

FSR updates: accessible health education for members

California | Anthem Blue Cross | Medi-Cal Managed Care (Medi-Cal)

The Department of Health Care Services (DHCS) requires that all participating Medi-Cal Managed Care primary care providers offer health education services to members. Services should include individual instruction, group classes, family counseling, and other health educational programs and materials provided to members by the care provider, health plan, or community-sponsored programs.

The following are the criteria for available health education materials and resources:

- Ensure materials and resources are readily accessible on-site or can be made available upon request.
- Apply materials and resources to the practice and population served on-site.
- Provide availability in threshold languages identified for the county and area of the site location.
- Make materials available in accessible formats, including written information, audio and video tapes, computerized programs, and visual aids, for people with disabilities.
- Cover general topics for health educational material such as immunizations, pregnancy, injury prevention, smoking cessation, dental health, nutrition, physical activity, STD/HIV prevention, family planning, asthma, hypertension, and diabetes.
- Meet the Medi-Cal Managed Care readability and suitability requirements for educational material distributed to Medi-Cal members.

Resources

In efforts to ensure care providers comply with required medical record documentation on preventive care screenings, Anthem developed and compiled the following resources:

Resource	Description	Website(case sensitive)
Anthem Health and Wellness Page	Quick access to interactive tools, tips, and information to help members reach their health goals.	https://mss.anthem.com/california-medicaid/get-help/health-wellness.html

Health A-Z	An online health resource that provides information and answers on many health topics, including wellness and prevention.	https://www.healthwise.net/ha2z/Content/CustDocument.aspx?XML=STUB.XML&XSL=CD.FRONTPAGE.XSL&sv=c9cebd1d-1f7e-4ee5-97d7-90b03ae28769
Health Education Referral Form	The referral form for care providers to refer members to one-on-one health education services with one of Anthem's health education team members.	https://providers.anthem.com/docs/gpp/california-provider/CA_CAIID_HealthEducationReferralForm.pdf?v=202504181251
Social Determinants of Health Community Resource Link	Connects members with local food pantries and meal programs; members can also find resources for housing, financial assistance, health care, and more.	https://resource.findhelp.com/
Language Assistance Program Quick Reference Guide	Quick reference guide to language assistance services available at no cost for all Medi-Cal Managed Care enrolled members, especially those who are limited English proficient, a person with a sensory disability, and those with culturally and ethnically diverse backgrounds.	https://providers.anthem.com/docs/gpp/california-provider/CA_CAIID_LanguageAssistQuickRefGuide.pdf?v=202208021820