

San Diego Community Advisory Committee

Meeting Minutes

Date: August 20, 2025
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AM Member ST2
 Member CW Member SP
 Member EM Member SC
 Member JK Member SC2
 Member JS
 Member ME
 Member OH
 Member ST
 Member SPM

Governing Board:

Emma Reyes, McAlister Institute
 Jacinto Perez, La Maestra Clinic
 Sabrina Baker, San Diego Rescue Mission
 Timothy Whipple, Episcopal Community Services

Guest:

David Ashore, Institute for Public Strategies

Guest Presenter:

Jen Stillion

Molina Presenters:

Edward Robles
 Teena Martinez
 Tina LaCost
 Amritha Roser
 Elizabeth Whitteker

Interpreters:

Samaher Toma
 Monireh Ayoubzadeh
 Alejandra Serrano

Molina Staff:

Adriana Bowerman
 Alejandro Reyes
 Janet Segura
 Ruthy Argumedo
 Jessica Murillo


Topic	Presentation/Discussion	Actions/Follow-Up
<p>Call to Order</p> <p>Welcome & Committee Self-Introductions</p> <p>Jen Stillion, Mental Wellness “Mindfulness”</p>	<p>Adriana Bowerman called the meeting to order at 11:49 a.m.</p> <p>Adriana 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. Adriana welcomed the new committee’s attendees.</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</p>	

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<p>Meeting minutes</p> <p>Action Items</p>	<p>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>Reviewed minutes from the May 28, 2025, meeting with a motion to approve the meeting minutes brought forth by Member SC and seconded by Member ST.</p> <p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> Member reported that Walgreens denied coverage for an over the counter (OTC) item, despite it showing up as an approved OTC item. The member was able to obtain the product at a different store. The product team has confirmed it was a one-off occurrence, and they will closely monitor any other issues at Walgreens. 	
<p>Community Reinvestment Program (CRP), Sponsorships</p>	<p>Adriana reviewed Quarter 2 sponsorships for San Diego and explained that Molina is committed to supporting community partners through reinvestment efforts. Adriana shared that sponsorships are aligned with the following categories:</p> <ul style="list-style-type: none"> Cultivating neighborhoods and built environments Cultivating a health care workforce Cultivating well-being for priority populations Cultivating local communities Cultivating improved health <p>Adriana invited the committee to share any questions, comments or objections around the sponsorships shared with the members; there were none.</p>	
<p>Molina Healthcare</p> <p>Edward Robles, Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Edward Robles from the Quality Improvement team with Molina Healthcare presented himself and provided a review of the Quality Program.</p> <p>Presentation Highlights:</p>	<p>Information</p>

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	<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. ○ 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. 	

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<p>Teena Martinez, Medicare Product Development, Molina Healthcare</p>	<p>Questions and comments:</p> <ul style="list-style-type: none"> No questions or comments <p>Teena Martinez from Medicare Product Development for Molina Healthcare, presented an overview of 2025 CA DSNP Medicare Benefits, focusing on Special Supplemental Benefits for the Chronically Ill (SSBCI).</p> <ul style="list-style-type: none"> Member Experience and Ordering Channels for SSBCI Benefits: Members received educational materials including guidance on activation of flex cards for eligible products and services. Benefits can be accessed through various ordering channels, with annual card packages sent to members. Coverage may also be available through Medi-Cal. Online Portal Features and User Interface: Teena shared screenshots of the online portal which offers comprehensive functionalities such as card activation, balance overview, shopping, product search, cart management, checkout, store locator, transaction history, product eligibility, replacement card requests, profile management, and personalized health profiles with product recommendations. Benefits Pro Mobile App: The native Benefits Pro mobile app provides an optimized and intuitive user experience, including scan functionality to enhance member interaction with benefits. Eligibility Criteria for SSBCI Benefits: Eligibility requires current plan membership with an active Health Risk Assessment (HRA) and a confirmed diagnosis of one of 15 CMS qualifying chronic conditions, including cancer, diabetes, dementia, and stroke. Enrollment involves card activation and completion of HRA with broker or self. Contact Information and Access for SSBCI Benefits: Members can access customer service at 877-208-9243 and use the member website at https://molina.nationsbenefits.com/login for managing their SSBCI benefits. <p>Questions or Comments:</p> <ul style="list-style-type: none"> Member SC: Asked about the website information. Adriana directed the member to the relevant section in the presentation printout distributed to all members. 	

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<p>Tina LaCost and Amritha Roser, Molina Member Portal, Molina Healthcare</p>	<p>Tina LaCost presented an overview of the Medi-Cal Member Portal with Amritha Roser.</p> <p>Presentation Highlights:</p> <ul style="list-style-type: none"> • Tina described the main features of the member portal, explaining how to access it and outlining its functions, such as viewing coverage details, digital ID cards, and doctor information. • Amritha shared the Wellness benefits and Programs information available to members in the portal. Members can access wellness programs and healthy rewards, with options to submit reward attestations and check their status online. • Tina continued with the presentation by sharing that the portal also provides access to health records, including claims history, service authorizations, and enhancements like displaying authorization letters. • The portal allows members to manage their profiles, update mailing addresses, and set communication preferences without contacting member services. <p>Questions or comments:</p>	
<p>Elizabeth Whitteker, Behavioral Health-Healthcare Services, Molina Healthcare</p>	<p>Elizabeth provided an overview of Non-Specialty Mental Health Services, noting that prior authorizations are not required. She clarified that county mental health departments manage higher-acuity cases, whereas managed care organizations such as Molina are responsible for addressing mild to moderate mental health needs. Elizabeth highlighted the "no wrong door" policy, ensuring that individuals are referred to the appropriate services regardless of where they initiate contact.</p>	
<p>Community Resources</p>	<p>Elizabeth 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 provides help when having intense feelings or thoughts. • Opioid Flyer: The flyer is for members struggling with opioid addiction. The 	

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	<p data-bbox="554 185 1184 212">flyer provides a QR code with support and resources.</p>  <p data-bbox="459 435 758 462">Questions or Comments:</p> <ul data-bbox="508 492 1493 1451" style="list-style-type: none"> <li data-bbox="508 492 1493 625">• Member SC: Are sessions in person or video call? Elizabeth: Both options are available. Members may share their preference with Molina, and Molina will do their best to get members linked with the services they want. <li data-bbox="508 638 1493 805">• Sabrina: Will Molina provide transportation to a mental health appointment? Elizabeth: Yes, Molina will provide transportation to a mental health appointment or a substance use disorder treatment appointment, whether it's with Molina or the county. So that transportation benefit is the same as if you're going to your primary care. <li data-bbox="508 818 1493 985">• Member SP: Primary Care Provider (PCP) has had a hard time finding a Specialty provider. When one is found, the referral expires because the appointments are not available for 4-5 months. It's been more than a year, and the member is still waiting for their appointment. Ruthy: We will make this case an Action item to assist with this matter. <li data-bbox="508 998 1493 1166">• Member ME: The member has expressed a concern regarding Adult Day Care coverage, which was previously available for five days per week but has recently been reduced to three days. The member noted that another health plan provides seven days of coverage and, as a result of these changes, both the member and spouse are considering switching health plans. <li data-bbox="508 1179 1493 1273">• Ruthy: stated that the team will review the member's current coverage to determine whether any recent changes have been made to this Medi-Cal benefit and will investigate the reasons for those modifications.. <li data-bbox="508 1286 1493 1451">• Member SC: How can members request a case manager? Elizabeth: Call members' services and let them know you would like a case manager assigned. Jessica: Please share the members' details with me after the meeting, and we will assign a case manager to the members. 	

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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 November 12, 2025.</p> <p>The meeting adjourned at 1:04 p.m.</p>	