



**Central Health Plan
Community Advisory Committee**

Agenda

06/11/26

11:00 AM – 12:00 PM PST

Agenda	
○ Opening Remarks ○ General Introductions ○ Goals ○ Expectations ○ Topic/Presentations ○ Review Meeting Minutes of 03/12/26 ○ Mental Health Wellness ○ Medicare Benefits ○ Quality Improvement ○ Community Resources ○ Closing ○ Questions ○ Next Meeting: 09/10/26 ○ Adjournment	

Leadership/ Guests in Attendance	
Jennifer Barragan, MCA - Specialist, Growth & Community Engagement	Ida Pierre- MHI - Program Manager
Ruthy Argumedo, MCA - AVP, Growth & Community Engagement	Jen Stillion – Move into Wellness
Adriana Bowerman, MCA - Manager, Growth & Community Engagement	Christine Nguyen, My Sister's House
Alexandra Bravo, MCA - Manager, Growth & Community Engagement	Amanda Yang, Client Services Director, Herald Christian Health Center
Janet Segura, MCA - Specialist, Growth & Community Engagement	Zenny Sun, Asian Americans Advancing Justice Southern California
Virginia Altick, MHI - Vendor Account Manager	Sam Han- MHI, Broker Channel Manager
Joyce Takeuchi, MCA- Director, Quality Program Management & Performance	Sandy Wang, MHI - Medicare Broker Sales

Bingshun Lai, CHP - Specialist, Growth & Community Engagement

Members Plans in Attendance

Participation Tally	Plan	SNP Composition
2 CHP DSNP Member 004 001	H3038004001 CHP	D-SNP
12 CHP Jade MAPD 022	H5649022000 CHP	MAPD
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

- No open action items.

Agenda

Mental Health and Wellness- Jen Stillion

- Jen opened the session by welcoming participants and introducing the theme of reconnecting with the body to reduce overthinking and stress. She explained how the mind often drifts into worry while the body remains grounded in the present. Participants rated their current level of overthinking, then practiced the 5-5-5 breathing technique with heart tapping and calming affirmations. Jen guided simple stretches and tension-release movements, followed by playful motions to encourage presence and joy. The session closed with a hand-on-heart affirmation focused on readiness, presence, and letting go of worry. Jen thanked everyone and ended the session.

2026 CA Central Health Plan -Supplemental Benefits Overview – Virginia Altick

- Acupuncture & Chiropractic: Administered by American Specialty Health unless the member is in the Allied Pacific IPA, in which case services are provided through that network.
- Dental: Administered by Delta Dental. Most members have the default plan, while some plans offer enhanced coverage with no copay or deductible.
- Silver & Fit: New for 2026, offering fitness center access, online classes, recorded workouts, and optional fitness kits or devices.
- Flex Card (Nations Benefits): Pre-funded monthly card for eligible items such as OTC products or healthy foods for qualifying chronic conditions. Funds do not roll over month to month.
- Hearing: Nations Hearing provides an annual routine hearing exam at 0% copay and additional hearing services.
- Meals Benefit: Newly administered by Nations in 2026 for members with qualifying chronic conditions. Meals can be tailored to preferences.
- Personal Emergency Response Devices: Provided through Outlook Care Health for existing users and Medical Guardian for new 2026 members. Devices vary by style and need.
- Transportation: SafeRide Health administers transportation benefits. Ride allowances vary by plan and may include non-medical trips for qualifying members.
- Vision: EyeMed provides annual vision exams and corrective eyewear. Members in the Hill Physicians IPA receive exams through Hill Physicians but may still obtain eyewear through EyeMed.
- Reviewed retailers that accept the Nations Flex Card and noted that additional retailers may be

added.

- Reminders for 2026: complete annual physical or wellness visits, see specialists as needed, obtain vision or hearing exams, and complete the annual HRA with a care manager.

Comment or questions:

- Member LY: The member reported difficulty obtaining an updated diabetes monitoring patch. Their previous device became outdated, and despite their physician submitting requests, no approval had been received after three months. The member expressed frustration with frequent, unrelated outreach calls and incorrect appointment reminder messages. They also noted being charged for a device they were told should be fully covered. After finally receiving two outdated sensors from the pharmacy, the devices did not work properly and caused bruising. The member is concerned about delays, communication issues, and the impact on their long-term diabetes management.
- Jennifer thanked the member for speaking up and sharing their experience. She apologized for the situation and stated that she would investigate what occurred. Stated that the issue would be escalated to the appropriate channels for follow-up.

2025 Medicare Quality Improvement-Joyce Takeuchi

- Recommended Screenings for all adults
 - Blood pressure check every year with your provider to help reduce the risk of heart disease and stroke.
 - Colon cancer screening for adults ages 45–75. There are several screening options, and early detection greatly improves treatment outcomes.
- Recommended Screenings for Women
 - Breast cancer screening (mammogram) every two years for women ages 50–74.
 - Osteoporosis screening for women ages 57–75, especially after a fracture, to assess bone strength through a bone density scan.
- Screenings for Members with Diabetes
 - Annual retinal eye exam
 - A1C blood test
 - Annual kidney function test
- Annual Wellness Assessments
 - These assessments help ensure members can perform daily activities such as walking, bathing, and dressing. Providers also review medications each year to confirm they are safe, accurate, and necessary.
- The screenings shown today are only a small portion of the full list available on our website. Your provider will recommend screenings based on your personal health history.
- Incentives
 - Members may receive incentives for completing certain screenings:
 - Available to all members: annual wellness visit, colon cancer screening, flu vaccine
 - For women only: breast cancer screening
 - For members with diabetes: diabetes-related screenings
- How to Access Preventative Services
- Preventative services can be completed:
 - Through your primary provider
 - Through Molina Care Connection, a team of Molina nurses
 - Through DocGo, which provides home visits
- Transportation Assistance - Transportation is available for members who need help getting to appointments. Our Quality Outreach Team can also help schedule appointments or transportation.

Request for Feedback-

Joyce asked members to share: What makes it difficult to get checkups, screenings, or services that offer incentives. Any barriers that prevent completing recommended care?

Members Feedback:

- Members shared calls are excessive they prefer text messages.
- Joyce thanked the members for their feedback.

Community Resources- Asian Americans Advancing Justice Southern California (AJ SoCal)

- 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
 - 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 Unit:

- 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 (Presenter's Unit)
 - 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 & 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

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 September 10th and closed the meeting by thanking in-person and virtual attendees.

Meeting adjourned at 12:05 p.m.

