



Community Health Workers and Your Maternity Care

What is a Community Health Worker (CHW)?

CHWs are trusted members of your community. CHWs are trained to understand your unique maternity health care needs. A CHW is not a doctor or nurse, and cannot diagnose or treat illnesses.

A CHW is an important resource to help you find health and social services near you.

Other ways your CHW can help you stay healthy include:

- Find a doctor and set up a doctor's appointment
- Teach you about nutrition, exercise and immunizations (shots)
- Help you understand tests you need or have had
- Share information with you, your providers and staff at Aetna Better Health
- Improve your access to care
- Help you stay out of the hospital
- Reduce emergency room visits that are not needed
- Help you understand what social health needs are and how they affect you



Get Your Postpartum Check-up

It's important to have a follow up visit with your doctor after your delivery. This is called a postpartum visit. To keep you healthy, this visit should be between 21 and 56 days after delivery. Your doctor can check for postpartum depression and answer any questions about your newborn.

What the Community Health Worker does for Maternity Members:

- Supports you after your baby is born
- Supports you and your family by coming to your home or calling
- Teaches you about maternity services and helps you find social services you need nearby
- Teaches you ways to improve your post partum health
- Refers you to case management and/or a behavioral health specialist if needed
- Helps answer questions about Aetna Better Health
- Helps you find a doctor that speaks your language or find a translator to go to your appointment with you
- Helps you arrange transportation to and from medical appointments
- Get the care you need when you need it



We can help you connect to a CHW:

Just call our Special Needs Unit at **1-855-346-9828**, PA Relay: 711.
We're here **8 a.m. to 5 p.m., Monday-Friday.**

Aetna Better Health® of Pennsylvania

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ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (PA Relay: 711).

ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al 1-800-385-4104 (PA Relay: 711).

ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру 1-800-385-4104 (PA Relay: 711).