

Molina Healthcare of Nevada Member Advisory Council Meeting		Date: 8/11/2026 Q3 2026 <i>Kimberly Gahagan</i>
Present:		
Molina Healthcare of Nevada • Melody Trejo – Senior Specialist, Growth & Community Engagement • Jose Gomez – Senior Specialist, Growth & Community Engagement • Julio Jimenez-Wenz – Senior Specialist, Growth & Community Engagement • Cynthia De La Torre – Marketing Communication Manager • Kim Gahagan – AVP, Growth & Community Engagement – Presenter • Rob Baughman – Plan President • Cybill Fry – AVP, Quality and risk Management • Nicholas Hollister – Medical Director of Behavioral Health • Jessica McCoy – HR Business Director • Deana Watterson – Executive Assistant • Rilee Parker - MHNV - Navigator, Social & Health Equity • Kabir Rahmanzai - MHI - Chief Financial Officer, Market • Angela Vega – MHI National Marketing Strategy Manager • Julie Woodward - MHNV - VP, Healthcare Services • Seth Wray - MHI - Director, Compliance • Edward Yoon - MHNV - Chief Medical Officer, Health Plan • Chasity Kowalski - MHI - Program Manager • Brandie Gasper - MHI Legal • Suellen Narducci - MHNV - VP, Health Plan Operations • Kyla Neese - MHNV - Senior Navigator, Social & Health Equity	Members • Alaina Weber • Logan Adkins • Esmeralda Puentes • Greter Rodriguez • Adyson Artaga • Meryem Mohamednur • Roxanne Perez	

• Ida Perre - MHI - Program Manager • Philip Ramirez - MHNH - AVP, Government Contracts • Jimmy Tran - MHI - Health Plan Pharmacy Services Director	
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AGENDA ITEM	DISCUSSION SUMMARY	FURTHER ACTION	X
	Meeting held via Microsoft Teams		
Welcome & Introductions			
Overview of Community-Based Organization Committee	Kim Gahagan provided an overview of the Member Advisory Committee/Board and asked attendees to please speak up and that this is a safe place to have open dialogue. Also to inform others about this committee and have them join us at our next meeting. Kim explained the following: The Member Advisory Committee/Board (MAC) shall be geographically, culturally, and racially diverse, best to reflect the profile of Molina's enrollee base. Goals: This committee will serve as a forum to share feedback and ideas with leadership and decision-makers for implementation, as appropriate. Kim reviewed the agenda.		
Redetermination	Kim went over the following information: Renew Medicaid Redetermination • Members to update their contact information – make sure DSS has their current mailing address, phone number, email, or other contact information. This way, they can contact them about their Medicaid or CHIP coverage. The easiest way to update their address is through the link UpdateMyAddress. • Members can complete redetermination in 1 of 5 ways: 1. Access Nevada Portal https://accessnevada.nv.gov/public/landing-page 2. Email RenewmyMedicaid@dwss.nv.gov to send renewal paperwork 3. Visiting a Nevada DSS office 4. Mail the form to the address on the packet		

	5. Calling Division of Social Services (702) 486-1646 (South) or (775) 684-7200 (North) Kim briefly went over the expansion population potential renewal twice a year. Kim asked if anyone had any questions. No questions were asked.		
Maternal Health Management	Rilee Parker, Maternal Health Navigators introduced herself. She explained that our goal is to help you feel informed, supported and connected to care before and after your baby is born. Rilee shared that a personal care manager is assigned to each person, a plan is created with the member to identify their health needs, pregnancy needs and available support. Case managers will work with your doctors and other care team members to ensure coordinating care is provided. Rilee went over what care management provides, to include the following: • Prenatal and Specialty Care • Labor and Delivery to include cost • Medicines and Screen • Doula Support • Dental Care During Pregnancy • After-Hours Care Options Support for Emotional and Behavioral Health • 1 in 8 Women have postpartum depression • Mood and Anxiety Concerns – Ensure you get the help you need. • Therapy and Treatment are available to members • Molina supports you with stopping use of tobacco and substance abuse • Food Insecurity – we have resources to ensure you have food options We Are Here To Support You • We outreach our members by phone, please answer our calls • Let us know about your goals, appointments, medicine, food transportation and emotional needs so that we can support you.		

	• We will work together to create a plan that will meet your needs. Stay connected with your Care Manager and keep all prenatal and postpartum visits. Always let your team know if your needs change. We will reply to your calls within 48 hours. Rilee asked if anyone had questions? No questions were asked. Rilee Introduced Santiago from Nations Benefit.		
Value-Added Benefits with Nations Benefit	Santiago Perez from Nations Benefits introduced himself and went over the following: • Over the Counter (All enrolled members): A \$30 per household allowance that permits you to purchase Over-The-Counter products through the Nations Benefits – Molina storefront portal. • Meals: Approved and eligible postpartum or prenatal members can order up to 21 meals a year. Meals will be ordered in bundles of seven (7) and you can space them out or order all 21 meals at once. We have different meal bundle options: General Wellness, Low Sodium, Diabetic Friendly, Pureed, Vegetarian and Kosher. • Pregnancy Kits: Upon your notification of pregnancy, you will be offered a pregnancy kit depending on your preferences. Below are the three options: - Expecting Essentials Kit - Post-Delivery Comfort Kit - Sniffles and Soothe Kit • Tobacco Cessation: \$100 yearly Allowance for Members of Age 18+. He also discussed how to access the portal and delivery instructions as well as provided a tutorial on how to login-in, search for products, change your address, add your email address, add your phone number and the check-out process. Santiago asked if anyone had any questions. Roxanne asked if they could please email her the information Santiago provided and Jose will be emailing her the details. Kim reminded the members that the OTC \$30 doesn't rollover.		
Medicaid Expansion	Angel Vega, National Marketing Strategy Manager introduced herself and presented what our Medicaid Expansion Onboarding		

Onboarding Journey	Journey will look like. Given we are still in development, the goal is to have 9 touch points over 90 days by email or text. Messages will include: • Welcome to the Plan • Reminder on Signing up for the Molina portal and App • Benefits, Services and Rewards • Reminder to schedule an appointment with your primary provider • Local help and service available to members • Reminder to members to get the most out of the plan • Your Primary Care Provider and Nurse Advice Line • Reminder on Online doctors and the advice line • Survey on the number of emails and how they feel about the amount of emails/text. Angela provided some examples of the emails and text messages that will be sent out as well as the survey that will be sent out. Angela asked if anyone had any questions as well as what the members think about the number of emails and text we plan on sending out. Esmeralda said she thinks the amount of messages/text is a perfect amount. Angel turned over the meeting back to Kim Gahagan.		
Comments, Concerns, Questions, and Takeaways	Kim asked if anyone had any final questions for any of the speakers, no one had any questions. Kim concluded the meeting.		
Action Items/ Next Steps	• No action items or next steps		
Conclusion	Next Meeting: Date: Tuesday, November 10, 2026 Time: 11:30 a.m. to 12:30 p.m. Location: Virtually Meeting adjourned at 12:29 PM		