

**Sacramento Community Advisory
Committee**
Meeting Minutes

Date: March 20, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 Virtual Meeting

Members:
 Member A
 Member B
 Member C
 Member D
 Member E
 Member F

Guest:
 Guest RH
 Guest PM

Governing Board:
 Lisa Mathews, Sacramento WIC
 Erika Fatula, River City Food Bank
 Candice Williams, Downtown Streets Team

Guest Presenter:
 Jen Stillion

Molina Presenters:
 Tammy Jurkatis
 Soha Essayli
 Aita Romain
 Bryant Brown

Molina Staff:
 Adriana Bowerman
 Alejandro Reyes
 Alexandra Bravo
 Ruthy Argumedo
 Janet Segura

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 11:30 a.m.</p> <p>Adriana welcomed attendees to the first meeting of 2024. Adriana introduced the agencies and members in attendance. Adriana reviewed the purpose of the meetings and shared that future meetings will be in person.</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 help you stop, slow down, and be present. Jen shared three tips when feeling 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 for 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 reminded everyone to breathe and enjoy.</p>	
Meeting minutes	Reviewed minutes from the October 19, 2023, meeting with a motion to approve the meeting minutes brought forth by Member C and second by Member A.	
Molina Healthcare Tammy Jurkatis Director, Member Services, Molina Healthcare	Presentation: Tammy Jurkatis from the Member Services team with Molina Healthcare introduced herself and presented on Member Grievances and Appeals as follows: <ul style="list-style-type: none"> • When you call member services: <ul style="list-style-type: none"> ○ The Molina Member Services team is here to support you with your health plan needs. They can serve as your advocate when necessary and help you navigate through any challenges or questions you may have regarding your health plan. ○ Hours of operation: Available Monday through Friday from 7:00 a.m. to 7:00 p.m. 	Information

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	<ul style="list-style-type: none"> ○ Phone number: 888-665-4621- For multi-language support, if needed. ● Appeals and Grievances: <ul style="list-style-type: none"> ○ The rights of members as a part of Molina Healthcare are outlined in the member handbook. ○ If you don't have a copy of the handbook, please contact member services, and we will arrange for another copy to be mailed to you promptly. ○ As a member, you have the right to file a grievance or appeal either verbally or in writing. You can file a grievance through the following methods: <ul style="list-style-type: none"> ▪ Verbally: A verbal Grievance or Appeal can be taken over the phone by our member or member's authorized representative. ▪ Written Grievance: Can be submitted by our members, if someone other than the member sends a written grievance the team will call the member for verbal consent. ▪ Written Appeal: Can be filed by a member or submitted on behalf of the member by a provider or an authorized representative. ○ Where to submit an Appeal or Grievance: <ul style="list-style-type: none"> ▪ Member Services ▪ Email-MHCMemberGandA@MolinaHealthcare.com ▪ Address for written Grievances and Appeals: Molina Healthcare of California Attn: Appeals and Grievance Unit 200 Oceangate, Suite 100 Long Beach, CA 90802 <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Guest RH: Former member voiced her dissatisfaction with the plan's grievance procedure, specifically concerning the verbal intake process. She highlighted occasions where she felt her verbal complaints were not captured and documented accurately. While alternative methods such as fax, mail, or online submission are available, individuals with disabilities may encounter obstacles in using these channels effectively to express their concerns. Molina 	


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	<p>Healthcare is committed to enhancing its members' experience regarding grievance handling.</p> <ul style="list-style-type: none"> • Adriana: Thanked former member for her feedback. 	
<p>Molina Healthcare</p> <p>Soha Essayli, Manager, Health Plan Quality Improvement, Molina Healthcare</p>	<p>Presentation:</p> <p>Soha Essayli, the Quality Improvement Program Manager at Molina Healthcare, introduced herself and outlined the primary responsibilities of her team. She emphasized that their main focus is on providing quality education to both members and providers. Soha mentioned that in terms of member education, there is a QR code available for members to access educational materials easily.</p> <p>Soha shared the Immunization chart and went over its contents. This chart serves as a valuable resource, indicating when children's immunizations are due. Additionally, she highlighted the two main initiatives that the Quality team is prioritizing this year: addressing lead poisoning in children and managing diabetes. Soha also distributed informational flyers on lead poisoning and diabetes management to further support these initiatives.</p> <p>Soha also reviewed the following benefits and member interventions that are currently going on:</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 assist members in scheduling appointments • Initial health assessment calls to welcome all new members and get them connected to a primary care physician • Quality improvement work – Working with focused providers on preventative and chronic care • Case management services • Transportation services 	<p>Informational</p>

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<p>Aita Romain,</p>	<ul style="list-style-type: none"> • Interpretive services • Practice facilitation and distribution of all quality reports to clinics <p>Questions or comments:</p> <ul style="list-style-type: none"> • Member A: The member wanted to know if developmental screening includes mental health or special needs screening for kids. • Soha: Informed the member that during the initial assessment, we focus on mental health aspects, while developmental screening emphasizes physical health. • Member A: Followed up, asking about the age limit for these assessments during pediatric visits. • Soha: Stated that these assessments are conducted during primary care visits. • Member C: The Member wanted to know what Case Management involves. • Soha: Informed the member that Case Management helps navigate different services and assists in scheduling appointments or reaching primary care physicians. • Member C: Expressing dissatisfaction with her current case manager, asked if she could change to a new one? • Adriana: Assured the member she could change her case manager and promised to coordinate with Case Management and follow up. • Lisa Matthews: Member of the governing board wanted to know what lactation support services Molina Healthcare offers and if members were referred to in-network or out-of-network providers. • Soha: Informed Lisa/governing board member she was uncertain and mentioned consulting her team for clarification. • Lisa Matthews: Followed up, and wanted to know how far in advance transportation services should be scheduled and if the transportation covers visits to WIC? • Adriana: Advised scheduling transportation at least 3 days in advance and confirmed that transportation covers travel to WIC offices, food banks, pharmacies, doctor appointments, and specialist visits. 	<p>Action Item: A new case manager has been assigned to Member C.</p> <p>Follow-up: We direct our members to WIC for lactation support services, due to the peer support provided by their organization. Whether a provider is in-network or out-of-network does not affect access to WIC services.</p> <ul style="list-style-type: none"> • “La Leche League” serves as a resource for our members in need of lactation consultations. We refer them to this non-profit organization and assist in connecting them with

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<p>Director, Population Health, Molina Healthcare</p>	<p>Aita introduced herself and shared the main areas for Population Health which are Wellness and Prevention, Cultural and Linguistic Services, Community Health Workers, and Maternal Health. Aita presented on each area and programs available as follows:</p> <ul style="list-style-type: none"> • Wellness and Prevention offers Health Management programs and services which provide 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 • 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 offered in different languages. If you require another language other than English or Spanish call the English line and request 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 	<p>appropriate support. The assistance provided is remote and varies depending on the member's location.</p> <ul style="list-style-type: none"> ○ Molina also coordinates with the member's medical group or the hospital where they delivered to address their lactation needs. The approach taken depends on the specific requirements of the member regarding lactation services.

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	<p>members 18 and older.</p> <ul style="list-style-type: none"> ○ Member Services <ul style="list-style-type: none"> ▪ Medi-Cal: (888) 665-4621 ▪ Covered CA (Marketplace): (866) 772-4190 ● 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: <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 access to video. Strongly encourage members to use this service. ▪ In-Person Interpreters- Need 5 days advance notice to schedule. ○ 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 	

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<p>Bryant Brown, Social & Health Equity Navigator, Clinical Management & Policy, Molina Healthcare</p>	<p>telephone number.</p> <ul style="list-style-type: none"> ○ Molina has included the “Speak your Language” option in its Interactive Voice Response (IVR) system. <ul style="list-style-type: none"> ● 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. <p>Questions or comments:</p> <ul style="list-style-type: none"> ● Guest RH: Former member wanted to confirm that VRI was encouraged and not mandatory. ● Aita: Informed former member that Video Remote Interpreters (VRI) are not obligatory. Nevertheless, they serve as a valuable resource in situations where certified translators are unavailable in the area to attend or provide in-person translation. <p>Aita concluded her presentation and thanked everyone.</p> <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. 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. 	

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	<ul style="list-style-type: none"> • 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"> • Member C: Member wanted to know if the Family Advisory Subcommittee (FAS) was similar to the Community Advisory Committee (CAC) and if individuals already on the CAC could also join the FAS. • Bryant: The member was informed that while the Family Advisory Subcommittee (FAS) will share some similarities with the CAC, it will also have distinct differences. Specifically, the FAS will concentrate on matters related to social determinants of health (SDOH) and will test programs and concepts to address these issues. Members of the CAC are encouraged to participate in the FAS. • Guest RH: Requested clarification of the acronym FAS • Bryant: Explained that FAS stands for Family Advisory Subcommittee. • Guest RH: Asked if the FAS was a public meeting as well. • Bryant: Confirmed that while the FAS will be open to all, not everyone may qualify for the incentive. <p>Bryant concluded his presentation by thanking everyone and shared his information on the chat.</p> <p>Adriana shared the following resources with the attendees:</p>	

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<p>Community Resources Adriana Bowerman, Manager, Growth & Community Engagement, Molina Healthcare</p>	<ul style="list-style-type: none"> • Medi-Cal Renewal: The flyer is an awareness of the importance of renewal packages; the Molina renewal flyer provides information on how to renew Medi-Cal and it provides contact methods. • 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: 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>Questions or concerns:</p> <ul style="list-style-type: none"> • Guest PM: Guest inquired whether the flyers are available in accessible formats compatible with screen readers. • Adriana: Informed guest that for the Independence at Home (SCAN Foundation) she would need to confirm. However, the Molina flyers are accessible in other formats. • Guest PM: Guest inquired about whether Molina Healthcare provides information on agencies for individuals with disabilities to seek assistance regarding Medi-Cal redetermination. And what efforts Molina is making to help this population. • Ruthy: Informed guest that Molina Healthcare is making various efforts to assist all individuals with Medi-Cal redetermination. These efforts include utilizing social media outlets, sending texts and emails, making outbound calls, sharing flyers on the subject (in multiple languages) through various partners, and having a dedicated team at the Sacramento contact center to conduct outbound calls and outreach. • Lisa: Asked if print material will be available in Russian and Farsi? • Adriana: Confirmed Molina Healthcare is currently in the process of translating print materials into both Russian and Farsi. <p>Adriana shared that the next meeting will be in person on June 19th, 2024, at the</p>	<p>Follow-up- Independence at Home (SCAN Foundation) flyers are available in other languages and can be found on their webpage. Our Services (independenceathome.org)</p>

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	<p>Sacramento Molina One Stop Center. Further details will be given to the committee members once the date gets closer, also the details regarding the meeting will be posted on the Molina website. The Sacramento One Stop Help Center will be offering the following:</p> <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 • A variety of other services <p>Adriana reminded Molina members to please return the sign in sheets and brief survey they received.</p>	
<p>Closing Remarks & Adjournment</p>	<p>Adriana asked the attendees if they had any questions or comments.</p> <ul style="list-style-type: none"> • Guest RH: Former member raised two main concerns. Firstly, noted that member services representatives might not be aware of the ongoing Community Advisory Committee (CAC) and suggested improving online accessibility of related materials. Secondly, she emphasized members' rights to access their "designated records set" and stressed the importance of clarity in distinguishing between medical records and designated record sets during member communication. Additionally, she recommended removing the requirement for members to sign for records upon delivery to improve convenience. • Adriana: Thanked the former member for all her feedback and informed her that meeting minutes are being tracked and shall be posted on the public website. • Tammy: Expressed gratitude to the former member for their feedback and participation in the CAC. Mentioned that customer care representatives undergo daily training and monitoring to identify any discrepancies, which are then used as coaching opportunities. Acknowledged the importance of clear wording and appreciated the feedback for improvement. 	<p>Follow-up: Although resources are available through the Member Handbook, Molina Website, One Stop Help Centers, and outreach events, efforts will be made to enhance accessibility by providing refresher training to member services staff on the CAC and how to address member inquiries effectively.</p>

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	<ul style="list-style-type: none"> • Ruthy: Informed the former member that Molina will use this opportunity to collaborate with the Member Services team to improve the way meeting dates and details are provided. Emphasized that members can access this information through the website or their member handbook and assured that efforts will be made to ensure accessibility for those who have difficulty accessing or reading the material. Mentioned that all feedback provided will be documented for future reference and thanked everyone for their input, highlighting its importance in improving the plan. <p>Adriana closed the meeting and thanked everyone for their attendance and being part of the committee.</p> <p>Meeting adjourned at 12:51 p.m.</p>	<p>Action Item: A page summary has been created for Molina’s Member Services team to inform callers about the Community Advisory Committee (CAC) details and direct interested individuals to the appropriate channels.</p>