



# CalOptima Health Community Health Worker Services

CalOptima Health offers Community Health Worker (CHW) services at no cost to our members.

## What are CHW services?

These are preventive services that a doctor or other licensed practitioner of the healing arts (LPHAs) recommends within their scope of practice (the activities that a licensed health professional is permitted to perform). LPHAs are professionals who are licensed, registered, certified or recognized under California law. CHW services are available to CalOptima Health members to help prevent diseases, disabilities and other health conditions or their progression. Services also help promote physical and mental health well-being and extend lifespan.

## Who are CHWs?

CHWs may include individuals known by many job titles, such as promotores, community health representatives, navigators and other non-licensed public health workers and violence prevention professionals.

## What services can CHWs perform?

- **Health education** to promote the member's health or address barriers to physical and mental health care, including providing information or instruction on health topics. Health education may include coaching and goal setting to improve a member's health or ability to self-manage health conditions.
- **Health navigation** to provide information, training, referrals or support to help members:
  - Access health care, understand the health care system, or engage in their own care.
  - Connect to community resources necessary to promote a member's health; address health care barriers, including connecting to medical translation and interpretation or transportation services; or address health-related social needs.



- **Screening and assessment** that does not require a license and helps members connect to appropriate services to improve their health.
- **Individual support or advocacy** that helps members prevent the start or worsening of a health condition or prevent injury or violence.
- **CHW violence prevention services** include all the CHW services described above (health education, health navigation, screening and assessment, and individual support and advocacy), as these services apply specifically to violence prevention.

## Who can get CHW services?



In addition to adult members, CalOptima Health may provide services to a parent or legal guardian of a Medi-Cal member under age 21 for the direct benefit of the member, according to a recommendation from a licensed provider.

If you have any questions, call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**, Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. Visit us at [www.caloptima.org](http://www.caloptima.org).

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