

IE Community Advisory Committee

Meeting Minutes

Date: October 17, 2024
Time: 11:45 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member A Member V
 Member B Member W
 Member D Member AB
 Member F Member AC
 Member G Member AD
 Member H Member AE
 Member I Member AF
 Member J
 Member L
 Member P
 Member Q
 Member R

Governing Board:

James Moses, Child Care
 Resource Center
 Lisa Hayes, Rolling Start
 Veronica Garcia, DAP
 Amanda Bell, Greater Hope
 (Not in attendance)
 Diana Fox, Reach Out (Not in
 attendance)
 CJ Page, Community Health
 Action Network (Not in
 attendance)
 Jessica Soto, CA Help (Not in
 attendance)
 Jorge Ruiz, Riverside-San
 Bernardino County Indian
 Health (Not in attendance)

Presenters:

Jen Stillion
 Jessica Purcell
 Carolina Wroblewski
 Gregory Hulse
 Ida Pierre

Molina Staff:

Alexandra Bravo
 Alejandro Reyes
 Janet Segura

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Alexandra Bravo (Alex B) called the meeting to order at 11:52 a.m.	
Welcome & Committee Self-Introductions	Alex B welcomed attendees to the meeting and introduced the agencies and members who attended virtually.	
Jen Stillion-Mental Wellness	Presentation:	

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<p data-bbox="111 183 380 207">“Move into Wellness”</p> <p data-bbox="111 574 321 599">Meeting minutes</p> <p data-bbox="111 719 266 743">Action Items</p>	<p data-bbox="457 183 1495 391">Jen welcomed the attendees and began her presentation by encouraging everyone to reflect on the past year and think about how they can improve in the year ahead. She emphasized that changes should begin now, not wait for the new year. Jen asked the group to envision who they want to be in 2025, explaining that the first step toward achieving that vision is setting an intention, followed by figuring out how to become that person and taking action.</p> <p data-bbox="457 435 1495 496">Jen led everyone through a series of breathing exercises and stretches to help them relax and adopt a graceful mindset.</p> <p data-bbox="457 540 1495 602">The minutes from the July 25, 2024, meeting were reviewed, and a motion to approve them was made by Member A and seconded by Member J.</p> <p data-bbox="457 646 1461 675">Action items from the previous meeting were reviewed, and outcomes were shared:</p> <ul data-bbox="506 719 1495 997" style="list-style-type: none"> <li data-bbox="506 719 1495 857">• A governing board member proposed creating a directory listing the medical equipment available at each provider's office to better assist individuals living with disabilities when making appointments and choosing a provider. MHC is working with appropriate departments to offer this resource. <li data-bbox="506 865 1495 997">• Molina requested feedback on CHW. Population Health department is using the feedback to create a new video that’s more interactive and relatable for members. The video is currently being developed. Carolina shared the changes made to the website to the attendees. 	
<p data-bbox="111 1114 338 1138">Molina Healthcare</p> <p data-bbox="111 1187 380 1284">Jessica Purcell, Senior Specialist, Marketing, Molina Healthcare</p>	<p data-bbox="457 1114 625 1138">Presentation:</p> <p data-bbox="457 1187 1419 1216">Jessica Purcell presented herself and shared she was part of the Marketing team.</p> <p data-bbox="457 1260 972 1289">Jessica provided the following information:</p> <ul data-bbox="506 1297 1446 1435" style="list-style-type: none"> <li data-bbox="506 1297 1131 1326">• Molina has their own state page on Social Media <li data-bbox="506 1334 1446 1396">• Molina posts about the community events, open enrollment, retention and health education <li data-bbox="506 1404 1171 1435">• Ad campaigns are done to share resources available <p data-bbox="457 1443 1461 1472">Jessica asked for feedback on what would be something they would be interested to</p>	<p data-bbox="1520 1114 1667 1138">Information</p>

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<p>see in Molina’s posts.</p> <p>Most members mentioned that they don’t follow Molina on social media.</p> <ul style="list-style-type: none"> • Member L: shared that she does follow Molina on YouTube and finds the vaccine information very helpful. • Veronica Garcia: shared that she likes how Molina posts on different topics and she likes that because it’s easy to share with people through Facebook. <p>Carolina Wroblewski, AVP of Population Health at Molina Healthcare, presented an overview of the Local Health Jurisdiction (LHJ). The LHJ’s goal is to unite health plans and local partners through the Community Health Assessment/Community Health Improvement Plan (CHA/CHIP) process to achieve a greater collective impact.</p> <p>Riverside County:</p> <ul style="list-style-type: none"> • County still working on CHA • Priority areas identified: <ul style="list-style-type: none"> ○ Maternal and Child Health ○ Sexual/Reproductive Health/STD’s ○ Injury and Violence Prevention ○ Drug Overdose ○ Chronic Disease <p>San Bernardino:</p> <ul style="list-style-type: none"> • Priority areas identified: <ul style="list-style-type: none"> ○ Behavioral health ○ Injury and Violence Prevention ○ Chronic Disease <p>Carolina asked the members about their awareness of the mental health resources offered by Molina, and no one was familiar with them. She then guided them through navigating the website to find these resources and provided a QR code for easy access.</p>	

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	<div data-bbox="457 180 642 363" data-label="Image"> </div> <div data-bbox="457 370 642 418" data-label="Image"> </div> <p data-bbox="457 456 1482 521">Carolina asked for the feedback on the following: Did the website provide information you were not aware of?</p> <ul data-bbox="506 565 1486 1029" style="list-style-type: none"> • All in attendance shared it was useful information. • Member A: shared that they have personally used the services. • Lisa Hayes: asked whether the services are provided by Molina or the County and if they are available in person or virtually. • Carolina: explained that some programs are managed by Molina, while others are offered through the County. The availability of these programs depends on individual needs, with some accessible virtually and others requiring in-person participation. • James Moses: noted that accessing the webpage is challenging and suggested simplifying the navigation. He also asked if there's a way to connect mental health services with other community or county resources. • Carolina: appreciated his feedback, mentioning she took notes, and shared that Molina is working on making the website more user-friendly. <p data-bbox="457 1068 1390 1133">Carolina asked the group how they would prefer to be notified about available resources.</p> <ul data-bbox="506 1143 1486 1354" style="list-style-type: none"> • Member R: Suggested having doctors communicate the information directly in their offices. • Member A: Text messages. • Member I: Text messages • Member G: Mentioned that pamphlets are helpful and easy to share with others and stated that the website is difficult to navigate. 	

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<p>Gregory Hulse Director, Medicare Product Development, Molina Healthcare</p>	<p>Gregory Hulse, Director of Medicare Product Development for Molina Healthcare, presented a review of 2024 to 2025 Plan Changes for Molina Medicare Complete Care Plus.</p> <p>Highlights of his presentation are as follows:</p> <ul style="list-style-type: none"> • 2025 Plan Changes for Molina Medicare Complete Care Plus (HMO D-SNP) H3038-003 <ul style="list-style-type: none"> ○ Food produce allowance \$75 every month for healthy food and produce. ○ Pest Control, Service Animal Supplies, Non-Medicare-covered Genetic Test Kit, and Mental Health & Wellness Applications will not be a covered supplemental benefit. ○ Over the counter allowance \$100 every month for OTC items ○ Transportation 12 one-way trips ○ Vision \$200 allowance yearly to purchase eyewear (contact lenses, lenses, frames, and upgrades) ○ You get preventive dental and a \$1,000 allowance for comprehensive dental yearly through your dental network • 2025 Plan Changes for Molina Medicare Complete Care (HMO D-SNP) H3038-001 <ul style="list-style-type: none"> ○ Maximum out of pocket \$9,350 ○ Pest Control, Service Animal Supplies, Non-Medicare-covered Genetic Test Kit, and Mental Health & Wellness Applications will not be a covered supplemental benefit. ○ Over the counter allowance \$35 every month for OTC items ○ Vision \$200 allowance yearly to purchase eyewear (contact lenses, lenses, frames, and upgrades) • 2025 Vendor Changes for Molina Medicare Complete Care Plus <ul style="list-style-type: none"> ○ MyChoice card for 2025 will be administered by NationsBenefits ○ Hearing services will be provided by NationsBenefits ○ Meal vendor will be NationsBenefits. <p>Comments or questions:</p> <ul style="list-style-type: none"> • Member Q: asked if one round trip would count as two trips when using transportation services. • Gregory: confirmed, noting that a total of six round trips are available. 	

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<p>Ida Pierre, Program Manager, Stars and Quality, Molina Healthcare</p>	<ul style="list-style-type: none"> • Alex: explained that after Medicare trips are used, transportation can be covered under Medi-Cal. • Member J: mentioned not seeing transportation details on their card. • Alex: connected them with a Case Manager to check • Gregory: noted it might be a plan change from last year. • Lisa Hayes: suggested to survey members about their preferred resources to help decide which benefits should be maintained and which ones may need to be scaled back. • Greg: appreciated this idea, suggesting it might be considered for 2026 benefits. <p>Ida Pierre Program Manager for Molina Star and Quality Withholds department requested members feedback on their medication experience.</p> <p>Ida asked how their experience has been when using pharmacy services.</p> <ul style="list-style-type: none"> • Member A: expressed dissatisfaction, noting they aren't receiving the full medication quantity. • Alex: asked if the prescription instructions differ from how they are taking it. • Member A: responded that they are unsure, as the doctor blames the pharmacy, adding that although picking up medication is easy, the prescription isn't complete. • All members agreed on generally positive experiences. • Member J: mentioned having issues initially but noted improvement after switching pharmacies. <p>Ida asked how helpful member services have been?</p> <ul style="list-style-type: none"> • Member J: shared that while calls to member services have sometimes been helpful, there was one instance where they were promised a callback but never received it. • Lisa Hayes: suggested sharing procedures for emergencies, such as during fire evacuations. • Ida: agreed to bring this idea to the pharmacy team for consideration. 	

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	<p>Alex shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> • Molina Renewal Flyer: Reminded Medi-Cal members to complete their yellow renewal folders and return them to the county for redetermination. Members with an address change should update it directly with the county. • All Molina OSHC Flyer: Outlined the range of services provided at OSHCs, highlighting those available to community members. 	
<p>Closing Remarks & Adjournment</p>	<p>Alex B. asked the attendees if they had any questions or feedback.</p> <p>Attendees had no questions or feedback.</p> <p>Alex B. closed the meeting and thanked everyone for their attendance and for being part of the committee.</p> <p>The meeting adjourned at 1:32 p.m.</p>	