Central Health Plan
Community Advisory Committee
Agenda
06/18/2025
11:00 AM – 12:00 PM PST

Agenda
○ **Opening Remarks** ○ General Introductions ○ Goals ○ Expectations ○ **Topic/Presentations** ○ Review Meeting Minutes of 03/27/25 ○ Mental Health Wellness ○ Medicare Benefits ○ Quality Improvement ○ **Closing** ○ Questions ○ Next Meeting: 12/04/2025 ○ Adjournment

Leadership/ Guests in Attendance	
Virginia Altick, MHI - Vendor Account Manager	Pallavi Patel, MHI - Director, Medicare Product Development
Ruthy Argumedo, MCA - AVP, Growth & Community Engagement	Alejandro Reyes, MCA - Specialist, Growth & Community Engagement
Adriana Bowerman, MCA - Manager, Growth & Community Engagement	Edie Trueheart, MHI - Lead Generalist, Medicare Administration
Alexandra Bravo, MCA - Manager, Growth & Community Engagement	Gabriel Ruiz, MHI- Manager, Risk Adjustment
Annquenice Brown, MHI - Analyst, Business	Teena Martinez, MHI - Lead Generalist, Medicare Administration
Lou Franck, MHI- Director, Member Engagement	Janet Segura, MCA - Specialist, Growth & Community Engagement
Arti Nayyar, MHI - Manager, Vendor Management	Guest Karen Sparzak, MHI - Program Manager, Medicare Product Development
Jen Stillion – Wellness	

Members Plans in Attendance		
Participation Tally	**Plan**	**SNP Composition**
1 CHP DSNP Member	H5649002000 CHP	D-SNP
5 CHP CSNP Members	H5649025002 CHP	C-SNP
2 CHP Classic Care MAPD	H5649028000 CHP	MAPD
2 CHP Part B Savings	H5649029000 CHP	MAPD

Action Items
• Member Requested Dental Referral: 4/4/2025 – Advocate contacted the member to offer an Organizational Determination (OD) as a resolution, clarifying coverage for the requested medical devices under the member's plan.

Agenda
Mental Health and Wellness- Jen Stillion • Jen Stillion explained mindfulness as being in the present moment, not attached to the past or future, and emphasized its importance in managing wellness. Jen led participants in a breathing exercise, instructing them to take deep breaths, hold, and exhale, which helps in being present and reducing stress. She engaged participants in a short dance, encouraging them to snap, cross hands, and rock out to music, highlighting the joy and fun in wellness practices. Jen emphasized the importance of incorporating joy and fun into wellness practices to build confidence and maintain commitment to health routines. **2025 CA Central Health Plan -Overview of CHP Medicare Healthy Foods Benefits– Virginia Altick** • Virginia provided details on healthy food benefits for members who qualify based on their Special Supplemental Benefits for the Chronically Ill (SSBCI) condition criteria and post-discharge events. Members were also informed that benefits vary by plan and can be accessed through Evidence of Coverage (EOC) at www.centralhealthplan.com. • Once the SSBCI qualification is confirmed, the Food and produce benefit is available through the member's flex card. • Unused funds will expire at the end of the month or quarter. • Member Website: Provided information on how members can access the CentralHealthPlan.NationsBenefits.com website to activate their card, view benefits, browse catalogs, place orders, and contact customer service. • Home Delivered Frozen Meals Benefit: Frozen meals are available after discharge or for members with chronic conditions. The website was shared with members for more information on how to enroll, browse meals, and place orders: www.madeeasymeals.com/enrollment/central-health-Medicare. Members may also contact Customer Service at (855) 868-8655 (TTY:711), Monday through Friday, 8:00 a.m. to 5:00 p.m. • Central Health Medicare Plan Member Services: For any member inquiries, members can call, email, or write to Central Health Medicare Plan Member Services. The Customer Service line is (866) 314-2427 (TTY:711). Hours of operation are 7 days a week from 8:00 a.m. to 8:00 p.m.

(Pacific Time). Members can email: memberservices@centralhealthplan.com or write to: P O Box 14244, Orange, CA 92863

2025 Medicare Healthy Actions Rewards Program Overview/Quality Improvement-Gabriel Ruiz

- Earn rewards for routine health screenings.
- Rewards load on NationsBenefit Mastercard for select purchases like groceries.
- Key dates:
    - Member mailing sent Feb 10th, 17th, and 24th 2025
    - Appointment completion: 1/1/2025 – 12/31/2025
    - Claim rewards: 1/1/2025 – 1/31/2026
    - Use rewards while enrolled with Molina: 1/1/2025 – 3/31/2026
- Gabriel shared information regarding eligible screenings and reward values for members. Members can earn one reward per screening annually. All members are eligible for Annual Wellness visits, Colon Cancer Screening, and Flu Vaccines. Breast Cancer Screenings are exclusively for women, while Comprehensive Diabetes Screenings are designated for members with a diabetes diagnosis.
- Self-attest to claim rewards:
    - Members must self-attest to complete screenings with Date of Service and Clinic & Provider Name.
    - Member rewards are typically received within 5-10 business days. Mailed-in attestations may take longer.
    - The fastest mode of attestation is online through the Nations Portal (up to 72 hours). All members can attest via standard channels. Inbound call to Molina Wellness Team – (855) 483-8740 (8 am to 5 pm local time)
    - Online Attestation Form on Nations Portal -@centralhealthplan.nationsbenefits.com
    - Blank Attestation Form on Molina Website
- Targeted members receive additional communications.
    - Gaps In Care Mailer (GIC) Mailer with Attestation Form (fill out and mail-postage is prepaid).
    - Text Message with Attestation form – members receive text
    - Telephonic outreach prompts self-attestation. - Team processes ad hoc attestation file from outreach or campaigns.
- Gabriel reviewed the step-by-step guide for attestations on the Nations Portal. https://molina.nationsbenefits.com/agent o Site for CHP: www.centralhealthplan.nationsbenefits.com
- Frequently asked questions and responses:
    - Q: What should I do to complete my Healthy Actions Screenings?
      A: Contact your Primary Care Physician/doctor to make an appointment for your Annual Wellness Visit and needed health screenings.
    - Q: What if I have problems getting an appointment with my doctor?
      A: Please contact your Central Health Plan member services department at (855) 483-8740 (8 am to 5 pm local time) for assistance.
    - Q: I completed my screenings and completed my attestations but have not received my rewards. What should I do?
      A: For assistance, please call your Central Health Plan Member Services department at (855) 483-8740 (8 a.m. to 5 p.m. local time).

Agenda
Member Questions or Comments: • Member RM: Expressed concerns about the potential impact of recent events in Washington on Medicare and Medicaid benefits. Ruthy shared that there are no current impacts on benefits and that the team is closely monitoring the situation. • Member RM: Raised concerns about the potential increase in prescription costs due to changes in administration policies. Ruthy stated that the team would need to take this back and provide an answer later. • Member BV: Barbara raised concerns about the inability to have groceries and prescriptions delivered, the extra cost for groceries to be delivered, the limited options for meal delivery, and the restrictions on using the OTC benefits. Virginia and Pallavi assured members that they would work to address these issues and mentioned free delivery through nations with Walmart and for CVS mail order for prescriptions. Adriana concluded the meeting, thanked everyone for their participation, and announced the next virtual meeting in December. Meeting adjourned at 11:50 p.m.


CENTRAL HEALTH
MEDICARE PLAN