

Community Health Worker (CHW) services



Community Health Worker (CHW) services are preventive health services to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health.¹ CHWs may include individuals known by a variety of job titles, including promoters, community health representatives, health navigators, and other non-licensed public health workers, including violence prevention professionals.

Covered CHW services:²

- **Health education:** Promotes the members' health, or address barriers to physical and mental healthcare, including providing information or instruction on health topics. Health education can include coaching and goal setting to improve a beneficiary's health or ability to self-manage health conditions.
- **Health navigation:** Provides information, training, referrals, or support to assist beneficiaries to:
 - Access healthcare, understand the healthcare system, or engage in their own care.
 - Connect to community resources necessary to promote a beneficiary's health; address healthcare barriers, including connecting to medical translation/interpretation or transportation services; or address health-related social needs.
 - Serve as a cultural liaison or assist a licensed healthcare provider to create a plan of care, as part of a healthcare team.
 - Outreach and resource coordination to encourage and facilitate the use of appropriate preventive services.
 - Help a beneficiary enroll or maintain enrollment in government or other assistance programs related to improving their health if such navigation services are provided pursuant to a plan of care.
- **Screening and assessment:** Does not require a license and assists to connect a beneficiary to appropriate services to improve their health

- **Individual support or advocacy:** Assists a beneficiary to prevent the onset or exacerbation of a health condition or preventing injury or violence
- **Violence preventive services:** Evidence-based, trauma-informed, and culturally responsive preventive services provided by a qualified³ individual for the purpose of reducing the incidence of violent injury or reinjury, trauma, and related harms. The services also promote trauma recovery, stabilization, and improved health outcomes.
- **Asthma preventive services (APS):** Assists with health education and navigation.⁴ APS provides information about asthma basics, proper use of long-term controllers and quick relief medications, evidence-based self-management techniques and self-monitoring skills, and actions to mitigate or control environmental exposures that exacerbate asthma symptoms.



More information

For more information about becoming a CHW provider, contact CaAIMCHW@anthem.com. To refer a member for CHW services, call Anthem Blue Cross at **800-407-4627 (TTY 711)** for members outside L.A. County, or **888-285-7801 (TTY 711)** for members inside L.A. County. The *Care Management Referral Form* can be emailed or faxed, and can be found at <https://tinyurl.com/mpj55dth>.

References:

- 1 CHW services may address issues that include, but are not limited to, the control and prevention of chronic conditions or infectious diseases; mental health conditions and substance use disorders; need for preventive services and perinatal health conditions; sexual and reproductive health; environmental and climate-sensitive health issues; child health and development; oral health; aging; injury; domestic violence; and violence prevention.
- 2 CHW services are considered medically necessary for beneficiaries with one or more chronic health conditions (including behavioral health) or exposure to violence and trauma, who are at risk for a chronic health condition or environmental health exposure, who face barriers meeting their health or health-related social needs, and/or who would benefit from preventive services. CHW services require a written recommendation by a physician or other licensed practitioner of the healing arts within their scope of practice under state law. Services may be provided to a parent or legal guardian of a Medi-Cal Managed Care beneficiary under the age of 21.
- 3 For individuals providing CHW violence prevention services only, a Violence Prevention Professional (VPP) Certification issued by Health Alliance for Violence Intervention or a certificate of completion in gang intervention training from the Urban Peace Institute.
- 4 Unqualified/uncertified CHWs may not provide asthma education or in-home environmental trigger assessments.

<https://providers.anthem.com/ca>

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