questions or concerns:</p> <ul style="list-style-type: none"> • No questions or concerns. <p>Alex shared that the next meeting will be in person on September 19th, 2024, at the Sacramento Molina One Stop Help Center. Further details will be given to the committee members once the date gets closer. Also, the details regarding the meeting will be posted on the Molina website.</p>	

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Closing Remarks & Adjournment	<p>Alex asked the attendees if they had any questions or comments, there were none.</p> <p>Alex closed the meeting and thanked everyone for their attendance and for being part of the committee.</p> <p>The meeting adjourned at 1:38 p.m.</p>	