

IE Community Advisory Committee

Meeting Minutes

Date: January 31, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

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

Governing Board:

Amanda Beckett, Child
 Care Resource Center
 (CCRC)

 Lisa Hayes, (Rolling Start)

 Veronica Garcia, Desert
 AIDS Project (DAP
 Health)

Guest Presenter:

Jen Stillion
 Jill Peterson
 Joyce Takeuchi
 Carolina Wroblewski
 Marivel Castaneda
 Bryant Brown

Molina Staff:

Alexandra Bravo
 Alejandro Reyes

Guest:
 Guest A

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Call to Order</p> <p>Welcome & Committee Self-Introductions</p> <p>Jen Stillion- Mental Wellness “Mindfulness”</p>	<p>Alexandra (Alex) Bravo called the meeting to order at 12:02 p.m.</p> <p>Alex welcomed attendees to the first meeting of 2024 and introduced the agencies and members who attended virtually.</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 <p>By being mindful, you achieve a calm stage and realize life happens in the moment.</p>	

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<p>Meeting minutes</p>	<p>After explaining mindfulness, Jen gave instructions on breathing techniques to manage stress, anxiety, and being in the moment. By following the breathing exercises, the body will naturally slow down. This technique allows you to stop and focus when you feel distracted. 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 put their hands at shoulder level, 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>Reviewed minutes from the October 24, 2023, meeting with a motion to approve the meeting minutes brought forth by Member C and second by Member B.</p>	
<p>Molina Healthcare</p> <p>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 the benefits Molina Medicare Plans offers 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 ○ 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 	<p>Information</p>

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	<ul style="list-style-type: none"> ○ 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 A: Why do I need to pay for my medication now? When before, I did not have to pay for my medication? Alex: We will connect after the meeting with your case manager. • Member C: A Friend of mine has another Medicare plan and is allowed to attend different gyms, am I able to attend several gyms as well? Jill: I believe you have access to attend several gyms; however, I will get back to you with confirmation. • Member C: Last year, Molina made a switch from Prospect to Inland Faculty, and due to this transition, I have been receiving bills. How do I go about that? Alex: I will connect with you to make copies of those invoices and send them to the accurate department. • Lisa Hayes: Are these benefits just for Medicare or Medicare Dual recipients, or do those under the age of 65 get them also? Jill: Yes, If you are Medicare eligible and under the age of 65, with both Part A and Part B coverage, you are entitled to basic benefits, which include access to the gym. • Member A: In my coverage of the Molina Choice debit card, I noticed it went from \$200 last year to \$100 this year. Is there any reason why? • Jill: After reviewing the 2023 benefits and to offer other benefits Molina had to make cuts in certain areas. We have started to look at the 2025 benefits, and hopefully, they will be increased in 2025. • Member A: Was there a grace period to notify members about the change? Jill: Yes, each year, by September 1st, Molina members should have received a copy of the Annual Notice of Change (ANOC). If you do not have it by September 1st of each year, please contact member services. 	<p>Alex contacted Member A on 2/1/2024, member was assisted in establishing with a new contracted pharmacy to fill future prescription medications, it was confirmed the medications were covered.</p> <p>Alex contacted Member C on 2/1/2024, it was confirmed members can access more than one gym per month and provided the phone number to Silver&Fit for future reference. Alex made copies of the claims on 1/31/2024 which were provided to the case manager. On 2/2/2024, the case manager confirmed the issues with the claims were resolved.</p>

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<p>Joyce Takeuchi Director, Health Plan Quality Improvement, Molina Healthcare</p>	<p>Joyce Takeuchi, Quality Improvement Program Director with Molina Healthcare, introduced herself and explained the primary roles of her team. The Quality team's goal is to ensure 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. Joyce shared the immunization chart. The immunization chart is one of the resources available; it shows when children's immunizations are due. Other preventive services the Quality team focuses on are lead poisoning in children and managing diabetes.</p> <p>Joyce reviewed the following benefits and member interventions:</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 member support in scheduling appointments • Initial health assessment calls to welcome all new members and assistance accessing their 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 Comments:</p> <ul style="list-style-type: none"> • Member I: It's the first time I will get full scope Medi-Cal benefits and I'm 	<p>Informational</p>

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<p>interested in receiving more information on nutritional education, how to control diabetes and hypertension. I heard a program was available where you get a person assigned to provide guidance. Is this program still available?</p> <p>Carolina: We have programs that help you manage your high blood pressure and pre-diabetes. The presentation I'm about to share with you will have the information you are requesting. After I present and if you still have any questions, I will happily assist you.</p> <ul style="list-style-type: none"> • Member G: First of all, I wanted to share that you can now schedule your transportation online, which I love. As for the incentive part, you said that it would be mailed out early this year? • Joyce: Yes, it should be going out within the next month. <p>Carolina introduced herself and shared that she was excited to be part of the meeting. Carolina presented on the following resources and programs:</p> <ul style="list-style-type: none"> • 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 ○ Diabetes ○ Hypertension ○ Heart failure ○ Chronic Obstructive Pulmonary Disease (COPD) ○ Depression 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. ○ 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 	


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	<p>(800) 300-8086 (English) (800) 600-8191 (Spanish)</p> <ul style="list-style-type: none"> ○ Chat with a Quit Coach 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) 772-4190 <p>Carolina paused and asked if anyone had questions or concerns:</p> <ul style="list-style-type: none"> • Member C: Can I get this information in a larger font since I'm having trouble reading the packet? Alex: Yes, I will print this for you in a larger font and copies were provided to all members. • Guest A: How long do you have to go before you are no longer considered Pre-Diabetic? Carolina: I would not know. Alex: For specific questions related to your health, it's best to direct those questions to your medical provider/physician. • Member G: Is there a calendar with classes or healthy living exercises? Carolina: From Population Health, we don't have any classes available, we are certainly looking into it. We do not have anything now, but it's good to know that our members are interested. Alex: I have educational literature that I can share with you, and I will print out community resources such as health education classes, support groups, and workshops you can access in-person or virtually. • Maternal Health: <ul style="list-style-type: none"> ▪ Prenatal Care is recommended right away, and to find a provider, call the Molina Member Services department. 	

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	<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 <ul style="list-style-type: none"> • Telephone Interpreters • Video Remote Interpreters • In-Person Interpreters ▪ 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"> ▪ In July 2022, this benefit became available, the Community Health Workers (CHW) are individuals from your community who have lived 	

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<p>Marivel Castaneda, Senior Program Specialist, Dept. of Public Social Services, County of Riverside</p>	<p>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> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member D: Will the "Speak you Language" program be computer generated? Carolina: Yes, it will be computer generated <p>Marivel Castaneda introduced herself and shared she would present on the new implementations with the Medi-Cal and Medi-Cal program updates.</p> <ul style="list-style-type: none"> • Medi-Cal Asset Elimination: <ul style="list-style-type: none"> ○ Starting on January 1, 2024, assets such as bank accounts, cash, a second vehicle and homes will no longer be counted when determining Medi-Cal eligibility. More people are now eligible for coverage. • Medi-Cal Expansion: <ul style="list-style-type: none"> ○ 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. ○ Retroactive Medi-Cal Coverage benefits available starting January 1, 2024. ○ Beginning January 1, 2024, Medi-Cal beneficiaries with restricted services were automatically transferred to full-scope Medi-Cal, regardless of immigration status. Beneficiaries now must choose a Medi-Cal Managed Care Plan. Individuals who did not choose a plan by the date indicated will be automatically enrolled into a health plan with an effective date of February 1, 2024. ○ To make changes contact: Health Care Options at 1-800-430-4263 (Monday through Friday, 8:00 a.m. to 6:00 p.m.). • How to apply for Medi-Cal: <ul style="list-style-type: none"> ○ Online via coveredca.com or BenefitsCal.com 	

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	<ul style="list-style-type: none"> ○ Phone, by calling 1-877-410-8827 to start the application process or to have an application mailed. ○ In-person, at a local DPSS district office. ○ For DPSS office locations and hours, please visit our website: www.rivcodpss.org ● Renewal Packet: <ul style="list-style-type: none"> ○ The County will initiate the process by submitting the information to the federal database. If the information is validated, your Medi-Cal will automatically renew and you will receive a notification, stating that you don't have to do anything. ○ If your information is not validated, you will receive a packet in the mail. ○ It is important to return the redetermination packet as soon as possible. ○ How to return? <ul style="list-style-type: none"> ▪ Person ▪ Mail ▪ Fax ▪ Telephone ▪ When returning the redetermination packet in-person, by mail or fax, the system reads the barcode to load all pages of the packet and alerts the eligibility worker needs to process. ▪ BenefitsCal ○ Medi-Cal Interruptions: <ul style="list-style-type: none"> ▪ Beneficiaries who disenroll from Medi-Cal for failing to provide the redetermination packet and/or the information required to process their Annual Renewal, have 90 days to submit their information without needing to reapply for Medi-Cal. ▪ Redetermination packets/information received after the date of discontinuation, but within 90 days from the effective date of discontinuation are reviewed for possible termination of benefits. ▪ Grantees who do not provide the packet/information within 90 days from the effective date of discontinuation, must reapply for Medi-Cal. 	

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<p>Bryant Brown Social & Health Equity Navigator, Clinical Management & Policy, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Campaign: <ul style="list-style-type: none"> ▪ Sharing information throughout the community to be on the look-out for redetermination packets and to update contact information with their respective county offices and eligibility case workers. We partner with Molina and on February 21 we will provide Medi-Cal renewal assistance at their Indio One Stop Help Center site. ○ Training and Learning Resources: <ul style="list-style-type: none"> ▪ Resources are available online at BenefitsCal.com <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member A: Does July 1st mark both the beginning of the fiscal year and the county's date for redetermination? Alex: No, the redetermination occurs one year from the date of your initial application for services. Member A: How will I find out? Alex: you will receive notifications from the county. • Member G: Is the website provided by Marivel for Riverside County the same for San Bernardino? • Alex: The website Marivel shared is for Riverside County I can certainly share with you the one for San Bernardino County. • Member I: I previously had emergency Medi-Cal, and starting this year, I'm automatically receiving full benefits. My husband was not in the case. Will he automatically be enrolled, or will he need to apply? • Marivel: No, he is not automatically enrolled you will have to contact your County Case Worker and request for him to be added to your case. <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.</p> <p>The purpose of the subcommittee is to:</p> <ul style="list-style-type: none"> • Identify and advocate for preventative childcare practices. 	

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<p>Molina Updates</p>	<ul style="list-style-type: none"> • 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. <p>Subcommittee members will receive a gift card as an incentive for participating in the meetings. For more information or to confirm participation:</p> <ul style="list-style-type: none"> • Contact Bryant via email bryant.brown@molinahealthcare.com • Scan QR Code to participate in the survey  <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member C: Will the meeting be in-person or virtually? If in-person, where will the meeting take place? Bryant: At this moment, meetings will be virtual. <p>Alex shared the following resources with the attendees:</p> <ul style="list-style-type: none"> • Flu flyer: The flyer provides information on protecting yourself from the flu, promotes washing your hands, and wearing a mask if necessary. • 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. • 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>	<p>Alex asked the attendees if they had any questions or comments.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member G: Are there support groups surrounding women's mental health and/or information on the topic? 	

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	<p>Alex: Yes, I can provide you with free community resources after the meeting. The resources were provided to the member after the meeting, member was directed to Arrowhead Regional Medical Center to access their free in-person and virtual workshops and support groups.</p> <ul style="list-style-type: none"> • Member C: When I initially started attending these meetings, they were virtual because of COVID, and today it's my first in-person meeting. I really liked being here in-person. <p>Alex: Thank you, we are happy to be hosting these meetings in-person, again.</p> <ul style="list-style-type: none"> • Member G: I would like to share with everyone about the "Rolling Start" program, which offers Traumatic Brain Injury (TBI) classes and support groups, in-person and online. Anyone interested in attending is encouraged to contact "Rolling Start" for more information. <p>Lisa: Thanked the member for sharing and emphasized that the program is entirely free for individuals with Traumatic Brain Injury (TBI). The program consists of a 10-week course, with half of the sessions conducted in-person and the other half online. Participants are allowed to miss up to two sessions and still be eligible for graduation.</p> <p>Alex closed the meeting and thanked everyone for their attendance and being part of the committee.</p> <p>Meeting adjourned at 1:28 p.m.</p>	