

# IE Community Advisory Committee

## Meeting Minutes

**Date:** April 25, 2024  
**Time:** 11:30 a.m. – 1:30 p.m.  
**Location:** Molina Healthcare  
 In-person & Virtual Meeting

**Members:**

Member A            Member G  
 Member B            Member H  
 Member C            Member I  
 Member D            Member K  
 Member F            Member L

**Governing Board:**

Amanda Beckett, Child  
 Care Resource Center  
 (CCRC)  
 CJ Page, Community  
 Health Action Network  
 (CHAN)  
 Lisa Hayes, Rolling Start

**Presenters:**

Jen Stillion  
 Carolina Wroblewski  
 Jill Peterson  
 Joyce Takeuchi  
 Amritha Roser

**Guest:**

Guest B  
 Guest C  
 Guest D

**Molina Staff:**

Alexandra Bravo  
 (Alex B.)  
 Alejandro Reyes

Topic	Presentation/Discussion	Actions/Follow-Up
<p><b>Call to Order</b></p> <p><b>Welcome &amp; Committee Self-Introductions</b></p> <p><b>Jen Stillion- Mental Wellness “Wellness Practice”</b></p>	<p>Alexandra Bravo (Alex B.) called the meeting to order at 11:45 a.m.</p> <p>Alex B. welcomed attendees to the meeting and introduced the agencies and members participating virtually.</p> <p><b>Presentation:</b>            Jen welcomed the attendees and announced that the day's topic would be Wellness Practice, specifically focusing on the challenges of maintaining commitment to wellness habits. Jen provided guidance on how to remain committed to wellness practices:</p> <p>Start by identifying the self-care habits you truly want to commit to</p> <ul style="list-style-type: none"> <li>○ Going to the gym</li> <li>○ Walking three days a week</li> <li>○ Meditating 10 min a day</li> <li>○ Adding veggies to your meals</li> </ul>	

Topic	Presentation/Discussion	Actions/Follow-Up
<b>Meeting minutes</b>	<ul style="list-style-type: none"> <li>○ Simply adding more fun to your life</li> </ul> <p>Instead of relying solely on willpower, explore the underlying reasons for struggling with commitment. Often, resistance to change arises from unfamiliarity, with the subconscious aiming to keep you safe. It's essential to prioritize self-care.</p> <ul style="list-style-type: none"> <li>• Jen led attendees in a brief meditation, incorporating gentle stretches and encouraging everyone to focus on slow, deliberate breathing.</li> <li>• To conclude, Jen asked participants to close their eyes, listen to her guidance, and observe how their bodies responded.</li> </ul> <p>Jen emphasized that this small dose of wellness empowerment serves as a step toward achieving one's wellness goals.</p> <p>Reviewed minutes from the January 31, 2024, meeting with a motion to approve the meeting minutes brought forth by Member G and second by Member D.</p>	
<b>Molina Healthcare</b>  <b>Joyce Takeuchi</b> <b>Director,</b> <b>Health Plan Quality</b> <b>Improvement, Molina</b> <b>Healthcare</b>	<p><b>Presentation:</b></p> <p>Joyce Takeuchi, Quality Improvement Program Director with Molina Healthcare, introduced herself and presented the following:</p> <ul style="list-style-type: none"> <li>• Quality's goals: <ul style="list-style-type: none"> <li>○ Ensure members can access preventive services screenings, chronic conditions, pediatric services and maternal care</li> <li>○ Connect members to resources</li> <li>○ Benefits to maintain a healthy life</li> <li>○ Provide educational materials</li> </ul> </li> <li>• Reviewed the following educational materials: <ul style="list-style-type: none"> <li>○ Grow and Stay Healthy Guidelines (Birth- 10 years)</li> <li>○ Grow and Stay Healthy Guidelines (11-20 years)</li> <li>○ Your Guide to Healthy Pregnancy</li> </ul> </li> </ul> <p>Questions or comments:</p> <ul style="list-style-type: none"> <li>• Member A: The member raised a transportation issue, citing an incident where they were mistakenly taken to the wrong doctor's office. Additionally, they requested a change in their case manager.</li> </ul>	<b>Information</b>


Topic	Presentation/Discussion	Actions/Follow-Up
<p><b>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</b></p>	<ul style="list-style-type: none"> <li>• Lisa: Governing board member Lisa wanted to know if case managers are automatically assigned upon enrollment with Molina Healthcare or if a referral is needed? Additionally, asked which medical providers are fully equipped to serve individuals with disabilities?</li> <li>• Joyce: Governing board member Lisa was informed that Molina Healthcare conducts physical accessibility surveys, with the results being uploaded to the Molina website and directory. Additionally, she committed to providing Alex B. with information regarding diagnostic services and specialists.</li> <li>• Carolina: Every member enrolled with Molina undergoes assessment, and based on their condition, may be assigned a case manager. Additionally, members have the option to contact member services and request a case manager.</li> </ul> <p>Carolina introduced herself, stating that she manages the review of dental care coordination services and providing additional information on the community health worker program. Carolina presented the following resources and programs:</p> <ul style="list-style-type: none"> <li>• Dental Care Coordination- <ul style="list-style-type: none"> <li>○ Assist members in scheduling appointments</li> <li>○ Locate a general dentist or specialized dental provider</li> <li>○ Assist members in understanding their dental benefits through DentiCal</li> <li>○ Assist members in contacting DentiCal in a three-way call</li> <li>○ Email referrals to <a href="mailto:CMescalationCA@MolinaHealthcare.com">CMescalationCA@MolinaHealthcare.com</a></li> </ul> </li> </ul> <p>Question or Comments:</p> <ul style="list-style-type: none"> <li>• Member A: The member expressed a need for a container for their dentures and inquired about its coverage?</li> <li>• Carolina: The member was informed the Molina team would inquire and confirm if a denture container would be provided.</li> <li>• Member D: The member inquired about the process for assigning a dentist: whether they can choose their own dentist or if Molina has a network of dentists from which they are assigned?</li> <li>• Carolina: Informed the member that the process depends on the type of DentiCal the member has. The dental care coordinator can assist in identifying</li> </ul>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<p>the member's DentiCal type and can also help find a dentist within their network.</p> <ul style="list-style-type: none"> <li>• Lisa: Governing board member Lisa conveyed enthusiasm and extended congratulations to Molina for their exceptional service. Furthermore, she inquired whether the dental referral form is solely for internal purposes or if there's a possibility of sharing it with external agencies.</li> <li>• Carolina: Informed the governing board member that the form is for both internal and external use.</li> <li>• Alex B.: Mentioned she would share the form with the governing board member.</li> </ul> <p>Carolina continued with her presentation and reviewed the following:</p> <ul style="list-style-type: none"> <li>• Community Health Worker (CHW) program: CHW are people from your community who have lived experience that can help you with navigating your healthcare. <ul style="list-style-type: none"> <li>○ CHW are also known as health navigators, promotoras, outreach educators, community health advisors.</li> <li>○ CHW provides health education, health navigation, individual support, and advocacy. They will also assist with paperwork.</li> <li>○ Most are eligible.</li> </ul> </li> </ul> <p>Carolina presented screenshots of the Molina website detailing the CHW program and requested feedback from members asking if after reviewing the screenshots/images, if they would be interested in utilizing the service? Is the Molina website inviting?</p> <ul style="list-style-type: none"> <li>• Member G: Member expressed that, to her, details are crucial. Having an example of a situation or a relatable image would be incredibly helpful and would greatly enhance the website's utility for users like herself.</li> <li>• Lisa: Governing board member Lisa highlighted that the image doesn't communicate the intended message; it gives the impression of a contract being finalized. Instead, she proposed incorporating a relatable situation to enhance its effectiveness. Additionally, she suggested considering the addition of short videos.</li> <li>• Guest B: The guest mentioned a period during his college years when brief videos were made to grab people's interest, highlighting their significant</li> </ul>	<p><b>Referral forms were provided to governing board members on 05/13/2024.</b></p>

Topic	Presentation/Discussion	Actions/Follow-Up
	<p>success in captivating viewers.</p> <ul style="list-style-type: none"> <li>• Carolina: Thanked the members and guest for their feedback</li> </ul> <p>Question or Comments:</p> <ul style="list-style-type: none"> <li>• Member K: The member mentioned that her son has scoliosis and inquired whether the department would assist with that condition?</li> <li>• Carolina: Informed the member that assistance would be provided by connecting her with other resources.</li> <li>• Lisa: Governing board member Lisa wanted to know how to get to the CHW program website/page?</li> <li>• Carolina: Informed the governing board member that to access the CHW program website/page, she would need to visit Molinahealthcare.com, navigate to the "Members" section, then proceed to "Services," and select the tile labeled "Community Health Workers."</li> <li>• Amritha: Informed all attendees that Molina is actively working to enhance the user-friendliness of the website page.</li> <li>• Member L: Member wanted to know about the process for obtaining physical therapy services?</li> <li>• Alex B.: Informed the member that physical therapy services can be obtained through a referral from a primary care physician.</li> <li>• Member K: The member wanted to know if Molina provides asthma programs or classes? Amritha: Informed the member that Molina offers case management services, which can offer additional resources for individuals seeking assistance.</li> <li>• Member K: The member mentioned that her daughter has both ADHD and autism. She wanted to know about the resources available through Molina for her daughter.</li> <li>• Carolina: Asked the member to provide her daughter's information offline to ensure privacy, and Carolina will then connect with her to discuss available resources.</li> <li>• Member D: Informed Member K that Molina provides a 24-hour Nurse Advice Line (NAL) that could be helpful for getting her questions answered. Member D confirmed using the service frequently to address concerns.</li> </ul>	

Topic	Presentation/Discussion	Actions/Follow-Up
<p><b>Jill Peterson Manager, Medicare Product Development, Molina Healthcare</b></p>	<p>Jill Peterson from the Medicare Product Development team with Molina Healthcare introduced herself and presented the benefits Molina MyChoice Card as follows:</p> <ul style="list-style-type: none"> <li>• MyChoice Card Benefit- <ul style="list-style-type: none"> <li>○ Preloaded amount monthly and it does not roll over</li> <li>○ Works like a debit card</li> <li>○ Flexible and convenient</li> <li>○ Can be used for food and produce</li> </ul> </li> <li>• How does the card work? <ul style="list-style-type: none"> <li>○ Once the member requests this benefit and completes the Health Risk Assessment (HRA), and a care manager confirms a qualifying chronic condition, a benefit allowance is added to their MyChoice Card. This allowance can be used for food and produce benefits.</li> <li>○ Members may purchase a variety of brand name and generic healthy food products at participating local stores, online, home delivery at <a href="http://members.nationsbenefit.com/Molina">members.nationsbenefit.com/Molina</a></li> </ul> </li> </ul> <p>Questions or comments:</p> <ul style="list-style-type: none"> <li>• Member A: Member asked if he could use the MyChoice Card for produce; he has previously used it for over-the-counter items.</li> <li>• Jill: Informed the member that the card can be used for produce, in addition to the amount allocated for over-the-counter items, there's a separate allowance for purchasing produce. For instance, if someone needs a denture case, the My Choice Card would cover it.</li> <li>• Jill: Clarified that the benefit only covers purchases of food and produce, excluding prepared meals.</li> <li>• Lisa: Governing board member Lisa stated that individuals with disabilities may struggle with tasks like cutting a watermelon and that it might be worth considering exceptions or accommodations in such cases.</li> <li>• Amritha: Asked Jill if there is a designated place where members can view the list of participating stores and their locations?</li> <li>• Jill: Informed all attendees that they can contact Nations at 877-208-9243 to access the complete list of participating stores.</li> </ul>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<ul style="list-style-type: none"> <li>• Amritha: Asked if frozen vegetables and fruits are covered through the Molina MyChoice Card?</li> <li>Jill: Informed Amritha that frozen vegetables and fruits are covered.</li> <li>Member G: Asked if frozen meals are covered by the Molina MyChoice Card?</li> <li>Jill: Informed member that frozen meals are covered.</li> </ul>	
<p><b>Amritha Roser, Program Manager, Health Care Services, Molina Healthcare</b></p>	<p>Amritha presented on healthy living as follows:</p> <ul style="list-style-type: none"> <li>• U.S. Burden of Disease Collaborators shared that dietary risks are the leading cause of disability.</li> <li>• The percentage has lowered since we are becoming more aware of having poor diet habits.</li> <li>• 10% increase in food inflation in the U.S.</li> <li>• Healthy Eating: Vegetables, fruits, whole grains, healthy fats, and healthy sources of protein.</li> <li>• Food to have for success: <ul style="list-style-type: none"> <li>○ Oats</li> <li>○ Beans, lentils, seeds, nuts</li> <li>○ Bag of frozen vegetables and fruits</li> <li>○ Grains (i.e: brown rice, quinoa, barley, couscous, pasta)</li> <li>○ Eggs, ground turkey, chicken breast, tofu</li> <li>○ Garlic, onions, ginger</li> <li>○ Olive oil</li> <li>○ Lemons</li> <li>○ Salt, pepper, spices</li> </ul> </li> <li>• Healthy eating on a budget: <ul style="list-style-type: none"> <li>○ Eat two, 12 oz bags of leafy greens per week</li> <li>○ Frozen vegetables and fruits are less expensive than fresh and last longer</li> <li>○ Dried beans are more affordable and, in some cases, canned beans are affordable</li> <li>○ Old Fashioned Oats- buying the bigger container may be cost effective</li> <li>○ Nuts might not be too affordable</li> <li>○ Beverages, try sugar-free drinks- recommended: Water, green tea, and herbal tea</li> </ul> </li> </ul> <p>Question or Comments:</p>	<p><b>Informational</b></p>

Topic	Presentation/Discussion	Actions/Follow-Up
	<p>Member G: Inquired if coffee creamer is bad for a person's health?  Amritha: Informed the member that many creamers contain added sugar. Alternatives such as almond milk or simply having coffee without creamer are suggested.</p> <p>Member G: Asked how long it typically takes for the body to recover after years of consuming unhealthy foods?  Amritha: The member was advised that the duration of recovery depends on consistency. The body is naturally designed to heal itself when unhealthy foods are avoided. However, it can be challenging due to habits, as willpower isn't our natural inclination. A recommendation was made to clean up the home environment by removing unhealthy foods.</p> <ul style="list-style-type: none"> <li>• Whole Grains: Choose whole grains; they are healthier than refined grains.</li> <li>• Utilize CalFresh benefits with MyPlate App, there are recipes you can use. QR Code was shared.</li> </ul> <div data-bbox="648 751 1010 1000" style="text-align: center;">  <p>Scan this QR code or <a href="#">tap here</a> to use Shop Simple on your phone</p> </div> <ul style="list-style-type: none"> <li>• Food and Nutrition Resources: <ul style="list-style-type: none"> <li>○ Supplemental Nutrition Assistance Program (SNAP) (CalFresh)  <a href="https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program">https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program</a></li> <li>○ CalFresh Restaurant Meal Program  <a href="https://www.cdss.ca.gov/rmp">https://www.cdss.ca.gov/rmp</a></li> <li>○ Child and Adult Care Food Program  <a href="https://www.fns.usda.gov/cacfp">https://www.fns.usda.gov/cacfp</a></li> <li>○ Senior Farmer's Market Nutrition Program  <a href="https://www.fns.usda.gov/sfmnp/senior-farmers-market-nutrition-program">https://www.fns.usda.gov/sfmnp/senior-farmers-market-nutrition-program</a></li> <li>○ Commodity Supplemental Food Program</li> </ul> </li> </ul>	



Topic	Presentation/Discussion	Actions/Follow-Up
<p><b>Alex Bravo, Manager, Growth &amp; Community Engagement, Molina Healthcare</b></p>	<p><a href="https://www.fns.usda.gov/cfsp/commodity-supplemental-food-program">https://www.fns.usda.gov/cfsp/commodity-supplemental-food-program</a></p> <ul style="list-style-type: none"> <li>○ Resources for Military and Veteran Families <a href="https://www.fns.usda.gov/military-and-veteran-families">https://www.fns.usda.gov/military-and-veteran-families</a></li> <li>○ Meal On Wheels America <a href="https://www.mealsonwheelsamerica.org/">https://www.mealsonwheelsamerica.org/</a></li> <li>○ Women, Infants, and Children - <a href="https://www.fns.usda.gov/wic">https://www.fns.usda.gov/wic</a></li> </ul> <p>Alex B. shared the following feedback and resources with the attendees:</p> <ul style="list-style-type: none"> <li>● Member feedback is very important to Molina, the dental referral form presented by Molina/Population Health resulted from a past CAC meeting, a member expressed difficulty accessing a DentiCal dentist. Molina created the dental referral form and created a process to assist Molina members.</li> <li>● CalHope: It's a peer-to-peer mental health resource. If you are feeling lonely, dealing with depression, anxiety, or just need to talk, you can call 1 (833) 317-4673, available in English and Spanish.</li> <li>● Free food distributions available in the community based on where Molina members reside was shared: <ul style="list-style-type: none"> <li>○ <u>Luque Community Center</u> 292 East O St. Colton, CA 92324</li> <li>○ <u>St. Anthony's Church</u> 630 South Santa Fe Ave. San Jacinto, CA 92583</li> <li>○ <u>Community Food Pantry of Murrieta</u> 39493 Los Alamos Rd., #A Murrieta, CA 92563</li> <li>○ <u>Menifee Valley Cupboard</u> 26808 Cherry Hills Blvd. Menifee, CA 92586</li> <li>○ <u>Power Speaks Louder</u> 22550 Town Circle Moreno Valley, CA 92553</li> <li>○ <u>Molina One Stop Help Center</u> 81735 Hwy 111, Suite B</li> </ul> </li> </ul>	

Topic	Presentation/Discussion	Actions/Follow-Up
	<p style="text-align: center;">Indio, CA 92201</p> <ul style="list-style-type: none"> <li>• Medi-Cal Renewal Flyer: Medi-Cal members were reminded to contact their local Department of Social Services to confirm their address and telephone to ensure Medi-Cal Redetermination Packets are received and returned to avoid any benefit discontinuance.</li> </ul>	
<p><b>Closing Remarks &amp; Adjournment</b></p>	<p>Alex B. asked the attendees if they had any questions or comments.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> <li>• Member G: The member mentioned her involvement in a program with Rolling Start, which has initiated a Traumatic Brain Injury (TBI) program. This program is designed for individuals who either know someone with TBI or have TBI themselves. It aids in coping with and processing the changes brought about by TBI, helping individuals get back on track. Additionally, she informed about a class scheduled for Saturday (4-27-2024).</li> <li>• Alex B.: Asked Governing Board Member Lisa whether this program is exclusive to San Bernardino County?</li> <li>• Lisa: Informed Alex that the program extends beyond individuals residing solely in San Bernardino County; anyone from the Inland Empire region is welcome to participate. The class is just one component; there are many more aspects to the program.</li> </ul> <p>Alex B. closed the meeting and thanked everyone for their attendance and for being part of the committee.</p> <p>Meeting adjourned at 1:34 p.m.</p>	<p><b>Rolling Start TBI flyer provided to all attendees.</b></p>