

Los Angeles Community Advisory Committee

Meeting Minutes

Date: June 17, 2026
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member CS Member UC
 Member IL Member AJC
 Member MO Member LG
 Member IG Member DO
 Member MM Member MH
 Member JZ
 Member YA
 Member BL

Guest:

Guest MH

Governing Board:

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

Guest Presenter:

Jen Stillion
 Connie Lo
 Veasna Mai

Molina Presenters:

Jennifer Barragan
 Soha Essayli
 Carolina Wroblewski
 Alicia Carbajal
 Adriana Bowerman

Interpreters:

Diana Orozco

Molina Staff:

Janet Segura
 Juanita Carrola
 Karen Spartzak
 Jessica Murrillo
 Ruthy Argumedo

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Jennifer Barragan called the meeting to order at 11:45 a.m.	
Welcome & Committee Self-Introductions Jen Stillion-Mental Wellness “Mindfulness”	Jennifer opened the meeting by welcoming attendees and introduced herself. Jennifer explained the purpose of the Community Advisory Committee meeting and briefly walked through the agenda, highlighting presentations from Mental Health, Population Health, Quality Improvement, and Medicare, followed by community resources. Presentation: Jen opened the session by welcoming participants and noting how quickly the year was moving as summer approached. She introduced the day’s wellness exercise, explaining that it would focus on helping individuals shift out of their thoughts and reconnect with their bodies. She highlighted that while the body is always grounded in the	

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Meeting minutes Action Items	present moment, the mind often drifts—planning, worrying, replaying, and overthinking. She invited the group to recall a moment when they felt genuinely good, pointing out that joy naturally brings people back into the present. She walked the members through a 5-5-5 breathing technique—inhaling for five seconds, holding for five, and exhaling for five. She added gentle tapping on the heart and encouraged participants to repeat affirmations, “ I am safe”, “I am strong”. She introduced simple stretches, including shoulder squeezes, shoulder rolls, neck movements, and hand shaking, to help release tension. She reminded the group that small physical shifts throughout the day can regulate the nervous system and restore clarity. Jen then led the group through playful, lighthearted movements, waving hands, clapping in sync, elbow pops, Tootsie Rolls, shoulder wiggles, and easy dancing. She encouraged everyone to embrace the silliness and stay present. She reassured the group that things have always worked out and thanked everyone for joining her, saying she looked forward to seeing them next time. Reviewed minutes from March 19, 2026, meeting with a motion to approve the meeting minutes brought forth by Member MO and seconded by Member MH. The action items from the previous meeting were reviewed, and the following updates were provided: • A member requested assistance with verifying Silver & Fit benefit. Medicare Sales Representative assisted the member with verifying eligibility and activating member’s benefit. • A member requested assistance with scheduling transportation and asked about diabetes resources. Member services provided the member with the phone number to schedule transportation services. Phone number: (844) 292-2688. The member was also informed about the Diabetes Prevention Program offered by Molina.	

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Soha Essayli, Quality Improvement, Molina Healthcare	Presentation: Soha Essayli from the Quality Improvement team with Molina Healthcare introduced herself and provided an overview of Member incentives. Presentation highlights: • Soha reviewed Molina’s member incentives program and noted that several new qualifying visits have been added to the 2026 rewards flyer, including : ○ Prenatal and postpartum visits ○ Colorectal cancer screenings ○ Depression screenings ○ Fluoride treatments for children ○ Certain immunizations. • Members can check eligibility by calling the Wellness Rewards line at (866) 621-5056 or Member Services at (888)-665-4621. ○ Rewards are typically issued as Walmart gift cards that can be used for groceries and other essentials. • Qualifying services include: ○ Mammograms ○ Pap smears ○ Postpartum mental health screenings ○ Colorectal cancer screenings. ▪ Members may complete colorectal screenings either at home using a FIT kit or in the doctor’s office. ○ Completing both a mammogram and pap smear can also qualify members for an additional annual wellness bonus, depending on eligibility. • Members who recently completed screenings (within the last 3–4 months) may still qualify and are encouraged to call to confirm. • For Medicare members, additional qualifying services include: ○ Annual wellness visit ○ Flu shot ○ Diabetic bundle (retinal eye exam, A1C test, and kidney health screening).	

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Carolina Wroblewski, AVP, Population Health, Molina Healthcare	Soha asked participants whether anything makes it difficult to complete checkups or screenings that earn rewards. • Member IL: Missed appointments due to transportation, unaware Molina offered transportation services. • Member UC: Transportation has been an issue in the past and recently learned Molina offered transportation. • Member JZ: Asked how many days in advance should transportation be scheduled? • Within 3 days of appointment. • Member MO: Shared a barrier with scheduling an appointment with the PCP. Appointments are unavailable. • Soha: Requested the name of the provider, so that a follow-up can be provided. Soha followed by asking how did they heard about member incentives? • 5 members shared they were unaware of the incentives. Soha asked if members knew that Molina gives rewards or incentives for some health services. • Member MO: Learned about the member incentives at the community center. • Member IL: Learned by Molina Healthcare Mailer. • Member JZ and Member MH: Shared that they learned through the CAC meetings. Soha thanked the members for their feedback and concluded her presentation. Carolina Wroblewski Associate Vice President, of Population Health at Molina Healthcare, presented an overview of Molina’s language assistance services. Carolina shared that interpretation is provided at no cost to members. Molina partners with Hannah Interpreting Services to support members: • during calls to the call center • medical visits • meetings • when help is needed to understand health information.	

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Alicia Carbajal, Sales & Medicare Product	Carolina emphasized that language support is essential for ensuring members understand their benefits, make informed decisions, and receive equitable, high-quality care. Available interpretation options: • 24/7 telephonic interpretation in over 250 languages • video remote interpretation for more complex needs or sign language • in-person interpretation when clinically appropriate ○ must be scheduled at least five business days in advance. Providers and Molina staff access these services directly through Hannah or by scheduling via the Hannah Hub platform. Carolina requested feedback on barriers members face when trying to obtain language assistance. • Members had no issues. Carolina asked the group whether they were experiencing any problems or obstacles when calling the Molina call center to obtain language assistance or to speak with someone in their preferred language. • Members had no issues. Carolina noted that the remaining question focused on concerns related to experiences in doctors' offices. When you are at your doctor's office, have you experienced any challenges obtaining language assistance? • Members reported no challenges. Carolina thanked participants for their feedback. Alicia Carbajal, from Sales & Medicare Product Development for Molina Healthcare, presented on overview of Molina Medicare Complete Care HMO-D benefits.	

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Development, Molina Healthcare	Presentation Highlight: • Accessing Plan Information ○ Members can access plan materials through the Molina website. ○ Members should go to molinahealthcare.com → Member Medicare → Member Materials & Forms → Evidence of Coverage. • Dental Benefits ○ The plan includes \$3,600 per year in dental benefits in addition to Denti-Cal. ○ Members receive a Delta Dental card. ○ Benefits include cleanings, exams, X-rays, extractions, dentures, and endodontics. ○ Cosmetic procedures (e.g., implants) are not covered. ○ Dental benefits reset every calendar year, and new cards are issued annually because vendors may change. • Vision Benefits ○ Vision services are provided through VSP. ○ Members receive a routine exam and a \$250 allowance for frames, lenses, or contacts. • Hearing Benefits ○ Hearing services are provided through Nations Hearing. ○ Coverage includes a hearing exam and up to two pre-selected hearing aids every two years, plus fitting and one year of follow-ups. • Fitness Benefits ○ Fitness access is provided through Silver & Fit. ○ Members may use contracted gyms, online classes, wellness resources, or request one home fitness kit per year. • Member Debit Card (MyChoice Card) ○ Members receive a MyChoice debit card. ○ Benefits include: ▪ \$35/month OTC (vitamins, toothpaste, etc.). ▪ \$59/ month Food & Produce, with qualifying Chronic Condition • Over-the-Counter (OTC) Benefit- Nations Benefits ○ Unused monthly OTC funds do not roll over	

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Connie Lo, Asian Americans Advancing Justice Southern California (AJ SoCal) and Veasna Mai, Families in Good Health Community Resources	○ \$35/month allowance ○ Purchase OTC items in store, online, phone, or mail Members were asked whether they previously knew how to access their benefits. • Member BL: Stated they were not familiar with their Medicare benefits. Stated that she will speak with Alicia after the meeting. Lastly, Alicia asked, are there any hurdles on accessing your benefits currently? • Members had no comment. Connie Lo & Veasna Mai presented an overview of Asian Americans Advancing Justice Southern California (AJ SoCal) and Families in Good Health. • About AJ SoCal ○ Nation’s largest civil rights and legal services provider serving Asian American & Pacific Islander (AAPI) communities ○ Serves 15,000+ clients annually in Los Angeles and Orange County ○ Part of a national network with affiliates in: ▪ Atlanta ▪ Chicago ▪ Washington, D.C. ▪ Southern California ○ Mission: Protect and strengthen the rights and dignity of AAPI communities, especially the most disadvantaged • Direct Services Offered ○ Asian Language Helplines ▪ Phone assistance available in multiple Asian languages ▪ Speak directly with staff in your language or leave a voicemail for a callback ○ Survivor & Family Empowerment Unit ▪ Provides free family law support, including: ▪ Elder abuse ▪ Parentage and child custody	

Topic	Presentation/Discussion	Actions/Follow-Up
	▪ Spousal support ▪ Division of property and assets ▪ Restraining orders ○ Immigration & Citizenship Unit: ▪ Immigration Services • Screening for immigration relief • Wildfire document recovery • Immigration resources and referrals ▪ Citizenship Services • Citizenship applications • Green card renewals • Family-based petitions ○ Anti-Asian Discrimination Unit ▪ Asian language helpline support ▪ Bystander intervention training ▪ Victim services and case support ▪ Tracking and reporting anti-Asian discrimination data ▪ Community events and outreach ▪ Online resource hub with data, stories, and local resources (QR code provided) ○ Housing Preservation ▪ Free legal help for tenants, including: • Landlord-tenant disputes • Habitability and housing condition issues • Security deposit problems • Eviction defense • General tenant rights assistance ○ Health Access Program ▪ Education • Health coverage options based on immigration status, income, and household size • Topics such as public charge, estate recovery, and data sharing ▪ Enrollment & Navigation • Medi-Cal and Covered California applications &	

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	- renewals • Help with Medi-Cal terminations or denials • Assistance understanding and using Medi-Cal benefits ▪ Resource Hub • Videos, flyers, FAQs • Available in English, Simplified Chinese, Traditional Chinese, and more ○ How to Stay Connected ▪ Hotline numbers available for each language line ▪ QR codes to join AJ SoCal's WeChat and Little Red Book ▪ Follow for updates on: • Events • Legal clinics • Community workshops • About Families in Good Health ○ Department at St. Mary's Medical Center in Long Beach ○ Multilingual and multicultural health and social education organization ○ Mission: Help community members make informed decisions and connect them with the health and social resources they need to improve their well-being. • 6 Core Services ○ Home Visitation ▪ Prenatal and postpartum home visits ▪ Parent education and coaching ▪ Welcome Baby Program ▪ Healthy Families America ○ Youth Development ▪ Mentorship ▪ College and career readiness support ▪ Civic engagement ○ Chronic Health Prevention ▪ Fall Prevention ▪ Stop the Bleed ▪ Nutrition and Healthy Eating	

Topic	Presentation/Discussion	Actions/Follow-Up
	○ Mental Health ▪ Physical Activity ▪ Spiritual ▪ Education ▪ Case Management ○ Family Support Service ▪ Intergenerational ▪ Support Group ▪ Community Safety ▪ Immigration Services ○ Benefit Enrollments ▪ Medi-Cal & Covered CA assistance ▪ Health Coverage Education & Navigation • How to stay connected: ○ Veasna Mai, Program Coordinator ○ Email: Veasna.Mai@commonspirit.org	
Closing Remarks & Adjournment	Jennifer asked the attendees if they had any questions or comments. No questions or comments. Jennifer closed the meeting and thanked everyone for their attendance. The meeting adjourned at 1:07 p.m.	