

IE Community Advisory Committee

Meeting Minutes

Date: February 19, 2026
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member AS Member YM
 Member AL Member MH
 Member DF Member SP
 Member KF Member MV
 Member RF Member AC
 Member SM Member RV
 Member ST Member YC
 Member DW Member YGC
 Member AK Member HL
 Member DT Member RZ
 Member JL Member AF
 Member VL

Governing Board:

James Moses, Child Care
 Resource Center
 Veronica Garcia, DAP
 Amanda Bell, Greater Hope
 Mayra Mixco-Chavez on behalf
 of Diana Fox, Reach Out
 CJ Page, Community Health
 Action Network
 Jessica Soto, CA Help
 Jorge Ruiz, Riverside-San
 Bernardino County Indian
 Health

Presenters:

Jen Stillion
 Megan Kondash
 Amritha Roser
 Susana Contreras
 Alex Bravo
 Jennifer Barragan

Guest Presenter:

Mariane Gantino

Molina Staff:

Janet Segura
 Jackie Portilla
 Eva Sandoval
 Marilyn Ayala
 Ofelia Castillo
 Teena Martinez

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Jennifer called the meeting to order at 11:45 a.m.	
Welcome & Committee Self-Introductions	Jennifer opened the meeting by welcoming attendees. She introduced herself as the new Community Advisory Committee Meeting Coordinator and noted that Alex Bravo will continue to participate in the meetings. Jennifer explained the purpose of the meeting and welcomed attendees to the first meeting of 2026. Jennifer introduced the new committee’s attendees. Attendees were invited to participate actively when presenters ask questions or request feedback.	

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<p>Jen Stillion- Mental Wellness “Move into Wellness”</p> <p>Meeting minutes</p> <p>Action Items</p>	<p>Presentation: Jen opened her segment by asking the attendees to choose a word for this new year. Jen explained that choosing a single word for the year can serve as an anchor for Wellness, especially at the start of a new year when people may feel either excited or overwhelmed. Jen emphasized that Wellness is not about doing more but about making small, supportive choices rather than chasing big goals. A word of the year helps guide daily behavior and reflects who a person is becoming. Participants were encouraged to identify one Wellness intention—such as walking more, reducing stress, improving sleep, or increasing joy—and select a word that aligns with that intention. Jen shared her own word, “yes,” symbolizing growth through stepping outside their comfort zone. The group then practiced breathing exercises, stretches, energizing movements, and power poses, each paired with affirmations like “I’m awesome,” “I’m strong,” and “I am [their word].” The session concluded with a lighthearted dance activity to reinforce energy and positivity.</p> <p>The minutes from the October 16, 2025, meeting were reviewed, and Member RF made a motion to approve and seconded by Member KF.</p> <p>No action items from the previous meeting were pending.</p>	
<p>Molina Healthcare</p> <p>Megan Kondash, Quality Improvement, Molina Healthcare</p>	<p>Presentation: Megan Kondash for Quality Improvement with Molina Healthcare, presented herself and provided a review of the Quality Program.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • The Quality Program monitors Molina’s providers to ensure members have access to qualified healthcare professionals. • It reviews and addresses any issues related to the quality of care delivered. • It promotes safety and supports both members and providers through ongoing education. 	

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	<ul style="list-style-type: none"> • Grow and Stay Healthy Guide included in member packets, outlines recommended services and immunizations: <ul style="list-style-type: none"> ○ Ages birth–10: Immunization schedules, well-child visits, and developmental milestones. ○ Ages 11–20: Annual wellness exams, immunizations, screenings such as HIV testing, eating disorder assessments, and other age-appropriate preventive care. ○ Members were encouraged to bring the guide to appointments to ask questions and stay informed about their children’s care. • HEDIS Measures-The program evaluates healthcare quality using HEDIS (Healthcare Effectiveness Data and Information Set) scores. • These scores reflect how well providers deliver essential services, including: <ul style="list-style-type: none"> ○ Flu shots and immunizations ○ Eye exams ○ Cholesterol tests ○ Prenatal and postpartum care ○ Well-child visits • Member Satisfaction Surveys-Molina also measures satisfaction through surveys such as CAHPS (Consumer Assessment of Healthcare Providers and Systems). These surveys help Molina understand: <ul style="list-style-type: none"> ○ Whether members are satisfied with their care and providers ○ What improvements are needed, such as appointment availability or access to specialists • Members were encouraged to make health screenings part of their New Year’s resolutions. Annual wellness visits help: <ul style="list-style-type: none"> ○ Identify health concerns early ○ Monitor child development ○ Review immunizations ○ Conduct screenings such as BMI checks, vision and hearing tests, dental screenings, women’s health exams, and behavioral assessments ○ Provide health education and medication reviews • Recommended preventive screenings: <ul style="list-style-type: none"> ○ Blood pressure checks ○ Annual dental visits ○ Diabetes management screenings: A1C test, retinal eye exam, kidney evaluation 	

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<p>Amritha, Program Manager, Population</p>	<ul style="list-style-type: none"> ○ Women’s health: Mammograms, pap smears, bone density scans ○ Colon cancer screening: Recommended for ages 45–75 ● Molina has partnered with Care Connections and DocGo to bring healthcare services directly to members’ homes. <ul style="list-style-type: none"> ○ Care Connections provides personalized support for wellness exams, chronic condition management, and post-hospital care. ○ DocGo clinicians perform in-home screenings and send results to members’ primary providers. ● These services help members who may feel unsafe or uncomfortable by visiting a doctor’s office <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Member AK: Expressed frustration regarding difficulties with health coordination once an individual reaches age 50+. ● Alex B.: Thanked the member for the feedback and reminded members that the meeting purpose is to create solutions for member raised issues. Provided members with options for their care and reminded them that we are here to provide care. ● Member KF: Questioned where to find the list of the benefits covered? ● Megan: Members receive a welcome package with it comes evidence of coverage (EOC) that details your service benefits. It is also available online. ● Member AS: Questioned if the evidence of coverage changes. ● Alex B.: Confirmed the EOC document does change, the most up-to-date document can be located on the Molina Website. ● Member DT: Commented that while dental cosmetic procedures are not covered, he felt it is still a very important aspect of one’s well-being. ● Alex B.: Thanked member for sharing and reminded him that Molina does have dental coordination available for members. <p>Amritha Roser, Program Manager of Population Health at Molina Healthcare, presented an overview of the wellness, prevention, and health management programs available to members to support a healthy start to the new year. She noted that</p>	<p>Action Item: Conducting an internal review of resources available to members aged 50+ to present to the members during the next meeting.</p>

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<p>Health, Molina Healthcare</p>	<p>attendees should have a flyer outlining these programs, and additional copies could be provided if needed. The flyer includes a line of business indicator showing which programs apply to specific member groups.</p> <p>Presentation highlights:</p> <ul style="list-style-type: none"> • Health Management Programs: Amritha explained that Molina offers care managers who assist members with conditions such as diabetes, asthma, depression, weight management, substance use disorders, hypertension, COPD, and heart failure. Members may also request nutrition consultations with dietitians by using the contact numbers listed on the flyer. • Diabetes Prevention Program: The program is designed for individuals at risk of developing type 2 diabetes. Participants receive one-on-one coaching focused on nutrition, fitness, and overall, well-being. A digital scale is available that syncs with a mobile app, allowing coaches to monitor progress. The app includes educational videos, chat features, and fitness guidance. In-person and Zoom options will be available soon. • Healthy Beginnings Pregnancy Program: Pregnant members can request a maternity case manager through Member Services. The program offers education and support throughout pregnancy, delivery, and the postpartum period. • Doula Services: She highlighted that doula support is available for pregnant and postpartum members for up to one year after delivery. Doulas can accompany members to appointments and provide guidance related to pregnancy, postpartum care, and infant support. Members may contact the Healthy Beginnings Program or email MHCdoulasupport@molinahealthcare.com for more information. • Behavioral Health and Substance Use Services: Molina’s behavioral health department connects members to mental health providers and substance use treatment programs. Both regular and after-hours contact numbers are listed on the flyer. • Community Health Worker Program: She explained that community health workers—local individuals familiar with community resources—can help members navigate their health plan, access services, and better understand the healthcare system. • Smoking and Vaping Cessation: Molina partners with Kick It California to provide coaching, counseling, and group support for quitting smoking or 	

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<p>Susana Contreras, Sales & Medicare Product Development, Molina Healthcare</p>	<p>vaping. Nicotine replacement therapy is covered, and members can receive a 10-day patch kit while waiting for prescriptions. Support is available in multiple languages and can be accessed by phone, text, or online.</p> <ul style="list-style-type: none"> • Dental Coordination and Housing Referrals: For Medi-Cal members needing help finding a dentist, Molina’s dental coordinator can assist. A housing referral specialist is also available to connect members with housing resources. Both services can be accessed through Member Services. • Transportation Services: She noted that Molina provides transportation to medical appointments and non-emergency medical transportation through American Logistics. Requests must be made at least three business days before the appointment, and rides can be scheduled online or by phone. • Molina Help Finder: This online tool helps members locate community resources such as food, financial assistance, and legal support by entering their ZIP code. • Health Education Materials: Educational materials are available in all threshold languages on topics such as chronic condition management, wellness, and accessing healthcare. Members can download materials from the website or request them by emailing HealthEducation.MHC@molinahealthcare.com or calling Member Services. • Newsletters: Molina publishes a health and wellness newsletter, with the winter issue currently available online. Copies can be provided in members’ preferred languages. • Molina Mobile App: By downloading the My Molina app, members can access program information, view or print their ID card, search for providers, change their primary care provider, locate pharmacies, and find nearby urgent care centers. <p>Amritha concluded by asking if members had questions about the programs. No Questions.</p> <p>Susana Contreras, from Sales & Medicare Product Development for Molina Healthcare, presented an overview of Supplemental Benefits. Purpose is to review key supplemental benefits available to members and encourage use of the Evidence of Coverage (EOC) for detailed plan information.</p>	

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	<p>2026 California Medicare Benefits Overview:</p> <ul style="list-style-type: none"> • Over-the-Counter (OTC) Benefit <ul style="list-style-type: none"> ○ Members receive a \$35 monthly allowance on a pre-funded MyChoice debit card. ○ Allowance can be used for: <ul style="list-style-type: none"> ▪ OTC items ▪ OTC hearing aids ▪ Herbal catalog items ▪ Funds do not roll over, cannot be converted to cash, and cannot be shared. ▪ Benefit is administered through NationsBenefits. • Special Supplemental Benefits for the Chronically Ill – Food & Produce <ul style="list-style-type: none"> ○ Eligible members with approved chronic conditions may receive a monthly food and produce allowance. ○ Participation requires: <ul style="list-style-type: none"> ▪ A qualifying condition ▪ Case Management approval ○ Benefit does not roll over month to month. ○ Accessed through the NationsBenefits portal or app. • Dental Services (Supplemental) <ul style="list-style-type: none"> ○ Dental benefits provided through Delta Dental. ○ Includes: <ul style="list-style-type: none"> ▪ Preventive services (exams, cleanings, X-rays) ▪ Select comprehensive services up to an annual maximum ○ Cosmetic services and dental implants are not covered. ○ Members may also access additional dental coverage through Denti-Cal (Medicaid). • Vision Services (Supplemental) <ul style="list-style-type: none"> ○ Includes: <ul style="list-style-type: none"> ▪ Annual routine eye exam ▪ \$250 eyewear allowance ○ Allowance may be used for glasses, lenses, contacts, and upgrades. ○ Services provided through VSP. 	

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	<ul style="list-style-type: none"> ○ Members are responsible for costs exceeding the allowance. ● Prescription Hearing Aids <ul style="list-style-type: none"> ○ Coverage for up to two plan-approved hearing aids per year (both ears combined). ○ Includes: <ul style="list-style-type: none"> ▪ Fittings and evaluations ▪ Repairs, supplies, and batteries ▪ Follow-up visits and adjustments ○ OTC hearing aids are also available and may be partially covered using the OTC allowance. ○ Administered through NationsBenefits. ● Non-Emergency Medical Transportation <ul style="list-style-type: none"> ○ Unlimited non-emergency medical transportation for Medi-Cal covered services. ○ Transportation must be requested in advance for routine appointments. ○ This benefit is part of Medi-Cal, not Medicare supplemental coverage. ● Meal Benefits <ul style="list-style-type: none"> ○ Chronic Meal Benefit-Eligible members enrolled in Care Management may receive monthly meals. ○ Requires: <ul style="list-style-type: none"> ▪ A qualifying chronic condition ▪ Case manager review and approval ● Post-Discharge Meal Benefit <ul style="list-style-type: none"> ○ Provides meals following: <ul style="list-style-type: none"> ▪ Inpatient hospitalization ▪ Surgery ▪ Certain COVID-related circumstances ○ Benefit is time-limited and requires case management approval. ● Routine Acupuncture: Unlimited visits with prior authorization. ● Telehealth Services: \$0 copay for many virtual services and access to a 24/7 Nurse Advice Line. ● Nutritional/Dietary Counseling: Telephonic nutrition sessions with provider referral and case management coordination. ● Annual Physical Exam: Additional physical exam coverage beyond standard wellness visits. 	

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<p>Alex Bravo, Community Resources</p>	<ul style="list-style-type: none"> • Members are encouraged to schedule: <ul style="list-style-type: none"> ○ Annual wellness visits ○ Annual physical exams ○ Routine eye and hearing exams ○ Specialist visits as needed <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member RF: Questioned the difference between Medi-Cal and Medicare? • Susana Contreras: Medi-Cal is Medicaid for California, qualifying for Medi-Cal requires an application and is based on your income, family size, etc. Medicare is a federal health insurance program and qualifying members are 65+ or disabled. When a member has both, Medicare becomes the primary insurance and covers 80% of costs, and Medi-Cal covers the remaining 20%. • Member DW: Mentioned that they attended an appointment scheduled by their primary care provider. They were informed that it was not covered by insurance. • Susana Contreras: Confirmed that she would contact the members to investigate this matter further. • Member AS: Received a call from an unknown number claiming to be Molina. Questioned if there was a way to verify calls from unknown numbers. • Susana Contreras: Informed members to call Molina’s member services line to verify the unknown number. <p>Alex Bravo from the Community Engagement team presented an overview of resources available to Molina members and the broader community. She highlighted the seasonal Molina member newsletter, which includes information on flu shots, telehealth services, the 24/7 nurse advice line, and mental health support. Also, emphasized the importance of flu vaccinations. Alex reminded members to complete their annual Medi-Cal redetermination packet promptly to avoid disenrollment.</p> <p>Alex also outlined community resources available at Molina’s One-Stop Help Center in Indio, which partner with organizations offering free services such as legal assistance, family support workshops, health education, and shared county-specific produce distribution.</p>	<p>Action Item: Member contacted by a Medicare representative, and it was concluded that the charge was removed due to an internal error.</p>

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Mariane Gantino, Counties Legal Services	Mariane Gantino from Inland Counties Legal Services shared that the organization provide free legal help to people in Riverside and San Bernardino Counties who have low income or are at risk. Services include assistance with issues like health care, immigration, housing, benefits, and senior services, so people can get help even if they cannot afford a lawyer	
Closing Remarks & Adjournment	<p>Jennifer asked the attendees if they had any questions or feedback.</p> <p>Attendees had no questions or feedback.</p> <p>Jennifer closed the meeting and thanked everyone for their attendance.</p> <p>The meeting adjourned at 1:07 p.m.</p>	