

San Diego Community Advisory Committee

Meeting Minutes

Date: February 14, 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 L
 Member E Member M
 Member F Member N
 Member G Member O
 Member H

Governing Board:

Alejandrina Navarro, San Ysidro Health
 Deona Dorsey, San Diego Workforce Partnership
 Sonia Gonzales, TrueCare
 Marisa Varond, McAlister Institute
 Carla Vanegas, San Diego Rescue Mission

Guest Presenter:

Jen Stillion
 Fatima Zepeda

Molina Staff:

Adriana Bowerman
 Alejandro Reyes

Molina Presenters:

Jill Peterson
 Katie McMahon
 Carolina Wroblewski
 Bryant Brown

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Call to Order</p> <p>Welcome & Committee Introductions</p> <p>Jen Stillion Mental Wellness “Mindfulness”</p>	<p>Adriana Bowerman called the meeting to order at 11:58 a.m.</p> <p>Adriana welcomed attendees to the first meeting of 2024 and introduced the agencies and members who attended virtually. Adriana reviewed the purpose of the meetings.</p> <p>Presentation: 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. 	

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	<p>By being mindful, you achieve a calm stage and realize life happens in the moment. To do that the best way is to connect with your breath. Jen gave instructions on breathing techniques and how to connect with the breath. The breathing technique is to stop you, slow down, and be present. Jen shared three tips for instances when you might feel overwhelmed.</p> <ul style="list-style-type: none"> • Place your hand on 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>	
Meeting minutes	Reviewed minutes from the November 4, 2023, meeting with a motion to approve the meeting minutes brought forth by Member O and second by Member F.	
Molina Healthcare Jill Peterson Manager, Medicare Product Development, Molina Healthcare	Presentation: <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"> ○ 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 	Information

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	<ul style="list-style-type: none"> ○ 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: <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 ○ Monthly food & produce allowance of \$80 (no rollover) ○ Over-the-counter benefit is \$320 each quarter. <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Member O: Why did the dental coverage drop so drastically from \$4,000 to \$1000? In December 2023 I got my teeth removed and intended to get snap-in dentures in January, but was unable to do so due to the reduction in benefits. ● Jill: Unfortunately, some cuts had to be made to enhance benefits in other areas, particularly in terms of food produce and over-the-counter incentives. The reduction in dental benefits was aimed at reallocating resources for preventive services through Delta Dental. Also, some members of this plan also have Denti-Cal, which can be beneficial. ● Member D: Is the \$100 over-the-counter benefit for food or medicine? ● Carolina: The benefit is for medicine, such as Tylenol or over-the-counter items. ● Member C: What is the difference between both Medicare plans? ● Jill: That depends on Medicare and if you are part of Medicaid. It's based on your eligibility. 	
<p>Molina Healthcare</p> <p>Katie McMahon, AVP, Health Plan Quality</p>	<p>Presentation:</p> <p>Katie McMahon, Quality Improvement Program AVP with Molina Healthcare, introduced herself and explained the primary roles of her team. The Quality team's</p>	<p>Informational</p>

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<p>Improvement, Molina Healthcare</p>	<p>goal is to ensure members can access preventive services, connect members to resources and benefits to maintain a healthy life, such as screenings and maternal care, and provide educational materials. Kate shared the immunization chart for children; it shows when children's immunizations are due. Sharing these materials can be challenging to distribute since there's rules on how to share and distribute this information to individuals. Kate mentioned that Molina began sharing information through various channels such as social media, phone calls, mailers, and text messages, for those who opt to receive them. She inquired about additional suggestions to enhance message dissemination and whether incentives would be motivating. Do you have any thoughts or ideas on this matter?</p> <ul style="list-style-type: none"> • Member E: I'm using the Molina app, and since my kids are also Molina members, I need three separate emails to create individual accounts for each of them. In contrast, with Family Health Centers, where my kids are minors, I can have all our information on one page. It's a single account, and I can simply scroll down to access the details for the child I want to check. I like the QR codes that's good. Additionally, I'm not sure if it's allowed, but perhaps providers could offer more information on the incentives available to Molina members. Also, you need to be aggressive with your CSAT, like Kaiser, they are aggressive with their CSATs. • Katie: Your input is valuable feedback, we do work with providers closely however, sometimes it gets tricky for them since processes vary and imposing Molina procedures on them might be overwhelming. • Member E: I also received a call last year from a nurse who spoke Nigerian, the same language as I did, and I really appreciate that. • Member D: I believe more text messages would be useful. • Katie: Yes, texting is an effective communication method with members. However, members need to opt in to receive text messages from Molina, without consent Molina is not permitted to contact members. <p>Katie reviewed few of the incentives available in San Diego depending on the coverage each member has:</p>	

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<ul style="list-style-type: none"> • Annual Wellness Visit • Mom’s prenatal care • Mom’s postpartum care • Babies that need their vaccines • Babies first wellness visit • Diabetes - Blood sugar testing • Hypertension • Mammograms • Colonoscopy <p>Members services can confirm if you qualify for these incentives and mailers are sent out to notify you if you qualify.</p> <ul style="list-style-type: none"> • Member E: I recommend attention grabbers when sending text messages since I receive a lot of text messages. <p>Katie spoke about other preventive services that Quality team focuses on, such as lead poisoning in children. She discussed the importance of testing kids for lead poisoning.</p> <ul style="list-style-type: none"> • Carla: Are you in schools? • Katie: We are trying too however it can be tricky. It depends on districts, parents, and jurisdictions. At this moment there is currently no activity in San Diego. <p>Katie thanked everyone and ended her presentation by asking if anyone had any other questions. No other comments or questions were made.</p> <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>	


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	<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 • Member I: Are those programs here in San Diego? • Carolina: They are managed differently. They are usually all remote. Some are in different locations and not in San Diego, they are mainly managed by telephone. • Member D: when you are a Molina member and call this number what should you say? • Carolina: An example would be calling the line and saying “I have asthma and need help controlling my asthma, can you help me.” Then they will work with you to try to help you. • Member C: I have Medi-Cal and Medicare and I have been having issues with my inhalers not being covered. I’m having trouble finding replacements. • Carolina: By contacting (833) 269-7830 they will work with you to find affordable alternatives resources. <p>Carolina continued with presentation:</p> <ul style="list-style-type: none"> • 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. ○ Molina covers nicotine replacement therapies. 	

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	<ul style="list-style-type: none"> ○ 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 ● Carla: For weight management do you offer gym membership? ● Carolina: No, unfortunately we do not ● Katie: Except for the Medicare memberships presented earlier. ● 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: 	

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	<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 5 day in advance notice to be scheduled. ○ 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 : ▪ 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. 	

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<p>Fatima Zepeda, Program Manager for Foster Grandparent & Senior Companion, Catholic Charities</p>	<p>Questions or comments:</p> <ul style="list-style-type: none"> • Member K: What is a PCP? • Carolina: PCP stands for Primary Care Physician. • Member O: Would the Community Health Worker be as a Case Manager? • Carolina: It's a little different because a Case Manager is more when you have a complex case and might require more needs, a Community Health Worker is for everyone. • Member D: How do you get a Case Manager to help me out? • Carolina: Earlier I presented on Condition Management that would be a Case Manager, you may request a case manager by dialing (833) 269-7830. • Member I: I had a nurse come visit and assist with medication, blood pressure exam, and other needs. How can I request that service? • Katie: There's a team of nurse practitioners from "Care Connections" who do home visits for routine wellness visits. You may reach member services and see if you qualify for that service, it's also available for children. <p>Carolina concluded her presentation by asking if there were any suggestions on what Molina can offer.</p> <ul style="list-style-type: none"> • Member I: Before, I had other health insurances. I've been with Molina three years and Molina is incredible, and this information is useful. • Carla: Does Molina visit people unhoused or in shelters? • Katie: Yes, it would be the nurse practitioners' team we were just talking about, "Care Connections". <p>Fatima Zepeda introduced herself and shared they are partnered with Molina and have their services available at the El Cajon One Stop Help Center. Fatima presented on Medi-Cal Expansion & Renewals.</p> <ul style="list-style-type: none"> • Medi-Cal Coverage: Medi-Cal provides health benefits including doctor visits, hospitalizations, immunizations, pregnancy, mental health, vision and dental services, access to specialists, substance abuse treatment, and nursing home care, if medically necessary. • Medi-Cal Income limit will change after March 31, 2024. A chart of the Medi-Cal income at this moment was shared with attendees. 	

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<p>Bryant Brown, Social & Health Equity Navigator, Clinical Management & Policy, Molina Healthcare</p>	<ul style="list-style-type: none"> • Medi-Cal Expansion- <ul style="list-style-type: none"> ○ A new law in California granted full-scope Medi-Cal to adults aged 50 and older regardless of immigration status. All other Medi-Cal eligibility rules, including income limits, will continue to apply. ○ Effective January 1, 2024, a new law in California gives full-scope Medi-Cal to adults ages 26 to 49, regardless of immigration status. Individuals under age 26 and over age 50 are already eligible for full-scope Medi-Cal benefits. • Medi-Cal Renewal Packet: <ul style="list-style-type: none"> ○ Make sure your information is up to date. ○ Update your contact information. ○ Check your U.S. mail. ○ For more details and to update your contact information <ul style="list-style-type: none"> ▪ Call the local county office: (866) 262-9881 ▪ Visit https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal_program.html or call us at (866) 262-9881 <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member D: Are Medi-Cal and Molina different? or are they the same? • Fatima: Medi-Cal is a government program it's like an umbrella, you decide if you want Molina assigned to you. • Member E: Did Molina make the outreach calls? Or did Medi-Cal make the calls? There was miscommunication and I kept receiving calls asking me to renew. • Katie: Medi-Cal wants to make sure everyone is up to date. They will send notifications to everyone. • Adriana: You might have received calls from Molina reminding you to complete your renewal package to avoid losing your Medi-Cal coverage. <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</p>	

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<p>Adriana Bowerman, Manager, Growth & Community Engagement, Molina Healthcare</p>	<p>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 <div style="text-align: center;">  </div> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Carla: Is the subcommittee the same as this meeting? • Bryant: The subcommittee is distinct from the CAC, as it operates as an open forum without a structured agenda with specific presenters. The subcommittee is described as a safe space for expressing opinions and fostering collaboration among individuals. <p>Adriana shared the following community 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 has a bilingual call center to assist. Molina is contracted with a language line and can assist in a variety of languages. • Services available at the El Cajon 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 	

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	<ul style="list-style-type: none"> ○ 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 hospitals and connect to additional county services. <ul style="list-style-type: none"> ● “Flu” flyers were shared with all attendees. <p>Adriana also shared 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>	
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 1:34 p.m.</p>	