Provider Bulletin

Molina Healthcare of California

https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

December 22, 2023

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Community Health Worker (CHW) Covered Benefit

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

CHWs are trusted members of their community who help address issues that affect the physical and mental health of their community members. CHWs are not licensed clinicians; they may include individuals such as promotores, community health representatives, navigators, and other non-licensed public health workers, including violence prevention professionals. CHWs can provide and charge for the following services in virtual, in-person, individual, or group settings:

- Health education
- Health navigation
- Individual support or advocacy
- Complete screenings and assessments

A CHW may:

- Assist a member with finding an appointment to treat a behavioral health condition.
- Provide a member with health education to control a chronic condition.
- Provide a member with resources to prevent infections.
- Assist a member with accessing services for their sexual or reproductive health.
- Educate a member on the importance of prenatal and postpartum health care.
- Encourage a member to attend preventive appointments, including cancer screenings and immunizations.
- Refer a member to domestic or intimate partner violence support services.
- Help a member get necessary resources following an injury.
- Assist a member with accessing dental services for prevention or treatment.

When this is happening:

On January 1, 2023, CHW services became a benefit for all Medi-Cal members. Studies of CHWs have shown a positive impact on improving health outcomes for individuals who experience systemic barriers to care caused by geographic location, language and literacy, and other Social Determinants of Health (SDOH).

Provider Action

What you need to do:

Member Referrals

Most Medi-Cal Members qualify for CHW services.

- Complete the CHW Referral Form at: https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/forms/Community-Health-Worker-Referral-Form.pdf
- The form must then be emailed to MHCCaseManagement@molinahealthcare.com, or phoned in to (562)-499-6105.

MHC staff will link the member with the CHW the member selected or assign a CHW that is available for them based on their specific needs. CHW Services are considered preventive and do not require a prior authorization.

For more information about Molina's CHW Benefit, refer to the CHW FAQ in the Resources & Toolkits tab on the Provider Training page: https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/Resources-and-Training/CHW-Supervising-Provider-FAQ.pdf

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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