



**Central Health Plan  
Community Advisory Committee**

**Agenda**

03/12/26

11:00 AM – 12:00 PM PST

Agenda
<ul style="list-style-type: none"> <li>○ <b>Opening Remarks</b> <ul style="list-style-type: none"> <li>○ General Introductions</li> <li>○ Goals</li> <li>○ Expectations</li> </ul> </li>   <li>○ <b>Topic/Presentations</b> <ul style="list-style-type: none"> <li>○ Review Meeting Minutes of 12/04/25</li> <li>○ Mental Health Wellness</li> <li>○ Medicare Benefits</li> <li>○ Quality Improvement</li> <li>○ Community Resources</li> </ul> </li>   <li>○ <b>Closing</b> <ul style="list-style-type: none"> <li>○ Questions</li> <li>○ Next Meeting: 06/11/2026</li> <li>○ Adjournment</li> </ul> </li> </ul>

Leadership/ Guests in Attendance	
Jennifer Barragan, MCA - Specialist, Growth & Community Engagement	Connie Carranza Estrella- MCA - Specialist, Long-Term Services & Supports (LTSS)
Ruthy Argumedo, MCA - AVP, Growth & Community Engagement	Dhwani Bhadresh Shah, MHI - Vendor Management Manager
Adriana Bowerman, MCA - Manager, Growth & Community Engagement	Jessica Murrillo, MCA - Care Manager
Alexandra Bravo, MCA - Manager, Growth & Community Engagement	Ida Pierre- MHI - Program Manager
Janet Segura, MCA - Specialist, Growth & Community Engagement	Paul Garon- MHI - Senior Consultant, Process Improvement
Virginia Altick, MHI - Vendor Account Manager	Jen Stillion – Wellness
Joyce Takeuchi, MCA- Director, Quality Program Management & Performance	Christine Nguyen, My Sister’s House
Pallavi Patel, MHI - Director, Medicare Product Development	Amanda Yang, Client Services Director, Herald Christian Health Center
Sandy Wang, MHI Medicare Broker Sales	

Members Plans in Attendance		
Participation Tally	Plan	SNP Composition
2 CHP DSNP Member 004 001	H3038004001 CHP	D-SNP
1 CHP DSNP Member 004 002	H3038004002 CHP	D-SNP
12 CHP Jade MAPD 022	H5649022000 CHP	MAPD
2 CHP Embrace Care CSNP 025	H5649025002 CHP	C-SNP
2 CHP Classic Care MAPD 027	H5649027000 CHP	MAPD
2 CHP Classic Care MAPD 028	H5649028000 CHP	MAPD
1 CHP Part B Savings 029	H5649029000 CHP	MAPD

Action Items
<ul style="list-style-type: none"> <li>Member had a concern regarding their OTC package: Member was connected to member services and was able to correct the issues with the member's OTC package.</li> <li>Member expressed concerns over the branding transition from CHP to Molina: Member unenrolled from the health plan.</li> </ul>

Agenda
<p><b>Mental Health and Wellness- Jen Stillion</b></p> <ul style="list-style-type: none"> <li>Jen delivered the early-year wellness segment, emphasizing that wellness is supported by small, repeatable choices rather than pressure or large goals. She encouraged participants to choose a "word for the year" as an anchor for their wellness intention and to reflect on the personal qualities needed to follow through (e.g., consistency, calm, connection). She shared her own word ("yes") and then guided the group through brief breathing and stretching exercises, followed by affirmations/power poses ("I'm awesome," "I'm worth it," "I'm strong," "I'm enough"), stating their chosen word, and a short, upbeat movement/dance activity.</li> </ul> <p><b>2026 CA Central Health Plan -Overview of CHP Medicare – Virginia Altick</b></p> <ul style="list-style-type: none"> <li>Acupuncture/Chiropractic: American Specialty Health <ul style="list-style-type: none"> <li>Allied Pacific IPA members use IPA network.</li> </ul> </li> <li>Dental: Delta Dental most plans DHMO; select plans PPO with different deductibles/coverage and prior authorization for major services.</li> <li>Fitness: Silver&amp;Fit (New Vendor) <ul style="list-style-type: none"> <li>New in 2026- Gym, online and at-home options.</li> </ul> </li> <li>Flex Card: NationsBenefits <ul style="list-style-type: none"> <li>OTC items: Eligible members may also receive healthy foods allowances. Balances may be monthly or quarterly.</li> </ul> </li> <li>Hearing: NationsBenefits <ul style="list-style-type: none"> <li>Routine exam at no cost</li> <li>Hearing aids vary by plan.</li> </ul> </li> </ul>

- Meals: NationsBenefits in 2026
  - Eligibility via Member Services or care management. Often post-discharge or for certain chronic conditions.
- Personal Emergency Response System:
  - Aloe Care for continuing 2025 users
  - Medical Guardian for new 2026 members (through care management).
- Transportation: Safe Ride Health (limited non-urgent medical rides; additional non-medical rides for some chronic conditions).
- Vision: EyeMed
  - Annual no-cost exam and retinal screening
  - Frames with standard lenses or contacts covered.
- Discontinued in 2026:
  - Papa companionship
  - Bathroom scales under SSBCI benefit (basic scales still available for purchase with Flex Card OTC funds).
  - Pathway Home Solutions bathroom modifications. Related items may be purchased with Flex Card OTC funds.
- Reviewed NationsBenefits retailer network and upcoming integrations. Invited attendees to provide feedback on desired retailers. No feedback from attendees.
- Reminded members about rewards tied to preventive care: annual wellness visit, eye/hearing exams, HRA via care management.

#### **Quality Improvement-Joyce Takeuchi**

- QI Program focus: Identify and address quality-of-care issues and promote healthcare safety through member/provider education.
- Member resource: “Guide to Accessing Quality Healthcare” annual online update. Members are notified by postcard and email.
- Annual measures: HEDIS tracks receipt of recommended services such as immunizations, flu shot, eye tests, etc.
- Annual survey: Consumer Assessment of Healthcare Providers and Systems (CAHPS) member satisfaction with Molina and providers. Members are encouraged to complete it if received.
- Preventive care reminder: Schedule annual wellness visits with PCP. Review age/gender-appropriate checkups such as immunizations, physical exam, vision/hearing, health education, medication review.
- Screenings highlighted: Annual blood pressure and dental visits. Diabetes care (A1C, kidney evaluation, retinal eye exam), women’s screenings (mammogram; bone density based on age), colorectal cancer screening recommended ages 45–75.
- Preventive service partners:
  - Molina Care Connections Nurse Practitioner telehealth.
  - DocGo in-home preventive services and support at local events.
- Support services: Transportation via Safe Ride (phone/online scheduling) and quality team assistance with appointment scheduling. California Quality Outreach Team at (844) 236-2448, Monday – Friday 8a.m. - 5 p.m., Pacific Standard Time.
- Safe Ride:
  - Phone (855) 932-5416
  - Online <https://centralhealthplan.member.saferidehealth.com/login>
- 2026 incentive program: Medicare Healthy Actions Rewards services must be completed by Dec.

31, 2026. Rewards can be claimed through Jan. 31, 2027.

- Eligible rewards:
  - Annual wellness visit (PCP or Molina Care Connections)
  - Colorectal cancer screening
  - Flu vaccine
  - Breast cancer screening for women ages 50–74
  - Comprehensive diabetes screenings for members with diabetes. A1C, retinal exam, and kidney evaluation.
- How to claim rewards (attestation): Call Molina Wellness team, attest on NationsBenefits portal, or mail an attestation form. Portal noted as [molina.nationsbenefits.com](http://molina.nationsbenefits.com).

**Community Resources- Adriana Bowerman**

- Molina Help Finder tool ([MolinaHelpFinderCA.com](http://MolinaHelpFinderCA.com)) is a resource to connect members with services such as food, housing, transportation, health, and utilities. Adriana explained that users can search by entering a ZIP code and then selecting a resource category (e.g., food) to view available local options.
- Molina Health and Wellness newsletters are available on Molina’s public website and in the member portal; a copy would be provided to members attending in person and by phone. The winter issue topics highlighted included mental health, dental, vision care, flu shot information, and a healthy soup recipe.
- Classes and activities offered at the Alhambra One Stop Help Center, including Tai Chi, yoga, arthritis classes, a Mahjong game activity, and line dancing, with virtual participation options available. Members attending by phone could request meeting links, and information would be mailed out.

Jennifer Barragan thanked presenters and participants, asked for feedback on the usefulness of the information, and announced that surveys would be distributed for completion. She reminded attendees that staff were available to help with questions.

Jennifer Barragan stated the next meeting date as June 11 and closed the meeting by thanking in-person and virtual attendees.

Meeting adjourned at 11:50 p.m.