

**Los Angeles Community Advisory
Committee**
Meeting Minutes

Date: February 21, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member A Member I
 Member B Member J
 Member C Member K
 Member D
 Member E
 Member F
 Member G
 Member H

Governing Board:

Dolores Nason, Disable Resource Center
 Christopher Gomez, Northeast Valley Health
 Corporation
 Jiovanni Perez, Northeast Valley Health Corporation
 Maria Aroch, Southern California Resource Services for
 Independent Living
 Eric Burroughs, The 100 Black Men of Long Beach

Guest Presenter:

Jen Stillion
 Brandon Fallon

Molina Staff:

Adriana Bowerman
 Alejandro Reyes

Molina Presenters:

Jill Peterson
 Ryan Raether
 Carolina Wroblewski
 Bryant Brown

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Adriana Bowerman called the meeting to order at 11:52 a.m.	
Welcome & Committee Introductions	Adriana welcomed attendees to the first meeting of 2024 and introduced the agencies and members who attended virtually. Adriana reviewed the purpose of the meeting.	
Meeting minutes	Reviewed minutes from the December 13, 2023, meeting with a motion to approve the meeting minutes brought forth by Member B and second by Member E.	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Molina Healthcare Jill Peterson Manager, Medicare Product Development, Molina Healthcare</p>	<p>Presentation:</p> <p>Jill Peterson from the Medicare Product Development team with Molina Healthcare introduced herself and presented on the 2024 Molina Medicare Plans benefits as follows:</p> <ul style="list-style-type: none"> • Molina Medicare Complete Care (001 plan): <ul style="list-style-type: none"> ○ Service area Long Angeles, Riverside, San Bernardino, & San Diego. ○ Zero copay for Primary Care ○ Maximum Out of Pocket is \$8850.00 ○ The Silver&Fit program ○ Hearing benefit- One set of hearing aids every two years ○ Maximum of 56 meals available in a year ○ Transportation, 12 one-way trips in a year ○ Personal in-home medical alarm system (small pendent) with a press of a button you can get emergency help. ○ Vision, Routine eye-exam, \$350 eyewear allowance in a year ○ Worldwide emergency coverage, up to \$10,000 reimbursement ○ Monthly food & produce allowance of \$55 (no rollover) ○ Over-the-counter benefit is \$100 each quarter. ○ Dental limit of \$1800 per year • Molina Medicare Complete Care Plus (003 plan): <ul style="list-style-type: none"> ○ The Silver&Fit program ○ Hearing benefit- One set of hearing aids every 2 years ○ Vision, Routine eye-exam, \$500 eyewear allowance in a year ○ Worldwide emergency coverage, up to \$10,000 reimbursement ○ Monthly food & produce allowance of \$80 (no rollover) ○ Over-the-counter benefit is \$320 each quarter. ○ Dental limit of \$1000 <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member B: The non-emergency transportation trips did you mention it was 12 of them? • Jill: Yes, for the Molina Medicare Complete Care plan. 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Jen Stillion Mental Wellness “Mindfulness”</p>	<ul style="list-style-type: none"> • Member E: I’m having work done I was previously with Far West Dental and now with Delta Dental. I was informed that I need to be under straight Medi-Cal to proceed with my dental work. I’m concerned since the \$1,500 allowance will not cover the total cost of both my procedures. How may I get these procedures covered? • Jill: Your preventive services would go through your Delta Dental. Anything comprehensive that would go through the \$1,000 allowance, and after you exhaust the \$1,000 allowance, if you have Denti-Cal, they will cover from there. • Member E: How do I find out if I qualify for Denti-Cal? • Adriana: You have Denti-Cal benefits through your Medi-Cal coverage. • Member K: I’ve had to pay for two medications that I had not paid before. • Adriana: I will collect the member's information and the name of the medications. • Member F: I’ve been frustrated because I have been suffering from vertigo and have been unable to find adequate treatment. • Adriana: We will work with you to request a case manager be assigned to you and work with you and your needs. <p>Jen greeted the attendees and shared the topic for the day, mindfulness. Jen described mindfulness as follows:</p> <ul style="list-style-type: none"> • Be aware of the present moment. • Be in the now and not in the past or future. • Stop and pause. • Savor the moment. <p>By being mindful, you achieve a calm stage and realize life happens in the moment. In order to do that, in the best way is to connect with your breath. Jen gave instruction on breathing technique and to connect with breath. The breathing technique is to stop you, slow down, and be present.</p> <p>Jen shared three tips when feeling overwhelmed.</p>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> • Place your hand in your heart. • Ask yourself where your tension is. • Rate how you are feeling. <p>After explaining the tips Jen explained the five, five, five rule. Breathe in five seconds, hold for five seconds, and exhale for five seconds. Do not think about anything else. Jen asked the attendees to practice the breathing technique, squeeze their hands for five seconds, and release. After several poses and practicing the five, five, five-second rule, Jen shared that this technique can be used at any time. This exercise can take up to 5 minutes.</p> <p>Lastly, Jen asked everyone to close their eyes, listen to her voice, and focus on how their body responded. Jen finished by thanking everyone and reminding everyone to breathe and enjoy.</p>	
<p>Molina Healthcare</p> <p>Ryan Raether, Director, Health Plan Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Ryan Raether, Quality Improvement Program Director with Molina Healthcare, introduced himself and explained the primary roles of his team. The Quality team’s goal is to overlook and make sure members can access preventive services, connect members to resources and benefits to maintain a healthy life, such as important screening and maternal care, and provide educational materials. QR Code was shared, the QR code has informational material.</p> <p>Ryan shared the Immunization chart and reviewed it. The Immunization chart is one of the resources available; it tells when children’s immunizations are due. A couple of other preventive services that the Quality team focuses on are Lead poisoning in children and managing diabetes. Flyer with lead information was shared.</p> <ul style="list-style-type: none"> • Member E: Does Molina still offer the class where individuals go to a class and a professional teaches them how to eat healthy food portioning? • Carolina: At this moment, Molina is not offering those classes, but we are looking to see if we can restart them. In my presentation, I will share information on the programs and resources we have available at this moment. • Member A: Would you have more on Type 1 Diabetes? Most of the resources 	<p>Informational</p>

Topic	Presentation/Discussion	Actions/Follow-Up
	<p>that are available are for Type 2. I would like to learn more about type 1 since I'm type 1.</p> <ul style="list-style-type: none"> • Carolina: For Type 1, I would recommend working closely with your Endocrinologist since it has more implications and needs to work specifically with your needs. Providers have the resources such as dietician and people that help you manage your diabetes. • Member J: Does Molina Healthcare offer programs or services for children with disabilities or their parents? • Carolina: Will connect you to the appropriate individual to ensure you receive the necessary assistance. <p>Ryan also reviewed the following benefits and member interventions that are currently going on:</p> <ul style="list-style-type: none"> • Diaper vouchers for new moms • Member Monetary Incentive (varies by year) • Calls and texts to remind members of needed preventive services and assist members in scheduling appointments • Initial health assessment calls to welcome all new members and get them connected to a primary care physician • Quality improvement work – Working with focused providers on preventative and chronic care • Case management services • Transportation services • Interpretive services • Practice facilitation and distribution of all quality reports to clinics <p>Questions or Concerns:</p> <ul style="list-style-type: none"> • Member B: Is the case management for us or just little kids? • Ryan: Case Management is available for individuals ranging from kids to adults. • Eric: Does Molina have informational material on men's prostate cancer and is Molina involved in any clinical trial? • Ryan: I will take note to provide you with health education material on 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<p>prostate cancer. As for the clinical trials that's through the state regulator.</p> <ul style="list-style-type: none"> • Member B: How many days in advance are needed to schedule transportation? • Carolina: To schedule transportation services, you must call 3 days in advance. • Member F: Does Molina Healthcare offer transportation to members for grocery shopping? • Adriana: Transportation to WIC or Food Banks are covered. • Member H: I'm unsure what health plan I'm with, I was a Health Net member before, how can I know? • Adriana: Starting in January 2024, certain Health Net members transitioned to Molina. Molina Healthcare members will have new ID cards that display both the Molina Healthcare and Health Net logos. <p>Carolina introduced herself and shared the main areas for Population Health are Wellness and Prevention, Cultural and Linguistic Services, Community Health Workers, and Maternal Health. Carolina presented on each area and programs available as follows:</p> <ul style="list-style-type: none"> • Wellness and Prevention offers Health Management programs and services which provides condition management and healthy lifestyle support to educate and empower members and their caregivers. <ul style="list-style-type: none"> ○ Condition Management programs: <ul style="list-style-type: none"> ▪ Asthma ▪ Chronic Obstructive Pulmonary Disease (COPD) ▪ Depression ▪ Diabetes management & prevention ▪ Heart failure ▪ Hypertension ▪ For a consultation, call (833) 269-7830 • Healthy Lifestyle Programs: <ul style="list-style-type: none"> ○ Adult Weight Management consultations, call (866) 472-9483 ○ Nutrition Consultations, call (833)269-7830 • Smoking Cessation Program: <ul style="list-style-type: none"> ○ Molina collaborates with KICK IT CA for smoking, vaping, and smokeless tobacco cessation. ○ Coaching is available in multiple languages. 	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> ○ Molina covers nicotine replacement therapies. ○ Kick It CA provides two-week supplies of patches for qualifying members (18 and older) ○ Speak with a Quit Coach offered in different languages. If you require another language other than English or Spanish call the English line and tell them the language required and they will connect you with the language needed. <ul style="list-style-type: none"> ○ (800) 300-8086 (English) ○ (800) 600-8191 (Spanish) ○ Chat with a Quit Coach <ul style="list-style-type: none"> ○ Kickitca.org.chat ● Diabetes Prevention Program: <ul style="list-style-type: none"> ○ Molina offers diabetes prevention programs to members with a diagnosis of pre-diabetes. ○ For those diagnosed with pre-diabetes, call Member Services for a referral to a diabetes prevention program. This program is for members 18 and older. ○ Member Services <ul style="list-style-type: none"> ▪ Medi-Cal: (888) 665-4621 ▪ Covered CA (Marketplace): (866) 772-419 ● Maternal Health: <ul style="list-style-type: none"> ○ Motherhood Matters Program services include: <ul style="list-style-type: none"> ▪ Screening ▪ Care Management ▪ Pregnancy Resources ▪ For maternal mental health support during your pregnancy, please call: Member Services (888) 665-4621 or the Motherhood Matters Program (866) 891-2320 ▪ Call the Motherhood Matters Program to find a Doula near you (866) 891-2320 ● Cultural Linguistics Services: <ul style="list-style-type: none"> ○ Interpretation Services available: <ul style="list-style-type: none"> ▪ Telephone Interpreters- No appointment needed. ▪ Video Remote Interpreters- You will need Internet and to be able to see the video. ▪ In-Person Interpreters- Need A 5 day notice be scheduled. 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Brandon Fallon, Help Me Help You</p>	<ul style="list-style-type: none"> ○ Translation Services <ul style="list-style-type: none"> ▪ Preferred Language ▪ Alternate Format ▪ Low Literacy Materials ○ To access Interpretation Services: <ul style="list-style-type: none"> ▪ Please call Molina’s Member Services Contact Center at : <ul style="list-style-type: none"> ▪ Medi-Cal: (888) 665-4621, Monday – Friday, 7 am - 7 pm ▪ Medicare: (800) 665-0898, Monday – Friday, 8 am - 8 pm ▪ Marketplace: (888) 858-2150, Monday – Friday, 8 am - 6 pm ▪ For after-hours and weekends, please call Molina’s Nurse Advice Line to connect to an interpreter (888) 275-8750. ▪ To speak to members who are deaf, hard of hearing, or have a speech difficulty, providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO) / Communication Assistant (CA) the member’s area code and telephone number. ○ Molina has included the “Speak your Language” option in its IVR system. The change will take effect on February 1, 2024. ● Community Health Worker <ul style="list-style-type: none"> ○ The Community Health Workers (CHW) are individuals from your community who have lived experience to assist navigating your healthcare. Also known as health navigators, promotoras, outreach educators, community health advisors, peer health educators, etc. You qualify for this service if you have one or more health conditions, have exposure to violence or trauma, if you are at-risk of developing a chronic health condition or at-risk of being exposed to an environmental health factor, or if you have barriers getting your health care needs met. <p>Brandon introduced himself and presented on Medi-Cal Expansion & Renewals. Brandon presented on the following:</p> <ul style="list-style-type: none"> ● Medi-Cal Expansion: 	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> ○ Removal of Immigration- Now all income-eligible Californians, regardless of immigration status can receive Medi-Cal <ul style="list-style-type: none"> ▪ Part 1: Children Expansion (SB 75) – as of May 1, 2016 Under 19, “Medi-Cal For All Children” ▪ Part 2: Young Adults (SB 104) – as of January 1, 2020 19-25, “Young Adult Expansion” ▪ Part 3: Older Adults (AB 133) – as of May 1, 2022 Ages 50+, “Older Adult Expansion” ▪ Part 4: This completes the expansion – as of January 1, 2024 This completes the expansion – as of January 1, 2024 Example: A 25-year-old who was covered under SB 104 prior to 1/1/2024 or who had Restricted Medi-Cal will be automatically brought over to full-scope. ● Retroactive Coverage: <ul style="list-style-type: none"> ○ Medi-Cal can cover up to 3 months prior to application ○ Oct. 2023 through Dec. 2023 will be as far back as retro can go under the new law ● Notification System: <ul style="list-style-type: none"> ○ Counties are sending Notices of Action (NOA) since Dec. 2023 notifying those who are eligible for the transition under the new law ○ Medi-Cal Annual Recertification dates are unchanged ● No Public Charge- <ul style="list-style-type: none"> ○ The US Dept. of Homeland Security and USCIS do not consider health coverage to be a public charge ○ Residential Nursing and inpatient mental health, or institutional care are separate ● Managed Care Plan: <ul style="list-style-type: none"> ○ Examples (in Los Angeles County) <ul style="list-style-type: none"> ▪ Molina Healthcare ▪ LA Care ▪ Health Net ▪ Kaiser Permanente ▪ Specialty Health Plan ▪ AltaMed (PACE) ▪ SCAN Health Plan ● Friendly Reminder of what Medi-Cal covers: 	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> ○ Preventive Care Services ○ Denti-Cal is offered in LA County. Check with your managed care plan ○ Pick a plan or else you'll be enrolled in the regular, Fee-for-Service Medi-Cal ○ Health Care Options – 1-800-430-4263 ○ Family Planning and Contraceptive Services ○ You are allowed to go outside your Managed Care Plan network w/o needing prior auth or referral ○ No co-pay ○ FREE transportation to covered Medi-Cal Service ○ Non-Medical Transportation Services <ul style="list-style-type: none"> ▪ No prescription needed ▪ Car, Taxi, Bus, private car ○ Non-Emergency Medical Transportation <ul style="list-style-type: none"> ▪ If you can't use public or private transportation ▪ Ambulance, Wheelchair-equipped Van ▪ Prescription and appointment needed for Non-Emergency Medical Transportation ▪ Call managed health plan member services to schedule ● In Home Supportive Services (IHSS): <ul style="list-style-type: none"> ○ Medi-Cal determination required ○ Must live in your own home <ul style="list-style-type: none"> ▪ LTC or SNF doesn't count as you are already receiving medical and non-medical attention there ○ Meant to help you stay in your own home ● Member J: If you are part of the IHSS program, can you request more hours? ● Brandon: IHSS is a county program designed to assist individuals in maintaining their independence by providing support with non-medical activities like cooking, cleaning, and grocery shopping. To increase the number of hours, Department of Public Social Services conducts an initial evaluation to determine the necessary hours. If a member requires more hours, a Primary Care Provider can make a request, and then DPSS will initiate a reassessment to determine the appropriate number of hours needed. 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Bryant Brown, Social & Health Equity Navigator, Clinical Management & Policy, Molina Healthcare</p>	<p>Brandon continued with his presentation and shared a flyer regarding the “No Asset Limit” starting January 1, 2024. Lastly Brandon shared “Help Me Help You” offers a grocery delivery program. If you are unable to go to the grocery store, “Help Me Help You” delivers groceries to your home.</p> <p>Questions or Comments:</p> <ul style="list-style-type: none"> • Member A: That food ordered through the organization is provided for free? • Brandon: Yes, however there is a \$10 delivery fee to cover logistics. • Member J: "Help me Help you" services are available to everyone or only seniors? What are the requirements for individuals to receive free food through the organization? • Brandon: These services are available to seniors or people with disabilities, and the organization does not require any verification on our end. • Member H: Does Molina cover at-home diabetic test kits? • Ryan: Yes, to receive these free test kits, the member would need to call Member Services. <p>Bryant introduced himself and shared Molina Healthcare is starting a new Family Advisory Subcommittee, and he would like to invite members to be part of this subcommittee. Meetings will be held virtually each quarter, a total of 4 meetings annually. The Family Advisory Subcommittee will consist of community representatives, members, and their families from diverse cultural and ethnic backgrounds. The purpose of the subcommittee is to:</p> <ul style="list-style-type: none"> • Identify and advocate for preventative childcare practices. • Identify service gaps, unmet health needs, improvement opportunities, partnerships, and services for children and families. • Access and availability of healthcare services for children and families. • Subcommittee members will receive a gift card as an incentive for participating in the meetings. For more information or to confirm participation: • Contact Bryant via email bryant.brown@molinahealthcare.com • Scan QR Code to participate in the survey 	

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Adriana Bowerman, Manager, Growth & Community Engagement, Molina Healthcare</p>	<div data-bbox="653 185 785 318" data-label="Image"> </div> <p>Questions or Comments:</p> <ul style="list-style-type: none"> • Member F: I like helping people and ensuring their health. Due to this passion, I would like to participate in the Molina Healthcare Subcommittee. <p>Adriana shared a picture of the New Molina ID Card for the Los Angeles members. Then Adriana presented on the following resources with the attendees:</p> <ul style="list-style-type: none"> • Medi-Cal Expansion: The flyer provides information on the Medi-Cal Expansion. If anyone you know requires additional information, Molina is contracted with a language line and can assist in a variety of languages. • Services available at the Long Beach One Stop Help Center: <ul style="list-style-type: none"> ○ Enrollment support for Medi-Cal, Covered CA, and Medicare ○ Onsite Molina Member Services agent to provide in-person assistance ○ CalFresh enrollment ○ Utility assistance ○ Housing support ○ Legal aid referrals and services ○ Workshops on Immigration Rights, Fair Housing, and Disability Services ○ Assistance with Citizenship and the DACA program ○ Connecting with a Case Manager ○ Children have access to free books in English and Spanish ○ Kiosks that allow patients to register with local county hospital and connect to additional county services • Scan Foundation flyer: This flyer promotes free community resources for those over the age of 55 or caring for someone over the age of 55. The free resource provides access to mental health professionals and resources when dealing with mild to moderate stress, anxiety, and/or depression. <p>Questions or Comments:</p>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> • Eric Burroughs: Is the One Stop open to everyone or only Molina members? • Adriana: Molina The One Stop Help Center is open to everyone, not only for Molina members. • Member D: I have Medi-Cal with Molina, and Medicare through United Healthcare. Will I have any problems? • Adriana: Having your Medi-Cal plan through Molina Healthcare while maintaining your Medicare plan through United Healthcare doesn't affect any of your benefits. • Member F: I have a similar question, my mother has Brand New Day and Molina under Medi-Cal. I want to know if my mom will receive these benefits. • Adriana: Your mother's Medicare benefits would not be affected by having her Medi-Cal plan through Molina Healthcare. 	
Closing Remarks & Adjournment	<p>Adriana asked the attendees if they had any questions or comments.</p> <p>No questions or comments.</p> <p>Adriana closed the meeting and thanked everyone for their attendance and being part of the committee.</p> <p>Meeting adjourned at 1:32 p.m.</p>	