

**Sacramento Community Advisory
Committee**
Meeting Minutes

Date: September 19, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare,
 in-person & virtual meeting

Members:
 Member A
 Member B
 Member C
 Member M
 Member N
 Member O

Governing Board:
 Lisa Mathews, Sacramento WIC (Not in attendance)
 Erika Fatula, River City Food Bank (Not in attendance)
 Candice Williams, Downtown Streets Team (Not in attendance)

Guest Presenter:
 Jen Stillion

Molina Presenters:
 Elizabeth (Liz) Martin
 Aita Romain
 Catherine Thomas

Molina Staff:
 Alexandra (Alex B.)
 Bravo
 Alejandro Reyes

Topic	Presentation/Discussion	Actions/Follow-Up
<p>Call to Order</p> <p>Welcome & Committee Introductions</p> <p>Jen Stillion Mental Wellness “Mindfulness”</p>	<p>Alexandra Bravo (Alex B.) called the meeting to order at 11:45 a.m.</p> <p>Alex B. welcomed attendees to the third meeting of 2024.</p> <p>Presentation: Jen welcomed the attendees and began her presentation by asking everyone what being healthy and well means to them, receiving a variety of responses. She pointed out that most people focus on physical health, but emphasized that true health begins with the mind, which influences emotions, and ultimately impacts the body. Jen encouraged making small dietary changes to boost energy and gradually improve habits.</p>	

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<p>Action Items</p>	<p>To conclude her presentation, Jen led the group through dance moves to promote emotional health and a positive mindset.</p> <p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> • Concerned citizen expressed dissatisfaction with the follow-up on their previous complaint aimed towards the Appeals and Grievance Department's handling of verbal grievances. Molina Healthcare of CA appreciated the feedback and shared the concerns with Molina's Appeals & Grievances team and confirmed that members can submit grievances both verbally and in writing, all verbal grievances are documented and routed for further review. Molina ensures that members receive an acknowledgment letter with contact details, allowing for any additional information or clarification. • Concerned citizen indicated that they would forward all recordings of their interactions with the Member Services Department to Abbie Totten, the Plan President to address issues with Member Services. Concerned citizen followed up with Plan President on 8/12/2024 however, still pending necessary details such as recordings to pursue further research. • Concerned citizen mentioned that the meeting minutes from the previous CAC meeting were not viewable online. Issue was fixed on 6/26/2024. • Concerned citizen was dissatisfied with the lack of follow-up on obtaining a "designated record set" and believes members should be clearly informed and guided on how to request these records. Member Services will undergo continuous training to stay current on handling member requests for medical records and provide information on Community Advisory Committee (CAC) meeting dates when members inquire. • Plan President recommended adding a checkbox on the dental referral form to indicate whether the member's needs are "preventative" or "urgent" to better assist our members. On 8/6/2024 the dental referral form was updated to include a checkbox for "Urgent" or "Preventative" needs. • Member requested the contact information for the Nurse Advice Line (NAL). On 6/19/2024 Alex B. provided the member with the contact information for the Nurse Advice Line. • Members requested that a direct phone number for the CHW department be added to the CHW website. On 7/26/2024, Population Health added a direct 	

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<p>Meeting minutes</p> <p>Elizabeth (Liz) Martin, Specialist, Health Plan Quality Improvement, Molina Healthcare</p>	<p>number to the CHW department on the CHW website which is accessible through the Molina website.</p> <ul style="list-style-type: none"> • Members requested that a disclaimer be added to the CHW website, providing a time frame for when they can expect someone from the CHW department to reach out after their initial contact. On 7/26/2024, Population Health updated the CHW website to include a disclaimer stating that a representative from the CHW department will contact members within 7 days of their initial inquiry. • Members provided feedback on the Community Health Worker (CHW) website, stating that the visuals did not effectively convey the program's offerings and suggested including example situations for better clarity. Population Health is using the feedback gathered to create a video designed to make the CHW website more interactive and relatable for members. The video is currently in development. • Member expressed concern that some individuals might find QR codes challenging to use. Molina is currently working with the appropriate departments to make our resources more user-friendly and accessible to all members regardless of age. <p>Reviewed minutes from the June 19, 2024, meeting with a motion to approve the meeting minutes brought forth by Member A and second by Member C.</p> <p>Presentation: Liz Martin, Quality Improvement Program Specialist with Molina Healthcare, introduced herself and presented on incentives offered to members under the Medicaid line of business:</p> <ul style="list-style-type: none"> • Medicaid Member Incentives: <ul style="list-style-type: none"> ○ Annual Wellness Bonus ○ Breast Cancer Screening ○ Cervical Cancer Screening ○ Prenatal Visit-First Trimester ○ Postpartum Visit ○ Well Child Visit 	

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<p>Jillian Clayton, Program Manager, Population Health, Molina Healthcare presented on behalf of Aita Romain</p>	<ul style="list-style-type: none"> ○ Childhood Immunization Status ○ Controlling Blood Pressure ○ HbA1c Test ○ QR code shared with members to access the Wellness Rewards <p>Questions or Comments:</p> <ul style="list-style-type: none"> ● Member C: The member asked if the service had to be completed at a specific location, as she had a breast cancer screening but did not receive the incentive. ● Liz: Mentioned she would follow up after the meeting. <p>Liz continued the presentation and asked the group about their communication preference—by phone call, text message, or email.</p> <ul style="list-style-type: none"> ● Member B: Text or phone call ● Member B: Text or phone call ● Member C: Text message ● Member A: Text message ● Member O: Text message, anything except the member portal due to access issues. <p>Presentation: Jillian introduced herself and presented on the dental form. Jillian also explained the duty of the dental coordinator as follows:</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 by three-way call ○ Email referrals to ca_dental_coordination_mhc@Molinahealthcare.com <p>Questions or Comments:</p>	<p>Sept. 19, 2024: It was confirmed member did not qualify for an incentive; member was notified.</p>

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<p>Catherine Thomas, Program Manager, Cultural and Linguistic</p>	<ul style="list-style-type: none"> • Member B: Mentioned she would like to speak with the dental coordinator. • Alex B.: Confirmed that she would connect the member with the dental coordinator. <p>Jillian continued her presentation by sharing that effective this year health plans providing services to Medi-Cal members are now required to collaborate with each county’s local health department. Due to this partnership health plans and each county developed a shared goal called SMART Goal to improve community health, a priority identified in the county.</p> <p>Local Health Jurisdiction (LHJ):</p> <ul style="list-style-type: none"> • Sacramento County Public Health developed their CHA/CHIP strategy as an inch-wide mile-deep approach, focusing on a specific Census Tract with historically low MCP enrollment and high SDOH needs. • Smart Goal: Increase MCP enrollment in zip code 95820 (focus on Census Tract 44.01) • CHA/CHIP Priority Areas are housing insecurity, mental health, and food access • Status of CHA/CHIP: CHA completed in 2023, and CHIP started in January 2024 • MCP Partners: Molina, Kaiser, Anthem, and Health Net • In the future feedback will be asked from the committee members. <p>No comments or questions from members.</p> <p>Catherine Thomas, Program Manager for Cultural and Linguistic Services with Molina Healthcare presented herself and reviewed how members can access their language needs as follows:</p> <ul style="list-style-type: none"> • Federal and State law requires all beneficiaries to have language access for their medical appointments. • Molina offers three types of interpretation services: Telephonic, video remote interpreters (VRI), and in-person interpreters. • Call Molina Member Services to access interpretation and translation services: <ul style="list-style-type: none"> ○ Medi-Cal: 1-888-665-4621, Monday through Friday from 7 a.m. - 7 p.m. ○ Marketplace: 1-888-858-2150, Monday through Friday from 8 a.m. - 6 p.m. 	<p>Sept. 19, 2024: A dental referral was generated for Member B and submitted to the Molina dental coordinator; member has been assisted with their dental needs.</p>

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<p>Alex Bravo, Manager, Growth & Community Engagement, Molina Healthcare</p>	<ul style="list-style-type: none"> ○ Medicare: 1-800-665-0898, Monday through Friday from 8 a.m. - 8 p.m. ● Member resources are available. Materials are offered in large print, Braille, and audio format. ● If you feel your rights were not respected, you can file a complaint by calling Member Services. ● Upon request, member materials will be translated, such as care plans and existing health education. <p>No questions or comments.</p> <p>Alex B. shared the following resources with the attendees:</p> <ul style="list-style-type: none"> ● Sacramento OSHC Flyer: Members and the community can visit the OSHC for services and inquiries about Molina. Flyers will be available in English, Spanish, Arabic, and Hmong. ● Renewal Flyer: MediCal members are encouraged to contact their local Department of Social Services if they need to update their address or phone number to ensure their Medi-Cal Redetermination Packet arrives at their home to avoid being disenrolled from MediCal. ● MyMolina App Flyer: The app is free and provides access to an electronic ID card. You can also change your Primary Care Physician (PCP) through the app. <p>Questions and Comments:</p> <ul style="list-style-type: none"> ● Member B: Asked if the OSHC provide services for walk-ins. ● Alex: Confirmed that the walk-in center is open to both members and non-members. ● Member B: Expressed that she was pleased to know that Member Services will assist in-person. ● Catherine: Suggested that Alex B. help Member O with accessing the portal, as he had mentioned having trouble logging in earlier. ● Member C: Asked about the services offered at the OSHC. ● Alex: Explained that the OSHC will provide community resources and noted that the Sacramento OSHC is the 5th location, allowing them to tailor services based on community needs. Additionally, baby showers will be hosted for 	<p>Sept. 19, 2024: Member O was assisted in accessing the Molina portal.</p>

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	Molina members, diabetes classes will be offered, and computers will be available for members to access their portal.	
Closing Remarks & Adjournment	<p>Alex B. asked the attendees if they had any questions or comments, there were none.</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 12:51 p.m.</p>	