

Benefit Guideline: Condition-Based Health Education with CHW Solutions

Service: Health Education Program

Effective: 1/1/2021-12/31/2024

Products:

Medica DUAL Solution[®] - Minnesota Senior Health Options (MSHO)

Benefits Defined

A health education program in partnership with CHW Solutions focused on health education, self-skill development, and addressing social determinants of health.

Covered Services

This benefit covers a combination of face-to-face and telephonic visits; six visits over six months with a community health worker. Visits are tailored to focus on condition specific health education, self-management skill development, and social determinant of health around:

- Hypertension
- Diabetes
- Pre-diabetes
- Asthma/COPD
- Heart conditions
- Mental Health
- Alzheimer's and related dementias

Eligibility:

- Currently enrolled MSHO members, excluding those who are currently in an institutional setting.

Process

- CHW member outreach
 - CHW will be receiving an eligible member report and will be completing targeted outreach to members to engage in program.
- Member self-referral
 - Members are provided contact information for CHW solutions in their Member Plan Guide and on the member website.
 - CHW Solutions 1 (888) 405-4409 (TTY: 711) 9 a.m. - 4 p.m. CT, Monday – Friday
- Care coordinator referral
 - Care Coordinator will identify members appropriate for the benefit and determine members interest.

- Care coordinator will make a referral directly to CHW solutions through one of the following ways via the CHW referral form
 - Preferred: secure fax at 651-846-5001,
 - Secure email at refer@chwsolutions.com or
 - Phone at 612-433-5497
- Following the Care Coordinator referral:
 - CHW solutions will reach out to engage members who CC referred.
 - If member accepts the benefit, CHW Solutions will notify Medica and members CC.
 - Medica will enter an authorization based on CHW's notification, CC will NOT need to submit a referral request form.
 - CHW to communicate with the Care Coordinator as needed as they work with the member.

NOTE: If for any reason the service needs to be terminated (example member requests) before the end services the CC must advise CHW Solutions that services are to be terminated. The contact information for CHW is above.

When to Submit a Request for Benefit Exception

- This service is ineligible for BEI requests.

Considerations:

- This benefit does not replace any necessary or required visits/assessments that are completed by a Medica Clinical Care Coordinator
- If the member is in need of any community resources or referrals the Medica Clinical Care Coordinator is responsible for those actions

References:

CHW Solutions Referral Form

This Medica Benefit Guideline for Care Coordination products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

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