

San Diego Community Advisory Committee

Meeting Minutes

Date: May 28, 2025
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
In-person & Virtual Meeting

Members:

Member AM
Member AC
Member CW
Member JK
Member JS
Member ME
Member RH
Member ST
Member SPM

Member SP
Member SC
Member SC2
Member YM

Governing Board:

Sonia Gonzales, TrueCare (Not in attendance)
Carla Vanegas, San Diego Rescue Mission (Not in attendance)
Alejandrina Navarro, San Ysidro Health (Not in attendance)
Marisa Varond, McAlister Institute (Not in attendance)

Guest Presenter:

Jen Stillion

Molina Presenters:

Edward Robles
Catherine Thomas
Teena Martinez

Interpreters:

Yelka Vargas
Samaher Toma
Mohammed Salehi

Molina Staff:

Adriana Bowerman
Alejandro Reyes
Janet Segura

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Adriana Bowerman called the meeting to order at 11:48 a.m.	
Welcome & Committee Self-Introductions	Adriana Bowerman welcomed attendees to the second meeting of 2025, introduced herself, and shared she would facilitate the meeting.	
Jen Stillion, Mental Wellness “Mindfulness”	Presentation: Jen opened the session by welcoming attendees and introducing the concept of mindfulness. She guided the group through breathing exercises and encouraged participants to reflect on what brings them happiness and how to connect with their inner joy. To support this, she shared an exercise designed to help individuals access those feelings.	

Topic	Presentation/Discussion	Actions/Follow-Up
	Adriana invited the committee to share any questions, comments or objections around the sponsorships shared with the members; there were none.	
Molina Healthcare Edward Robles, Quality Improvement, Molina Healthcare	<p>Presentation:</p> <p>Edward Robles from the Quality Improvement team with Molina Healthcare presented himself 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, which are designed to give health plans valuable insights to improve care and service for members. <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. • Edward 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:</p> <ul style="list-style-type: none"> ▪ Member YM: Shared that she had a negative experience with her previous provider, noting it took three weeks for the provider to complete a transportation form required by Logistics. Since changing providers, she reports having a positive experience. She also expressed concern about the limited availability of wound care facilities. ▪ Member SC: Stated that receiving reminder text messages would be helpful for her. ▪ Member JS: Agreed that text message reminders are easier to 	<p>Information</p>

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Catherine Thomas, Culture and Linguistics, Molina Healthcare</p>	<p>receive than phone calls, which she finds more complicated.</p> <ul style="list-style-type: none"> ▪ Member AM: Mentioned she is happy with her current provider and feels that the doctor explains things in a way she can understand. ▪ Member CW: Shared that her provider makes her feel comfortable and demonstrates understanding during visits. ▪ Member SC: Added that her providers take time to explain everything thoroughly, which she appreciates. <p>Edward concluded his presentation, and members had no questions or comments.</p> <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 San Diego population, including: <ul style="list-style-type: none"> • Access to Care-Limited Access • Behavioral Health- Increasing suicide rates among Hispanic residents and youth, alcohol-related disorders, • Air Quality and Asthma-High Asthma rates • Disparities In Health Outcomes-Economic instability contributing to poor health outcomes • Health issues impacting older adults: <ul style="list-style-type: none"> • Infectious Disease-Higher TB rates • Chronic Diseases- High rates of heart disease among older adults contribute significantly to morbidity and mortality • Behavioral Health- Higher rates of suicide among older adults, particularly those aged 65 years and older. In 2021, the suicide rate for older adults was 50% higher than the County rate. • Health-Related Cultural Beliefs: <p>Explored the influence of cultural beliefs on health behaviors and access to care within San Diego's diverse communities, including:</p> <ul style="list-style-type: none"> • Hispanic/Latino populations 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Teena Martinez, Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> • Black communities • Asian populations • 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.</p> <ul style="list-style-type: none"> ○ Member SC: Noted that while alcoholism is discussed, there is no mention of drug use in the materials or conversations. ○ Member RH: Shared that concerns in rural areas differ from those in urban communities. In the county, residents face challenges with transportation, access to groceries, water, electricity, and for older adults, obtaining prescriptions can be especially difficult. ○ Member YM: Highlighted that individuals experiencing homelessness and those with a history of addiction often face discrimination, even after they are in recovery. <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>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<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 ○ 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: \$92 for Molina Medicare Complete Care (HMO D-SNP) RV/SB, \$55 for Imperial County members, and \$75 for Complete Care Plus, with additional allowances for over-the-counter items. • 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 	

Topic	Presentation/Discussion	Actions/Follow-Up
	<p>the card.</p> <ul style="list-style-type: none"> 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. Allowances for Molina Medicare Complete Care (HMO DSNP) for Riverside and San Bernardino County include. <ul style="list-style-type: none"> Food & Produce: \$92 per month Over the Counter: \$45 per month Allowances for Molina Medicare Complete Care (HMO DSNP) for Imperial County include. <ul style="list-style-type: none"> Food & Produce: \$55 per month Over the Counter: \$35 per month Allowances for Molina Medicare Complete Care Plus (HMO DSNP) include. <ul style="list-style-type: none"> Food & Produce: \$75 per month Over the Counter: \$100 per month 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 Routine Hearing Exam <p>Comments or Concerns:</p> <ul style="list-style-type: none"> Member AM: Shared that she only received \$75 for produce benefits. Janet: Clarified that the amount received depends on the specific Medicare plan the member is enrolled in. Member CW: Shared that while attempting to use Over-the-Counter (OTC) benefits at Walgreens for approved items, the transaction was declined. However, the same items were successfully purchased using OTC benefits at Walmart. <p>Adriana shared the following resources and updates with the attendees:</p>	

Topic	Presentation/Discussion	Actions/Follow-Up
Adriana Bowerman, Molina Growth and Community Engagement	<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"> ○ Eje Academies Charter School 851 S. Johnson Ave. El Cajon, CA 92020 Free fruits and produce Monthly- 3rd Tuesday at 11am ○ San Diego South Bay Seventh-Day Adventist Church 2161 Avenida del Mexico, San Diego, CA 92154 Free fruits and produce 1st and 3rd Thursday of the Month at 10am 	
Closing Remarks & Adjournment	<p>Adriana asked the attendees if they had any questions or comments.</p> <p>No questions or comments.</p> <p>Adriana closed the meeting and thanked everyone for their attendance. The next meeting will be on August 20, 2025.</p> <p>The meeting adjourned at 12:49 p.m.</p>	