

San Diego Community Advisory Committee

Meeting Minutes

Date: May 16, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member B	Member O	Member W
Member F	Member Q	Member X
Member I	Member R	Member Y
Member J	Member S	Member Z
Member K	Member T	
Member L	Member U	Guests:
Member N	Member V	Guest A

Governing Board:

Sonia Gonzales, TrueCare
 Marisa Varond, McAlister
 Institute

Guest Presenter:

Jen Stillion

Molina Staff:

Adriana Bowerman
 Alejandro Reyes

Molina Presenters:

Katie Soto on behalf of
 Jill Peterson
 Katie McMahan
 Carolina Wroblewski
 Amritha Roser

Topic	Presentation/Discussion	Actions/Follow-Up
Call to Order	Adriana Bowerman called the meeting to order at 11:47 a.m.	
Welcome & Committee Introductions	Adriana welcomed attendees to the second meeting of 2024, introduced the agencies and members who attended virtually, and reviewed the purpose of the meeting.	
Jen Stillion Mental Wellness “Mindfulness”	<p>Presentation: Jen welcomed the attendees and introduced the topic of Wellness Practice, focusing on health, exercise, and diet. She addressed the hurdles associated with adhering to wellness routines and maintaining a long-term commitment to them while providing advice on sustaining dedication to wellness practices:</p> <p>Begin by identifying the self-care habits you truly want to commit to, for example:</p> <ul style="list-style-type: none"> ○ Going to the gym ○ Walking three days a week ○ Meditating 10 min a day ○ Adding veggies to your meals 	

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	<ul style="list-style-type: none"> ○ Simply adding more fun to your life <p>Jen recommended choosing one of the identified habits and starting small to prevent feeling overwhelmed. Rather than relying solely on willpower, she suggested exploring the underlying reasons for struggling with commitment. Often, resistance to change stems from unfamiliarity, with the subconscious trying to keep you safe. Prioritizing self-care is crucial, as it ties back to self-esteem and the need to feel worthy.</p> <p>Jen then led attendees in a brief meditation, incorporating gentle stretches and encouraging everyone to focus on slow, deliberate breathing. She shared three power poses and phrases:</p> <ul style="list-style-type: none"> • Point at yourself and say: "I'm worth it!" • Cross your hands around you and say: "I love taking care of me" • Hand on your chin and say: "I got this!" <p>To conclude, Jen emphasized that this small dose of wellness empowerment is a step toward achieving one's wellness goals.</p>	
Meeting minutes	Reviewed minutes from the February 14, meeting with a motion to approve the meeting minutes brought forth by Member F and second by Member L.	
Molina Healthcare Katie McMahan, AVP, Health Plan Quality Improvement, Molina Healthcare	Presentation: Katie McMahan introduced herself and shared that last quarter, the focus was on Lead screenings. This quarter, her team's focus is on cancer screenings, including mammograms, pap smears, cervical cancer screenings, and colon screenings. She shared a QR code for members to scan to access informational material. Katie asked members if there were any topics they were interested in that weren't covered, inviting them to let her know so she could work on creating the necessary materials. Katie briefly reviewed the following education materials:	Information

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<p>Carolina Wroblewski, AVP, Population Health, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Grow and Stay Healthy Guidelines (Birth- 10 years) ○ Grow and Stay Healthy Guidelines (11-20 years) ○ Your Guide to Healthy Pregnancy <ul style="list-style-type: none"> ● Katie explained the incentives process: members can scan the QR code, enter their member ID, and view a list of available incentives. After providing information about when and where the service was done, eligible members can redeem gift cards electronically. <p>Katie McMahon thanked everyone and ended her presentation by asking if anyone had any other questions.</p> <p>Questions/Comments:</p> <ul style="list-style-type: none"> ● Member L: Member asked if they, as a Molina member, could obtain a gift card for their niece, who is not a member, or if the recipient must be a Molina member to receive the gift card. ● Katie McMahon: Clarified that to obtain the incentive gift card, individuals must be enrolled with Molina. However, she noted that many health plans provide comparable incentives, suggesting they may need to locate the link for their specific health plan. ● Member T: Member expressed interest in obtaining further details regarding dental benefits and the procedures involved in utilizing these benefits. ● Katie McMahon: Informed the member that dental benefits vary depending on the plan. For Medi-Cal, benefits are provided through Denti-Cal. <p>Carolina introduced herself, stating that she would be overseeing the review of Dental Care Coordination services and providing additional information on the Community Health Program. Carolina presented the following resources and programs:</p> <ul style="list-style-type: none"> ● Dental Care Coordination- <ul style="list-style-type: none"> ○ Assist members in scheduling appointments ○ Locate a General Dentist or specialized provider ○ Assist members in understanding their dental benefits through DentiCal ○ Assist members in contacting DentiCal in a three-way call ○ Email referrals to CMescalationCA@MolinaHealthcare.com 	

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<p>Katie Soto presented on behalf of Jill Peterson Manager, Medicare Product Development, Molina Healthcare</p>	<ul style="list-style-type: none"> • Community Health Worker (CHW) Program: people from your community who have lived experience that can help you with navigating your healthcare. <ul style="list-style-type: none"> ○ Community Health Workers are also known as health navigators, promotoras, outreach educators, community health advisors, etc. ○ CHW provides health education, health navigation, individual support, and advocacy. Even help with paperwork. ○ Almost everyone is eligible. <p>Carolina shared the Molina website detailing the CHW program and inquired whether members would be interested in using the service after reading it.</p> <p>Comments:</p> <ul style="list-style-type: none"> • Member L: Suggested improving the presentation by adding more specifics, examples, or possibly a video, as it currently resembles a contract. • Carolina: Thanked the member for their feedback • Member T: Expressed concerns about trusting insurance companies, particularly when approached at home. • Adriana: Reassured the member that Molina employees always schedule visits in advance, identify themselves clearly, and never request money or social security numbers. She advised against trusting anyone who arrives unannounced and asks for personal information. <p>Katie Soto 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"> • MyChoice Card Benefit- <ul style="list-style-type: none"> ○ Preloaded amount monthly and it does not roll over ○ Works like a debit card ○ Flexible and convenient ○ Can be used for food and produce • How does the card work? <ul style="list-style-type: none"> ○ Once the member requests this benefit and completes the Health Risk Assessment, and a care manager confirms a qualifying chronic 	

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<p>Amritha Roser, Manager, Health Care Services, Molina Healthcare</p>	<p>condition, a benefit allowance is added to their MyChoice card. This allowance can be used for food and produce benefits.</p> <ul style="list-style-type: none"> ○ Member may purchase a variety of brand name and generic healthy food products at participating local stores online home delivery at members.nationsbenefit.com/Molina <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Member I: Mentioned a problem encountered while purchasing protein drinks at Walmart. Although the items appeared as eligible when scanned in the app, the Walmart cashier indicated they weren't covered. ● Katie Soto: Explained that certain items may ring up differently at Walmart, and efforts are underway to address this discrepancy with the store. <p>Amritha introduced herself and presented on Healthy living as follows:</p> <ul style="list-style-type: none"> ● Us Burden of Disease Collaborators shared that dietary risks are the leading cause of disability. ● The percentage has lowered a little since we are becoming more aware of having poor diet habits. ● 10% increase in food inflation in the U.S ● Healthy Eating: vegetables, fruits, whole grains, healthy fats, and healthy sources of protein. ● Food to have for success: <ul style="list-style-type: none"> ○ Oats ○ Beans, lentils, seeds, nuts ○ Bag of frozen vegetables and fruits ○ Grains (i.e: brown rice, quinoa, barley, couscous, pasta) ○ Eggs, ground turkey, chicken breast, tofu ○ Garlic, onions, ginger ○ Olive oil ○ Lemons ○ Salt, pepper, spices ● Healthy eating on a budget: <ul style="list-style-type: none"> ○ Eat two 12 oz bags of leafy greens per week ○ Frozen vegetables and fruits are cheaper than fresh and last longer ○ Dried beans are more affordable in some cases there are canned beans that are affordable 	<p>Follow-up: Medicare is team is working with Walmart to correct the issue.</p>

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	<ul style="list-style-type: none"> ○ Old Fashioned Oats- buying the bigger container might be more affordable ○ Nuts might not be too affordable ○ Beverages try sugar-free drinks- Recommended: Water, green tea, and herbal tea. <p>Amritha shared the MyPlate App with the members, navigated the app, browsed the pages, and shared how to get to the SNAP saving page. The app also shares budget-friendly recipes. Amritha also shared a Maternity Brochure and asked for feedback.</p> <p>Comments:</p> <ul style="list-style-type: none"> ● Member L: Responded by saying that it caught her eye, therefore, she thinks it's doing its job. 	
<p>Molina Healthcare</p> <p>Community Resources Adriana Bowerman, Manager, Growth & Community Engagement, Molina Healthcare</p>	<p>Presentation:</p> <p>Adriana shared the following resources with the attendees:</p> <ul style="list-style-type: none"> ● Member feedback is crucial to Molina. The dental referral form presented by Molina/Population Health originated from a previous CAC meeting where a member highlighted difficulties in accessing a Denti-Cal dentist. In response, Molina developed the dental referral form and established a process to help Molina members. ● Cal Hope Flyer: This organization provides mental support for youth, seniors, and entire families. Help is available via phone and text. ● Food distributions: The members were provided with a list of food distributions and a link to access and find the nearest food pantry to them. <ul style="list-style-type: none"> ○ <u>Meridian Baptist Church 660</u> South 3rd St. El Cajon, CA 92019 ○ <u>Lakeside Christian Help</u> 9931 Channel Rd. Lakeside, 92040 ○ <u>Union of Pan Asian Communities</u> 5296 University Ave. San Diego, 92105 ○ <u>Tricity Food Pantry</u> 1010 Crestview Rd. 	<p>Informational</p>

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	<p>Vista, 92083</p> <ul style="list-style-type: none"> ○ <u>Bayside Community Center</u> 2202 Comstock Street San Diego, CA 92111 ○ <u>Chula Vista Middle School</u> 415 5th Ave. Chula Vista, CA 91910 ○ <u>National City Middle School</u> 1701 D Ave. National City, CA 91950 <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. ● Chula Vista OSHC: Our new location in Chula Vista is now open for members and the community at large. 	
<p>Closing Remarks & Adjournment</p>	<p>Adriana asked the attendees if they had any questions or comments.</p> <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Member O: Mentioned that his wife recently had a baby and asked if Molina offers assistance for her while she's alone. ● Katie McMahon: Responded that while Molina doesn't specifically provide such assistance, she would look into available programs to potentially connect them with. ● Member I: Asked about accommodations for post-knee surgery care, such as Home Care. ● Adriana: Explained the availability of In-Home Support Services (IHSS), requiring an application process and completion of paperwork by the provider. Further information and application details would be provided. <p>Adriana closed the meeting and thanked everyone for their attendance and for being part of the committee.</p> <p>The meeting adjourned at 1:28 p.m.</p>	<p>Follow-up: Molina Healthcare Services team is working with the member to provide information based on needs.</p> <p>Follow-up: IHSS application and instructions have been provided to member.</p>