

**Sacramento Community Advisory
Committee**
Meeting Minutes

Date: December 04, 2024
Time: 11:30 a.m. – 1:30 p.m.
Location: Molina Healthcare
 In-person & Virtual Meeting

Members:

Member A Member Q
 Member B Member R
 Member C Member S
 Member K Member T
 Member M Member U
 Member P Member V

Governing Board:

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

Guest Presenter:

Jen Stillion

Molina Presenters:

Elizabeth (Liz) Martin
 Jillian Clayton
 Charne Ingram
 Ida Pierre

Molina Staff:

Alexandra Bravo
 Alejandro Reyes
 Abbie Totten

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 welcomed attendees to the fourth meeting of 2024.</p> <p>Presentation: 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>	

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<p>Meeting minutes</p> <p>Action Items</p> <p>Charne Ingram, Senior Specialist, Marketing, Molina Healthcare</p>	<p>Jen led everyone through a series of breathing exercises and stretches to help them relax and adopt a graceful mindset.</p> <p>Reviewed minutes from the September 19, 2024, meeting with a motion to approve the meeting minutes brought forth by Member C and seconded by Member A.</p> <p>The action items from the previous meeting were reviewed, and the following updates were provided:</p> <ul style="list-style-type: none"> • 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. • Two members requested dental assistance in previous meeting. The dental referrals were sent to dental coordinator on 09/20/24. The coordinator scheduled an appointment for one member and the other member was provided with information to contact her dental office. • Community Health Worker pilot program will take place in Q1 2025. <p>Charne Ingram introduced herself and shared she was part of the Marketing team.</p> <p>Charne presentation highlights were:</p> <ul style="list-style-type: none"> • Molina has their own state page on social media. • Molina posts about community events, open enrollment, retention, and health education. • Ad campaigns that are done to share resources available. • Website is available, its bilingual, and available in Spanish. • Emergency response posts. <p>Charne requested input on what types of content members would find engaging or valuable in Molina’s social media posts.</p> <p>No questions or comments.</p>	

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<p>Elizabeth (Liz) Martin, Specialist, Quality Improvement, Molina Healthcare</p>	<p>Alex B. asked the attendees if they followed Molina on social media. The attendees shared that they were unaware Molina had social media accounts. Alex encouraged them to follow Molina’s social media pages to stay updated on community events and emergency response efforts.</p> <p>Presentation: Elizabeth (Liz) Martin provided an update on the Quality team's efforts in offering medical services at the One Stop Help Centers (OSHCs). She highlighted the successful launch of the Rapid Health Clinic in July 2024 and emphasized the goal of continuing these clinics at the OSHCs. The clinics play a vital role in providing the Molina members with access to vaccines and access to missing medical services.</p> <p>Liz concluded her presentation by sharing pictures of the clinics and mentioned that, when possible, members would receive incentives. For example, groceries might be given on some occasions and jump ropes or books would be offered to children to make their visits more enjoyable.</p> <p>Question or Comments:</p> <ul style="list-style-type: none"> • Member B: Had a question regarding blood pressure medication and her physician • Liz: Asked the member to connect after the meeting for more details. • Member C: Member had a question regarding member enrollment support for Medicare. • Alex B.: Informed the member that she would touch on this topic towards the end of the presentation. 	<p>12/4/2024 Liz Martin connected with the member after the meeting and documented the member's physician's name.</p>
<p>Jillian Clayton, Program Manager, Population Health, Molina Healthcare</p>	<p>Jillian introduced herself and started her presentation by explaining Population Health’s role.</p> <p>Jillian continued her presentation by providing an overview of the Local Health Jurisdiction (LHJ). She explained that the LHJ aims to bring together health plans and</p>	

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<p>Ida Pierre, Program Manager, Stars and Quality, Molina Healthcare</p>	<p>local partners through the Community Health Assessment and Community Health Improvement Plan (CHA/CHIP) process to maximize collective impact. Currently, the health plans and the LHJ are collaborating and identifying the shared priority areas. Sacramento’s priority areas are housing services, food resources, and mental health. Regular meetings are held to explore how the Managed Care Plans (MCPs) can support the county’s CHA and CHIP efforts. At future meetings, Molina plans to gather member feedback and distribute surveys to enhance these initiatives.</p> <p>Questions or Comments:</p> <ul style="list-style-type: none"> • Member Y: The member was late to her eye doctor appointment on 12/3/2024 due to a meeting about her son’s Medi-Cal eligibility, which was denied. She is seeking alternative options and reported that the eye doctor was rude when she arrived late. • Alex B.: Apologized for the inconvenience the member experienced and expressed empathy for the situation. Offered assistance in verifying her son’s Medi-Cal eligibility and provided guidance on exploring alternative options. • Member Y: Stated that she requires dental work due to pain and a bone infection. She is experiencing difficulties with her insurance coverage. • Alex B.: Will assist with a dental referral form and coordinate with Molina’s Dental Coordinator to assist the member with the process. • Member P: Stated that she also needed assistance with dental. • Alex B.: Offered to connect the member with the dental coordinator. • Member P: The member reported that she and her family were recently charged for eyeglasses and are requesting assistance with resolving the issue. • Member R: The dental office the member visited said they weren’t contracted with Molina. • Alex B.: Will assist with a dental referral form to help the member in finding nearby contracted dentist. <p>Ida Pierre Program Manager for Molina Star and Quality Withholds Department requested feedback from the members regarding their medication experience.</p> <p>Ida asked how their experience has been when using pharmacy services.</p> <ul style="list-style-type: none"> • Member Y: Stated that it’s not easy to receive medications. She mentioned having a sore throat and that her provider required blood samples and X-rays 	<p>1/9/2025 Dental referral completed for Member Y</p> <p>1/3/2025 Dental referral completed for Member AA</p> <p>12/5/2024 Member declined the dental referral, stating that she already has a consistent dentist.</p> <p>12/5/2024 VSP was unable to cover the frames and additional lens features due to non-coverage of these items. Member P was provided with detailed benefits and coverage information.</p> <p>12/5/2024 Member R declined the dental referral, noting that she already has a dentist at Elica Center.</p>

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<p>Alexandra Bravo, Manager, Growth & Community Engagement, Molina Healthcare</p>	<p>before prescribing medication. Therefore, the member opted to pay for the medication out of pocket.</p> <ul style="list-style-type: none"> • Ida: Asked the member what medication she needed, specifically asking if the medication was for pain. • Member Y: Stated that she needed penicillin. • Ida: Thanked the member for her feedback. • Member P: The member mentioned that whenever she goes to the pharmacy, her medication is not available on the same day. <p>Ida Asked the member about their overall satisfaction and whether member services have been helpful.</p> <ul style="list-style-type: none"> • Member C: Mentioned that she used to receive her medication through mail order, but that changed earlier this year, making it very difficult for her to get her medication. • Abbie: Informed the member that the decision to not allow medication to be available via mail order was made by the state, not by the health plan and apologized for the inconvenience. • Member R: The member shared that she is experiencing significant pain due to her spine. She called to schedule an appointment but was unable to get one until February. • Alex B.: Suggested accepting the scheduled appointment and contacting the doctor's office on a regular basis to ask about same-day appointments or cancellations. • Abbie: Stated that this is a widespread issue across California due to many doctors retiring after COVID. <p>Alex B. shared the following resources and updates with the attendees:</p> <ul style="list-style-type: none"> • Molina acquired Central Health Plan and members who have Medicare will now have an opportunity to have their Medicare plan with Molina. • Molina Renewal Flyer: The flyer reminded Medi-Cal members to complete their Medi-Cal renewal process and return them to the county for redetermination. Members with an address or phone number change should update it directly with their county office. • The MyMolina App flyer was shared with members, and they were encouraged to use the app for PCP changes and to access their ID card. 	<p>12/12/2024 Connected Member C with her assigned case manager to assist with ongoing health conditions.</p>

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<p>Closing Remarks & Adjournment</p>	<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 1:04 p.m.</p>	<p>Following the meeting, Alex B. connected with members, resulting in the following outcomes:</p> <p>12/5/2024 Member Q was assigned a case manager to assist with an ongoing medical condition.</p> <p>12/5/2024 Member P was assigned a case manager to help with scheduling appointments.</p> <p>12/5/2024 Member B was assigned a case manager to assist with accessing medically tailored meals.</p>