


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	August 19, 2022
	Purpose:	Educate providers on Community Health Workers
	Subject:	Community Health Workers (CHW)
	Products:	MMA, LTC, FHK
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida Community Health Workers (CHW) Education

Who are the Community Health Workers (CHW)

- CHW support member health care needs by facilitating access to services and **improving member quality of life and overall health.**
- CHWs build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

Community Health Worker Job Duties

- Referrals to Community Resources
 - Emergency shelter
 - Food security
 - Support groups
 - Transportation
 - Family and social support
 - Smoking cessation and weight management healthy behaviors programs
 - Other identified needs
- Ongoing Member Support
 - Face to face visits with members
 - Assistance coordinating primary care visits
 - Support reducing barriers to care accessibility
 - Servicing members in Orlando, Miami, and Tampa

One of the most important roles of CHWs is to increase patient confidence in the services or program to support their wellness. Because many individuals may have experienced repeated traumatic experiences, including discriminatory behavior from service providers, they may be afraid of going to the doctor or seeking out support. CHWs engage with members in a nonjudgmental and culturally attuned matter that builds trust. Members are identified by their treating physician for engagement. The CHW will contact the member to assess their needs, provide referrals to community resources and continual support to coordinate care and reduce

www.AetnaBetterHealth.com/Florida

FL-22-08-03

Proprietary

PROVIDER BULLETIN

barriers to accessibility.

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

Phone: MMA: 1-800-441-5501

LTC: 1-844-645-7371

FHK: 1-844-528-5815

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains of as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient