



**Central Health Plan
Community Advisory Committee**

Agenda

09/10/26

11:00 AM – 12:00 PM PST

Agenda	
○ Opening Remarks ○ General Introductions ○ Goals ○ Expectations ○ Topic/Presentations ○ Review Meeting Minutes of 06/11/26 ○ Mental Health Wellness ○ Medicare Benefits ○ Quality Improvement ○ Community Resources ○ Closing ○ Questions ○ Next Meeting: 12/03/26 ○ Adjournment	

Leadership/ Guests in Attendance	
Jennifer Barragan, MCA - Specialist, Growth & Community Engagement	Jen Stillion – Mental Wellness
Ruthy Argumedo, MCA - AVP, Growth & Community Engagement	Virginia Altick, MHI - Vendor Account Manager
Alexandra Bravo, MCA - Manager, Growth & Community Engagement	Joyce Takeuchi, MCA- Director, Quality Program Management & Performance
Janet Segura, MCA - Specialist, Growth & Community Engagement	Sandy Wang, MHI – Broker Channel Manager

Member Plans in Attendance		
Participation Tally	Plan	SNP Composition
2 CHP DSNP Member 004 001	H3038004001 CHP	D-SNP
11 CHP Jade MAPD 022	H5649022000 CHP	MAPD
2 CHP Classic Care MAPD 027	H5649027000 CHP	MAPD
2 CHP Classic Care MAPD 028	H5649028000 CHP	MAPD
1 CHP Part B Savings 029	H5649029000 CHP	MAPD

Action Items
Member reported paying copays for items she previously received at no cost. Members were assisted by Medicare representative; it was identified that the member's plan transitioned and the pharmacy had outdated member information. Members are recommended to verify pharmacy has updated Member ID card.

Agenda
Mental Health and Wellness- Jen Stillion - Jen discussed how healthy habits are developed through repetition and routine rather than relying solely on motivation. She introduced the concept of "micro moments," describing them as small, intentional actions such as stretching, taking a short walk, drinking water, stepping outside for fresh air, or pausing before reacting to stress. She emphasized that although these actions may seem minor, they can create meaningful and sustainable changes over time. Jen encouraged participants to focus on incorporating one small wellness activity into their daily routine rather than attempting large lifestyle changes all at once. She explained that these small actions accumulate over time and gradually become habits that support a healthier, calmer, and more resilient lifestyle. Jen led attendees through a one-minute reset exercise using the 5-5-5 breathing technique, which involved inhaling, holding, and exhaling for five seconds each. She also incorporated posture adjustments and mindfulness practices to help participants remain present and reduce stress and tension. The session included gentle stretching exercises, shoulder and chest-opening movements, and simple stress-relief techniques such as shaking out the hands and relaxing the shoulders. To conclude, participants participated in a brief dance and movement activity designed to boost mood, relieve stress, and increase energy levels. Jen closed the session by encouraging attendees to incorporate micro moments throughout their day, reinforcing the message that small, consistent actions can lead to significant improvements in overall well-being. 2026 CA Central Health Plan -Supplemental Benefits Overview – Virginia Altick - Virginia Altick introduced the session on Molina's supplemental benefits, with a special focus on food and produce benefits. - Provided an overview of available supplemental benefits and emphasized that benefits vary by plan. Attendees were encouraged to review their Evidence of Coverage (EOC) to confirm their specific benefits and allowances. - Virginia reviewed Molina's vendor partners that administer supplemental benefits and noted that each benefit has its own eligibility requirements and coverage details. - Highlighted benefits: - Acupuncture and chiropractic benefits provided through American Specialty Health and

- explained that some members may receive these services through their IPA network.
- Dental benefits were reviewed, including coverage through Delta Dental, with a reminder for members to verify their specific coverage through their EOC.
- Silver&Fit program, which offers fitness center access, online classes, home fitness kits, activity tracking devices, and health coaching resources.
- Nations Benefits Flex Card, explaining that members can use the card through the online portal, mobile app, or participating retail locations. Virginia explained that eligible members may use rewards funds or certain qualifying benefit allowances to purchase healthy food and produce at participating stores. Virginia demonstrated how members can check Flex Card balances through the Nations Benefits website and mobile application.
- Hearing benefits, including annual no-cost hearing exams available through Nations Benefits.
- Home-delivered meal services are available to eligible members and noted that meals are delivered fresh at no cost for qualifying individuals.
- Virginia explained the personal emergency response device benefit, noting that services are provided through Outlook Care or Medical Guardian depending on member enrollment status.
- Transportation benefits through SafeRide Health were reviewed, including rides to eligible medical appointments and certain approved non-medical destinations for qualifying members.
- Vision benefits through EyeMed were presented, including annual vision exams and retinal screenings for eligible members.
- Virginia encouraged attendees to complete annual wellness visits and preventive care services and reminded members that certain health activities may qualify for reward incentives.

Comment or questions:

- No questions or comments.

2026 Medicare Quality Improvement-Joyce Takeuchi

- Joyce Takeuchi presented an overview of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and explained its role in measuring member experiences with both health plans and healthcare providers. She shared that the presentation would cover what CAHPS measures, how feedback is used, current quality improvement efforts, and opportunities for members to provide input.
- Joyce explained that CAHPS is a member experience survey that evaluates areas such as communication, access to care, care coordination, customer service, and overall satisfaction with healthcare services.
- She reviewed the key survey domains, including:
 - Access to needed care, specialists, tests, and treatments.
 - Provider communication, including listening skills, clarity of explanations, and time spent with patients.
 - Timely access to routine and urgent care.
 - Care coordination among providers and care management teams.
 - Customer service experience with the health plan.
 - Overall ratings of the health plan and healthcare received.
- Joyce noted that CAHPS surveys are distributed to a random sample of members and that the results help identify trends, barriers, and areas for improvement.
- She explained that survey findings are shared with health plan leadership, quality committees, operational teams, and provider partners to support quality improvement initiatives and enhance

member experiences.

- Joyce reviewed several improvements implemented because of previous CAHPS feedback, including:
 - Development of language interpreter service resources to improve communication during healthcare visits.
 - Cross-departmental members experience projects aimed at enhancing overall service quality.
 - Enhanced customer service coaching and training to improve member support.
 - Strengthened care coordination strategies and standardized follow-up processes.
 - Improvements to case management services, including phone queue enhancements, internal transfer processes, and specialized training for case managers.
- She informed attendees that the current year's Medicare CAHPS results were not yet available but would be shared during a future meeting.
- Joyce invited participants to provide feedback directly during the session.
- Discussion questions included:
 - How easy is it to schedule appointments when needed.
 - Whether health plan representatives effectively answer member questions.
 - What does Molina do well.
 - Whether information is communicated in a clear and understandable manner.
 - How effectively providers coordinate care.
 - Opportunities for overall health plan improvement.
- Joyce concluded by encouraging attendees to share their experiences and recommendations to help improve member care and service delivery.

Members Feedback:

Participants were asked about the ease of scheduling appointments when needed.

- Responses were generally positive, with attendees indicating that scheduling appointments was satisfactory, though some felt there was room for improvement.

Members were asked whether their questions are answered when contacting the health plan.

- Attendees expressed a positive consensus, indicating that they generally receive the information and assistance they need when calling Molina.
- **Member LY:** Shared positive feedback regarding the annual incentive program, stating that the incentive was received on time and expressing satisfaction with the \$350 benefit received.

Members were then asked whether information provided by the health plan is easy to understand.

- **Member LY:** Shared a concern about receiving an excessive number of text messages and voicemail reminders, stating that the volume of communication can feel overwhelming and unnecessary.
- **Member SW:** Expressed a contrasting viewpoint, noting that the reminder text messages are helpful, easy to navigate, and convenient because they simplify appointment confirmations. Highlighted appreciation for receiving communications in Cantonese, which improved understanding and accessibility.

Jennifer continued the member feedback discussion by asking attendees whether they felt their healthcare providers coordinated care effectively and shared information appropriately.

- Members responded positively, indicating that they generally felt their providers worked well together and that care information was coordinated across appointments and services.

Jennifer then transitioned to the final feedback question, asking members to identify one area where the health plan could improve.

- **Member SH:** Raised concerns regarding the temporary closure of the center and asked why the

facility was being shut down.

- **Member PY:** Shared that the center serves as an important resource where members can receive assistance, ask questions, and access support in person when needed.
- Attendees expressed appreciation for the services provided at the center and noted that they frequently rely on the location for assistance and guidance.
- **Jennifer:** Acknowledged the concerns and explained that the facility is undergoing temporary closure. She informed members that additional information would be shared as it becomes available and stated that the goal is to return with enhanced benefits and services in the future. Jennifer thanked members for sharing both positive and constructive feedback and emphasized the importance of hearing from diverse perspectives to better understand member experiences.
- **Ruthy:** Explained that the temporary closure is part of an effort to align the center's services with those offered at other locations. She shared that while the Alhambra center is one of the newer locations, Molina is working to expand and enhance available community resources by incorporating additional services such as tax assistance, utility assistance, immigration support, and other community-based programs. Ruthy noted that the organization is currently undergoing service realignment and that additional construction and planning efforts are needed to support these enhancements. She emphasized that the temporary closure is intended to create a stronger service model that will provide a broader range of benefits and resources to the community. Ruthy thanked members for their patience during the transition and assured attendees that additional updates and information will be communicated as they become available.

Community Resources- Alex Bravo

Alex, Growth and Community Engagement manager, reviewed the member newsletter that had been distributed to attendees, explaining that it is updated every few months with seasonal and health-related information. The current edition included summer safety tips, guidance on protecting oneself during hot weather, resources for parents, information on men's health and mental health, and contact information for additional support and programs. Alex encouraged attendees to review the newsletter at their convenience and utilize the available resources.

She also reviewed a flyer regarding the temporary closure of the center, noting that the closure is part of ongoing efforts to enhance services and expand community support offerings. Alex explained that the goal is to strengthen One-Stop Help Center services by providing access to additional resources such as tax preparation assistance, food resources, and other community support programs. She reassured attendees that support remains available during the closure and highlighted a toll-free number members can call for assistance, questions, and referrals.

Jennifer asked members to complete the survey with feedback on the usefulness of the information shared during the meeting. She thanked presenters and participants and reminded attendees that staff were available to help with questions.

Jennifer stated the next meeting date as December 3rd and closed the meeting by thanking in-person and virtual attendees.

Meeting adjourned at 11:52 a.m.