

**Government Business Division
Policies and Procedures**

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| Section (Primary Department) Health Education | | SUBJECT (Document Title) Health Education Class Referral and Registration Process - CA | |
| Effective Date 12/15/2009 | Date of Last Review 12/18/2023 | Date of Last Revision 01/13/2023 | Dept. Approval Date 12/18/2023 |
| Department Approval/Signature: | | | |

Policy applies to health plans operating in the following State(s). Applicable products noted below.

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|---|--|------------------------------------|---|--|
| Products | <input type="checkbox"/> Arkansas | <input type="checkbox"/> Iowa | <input type="checkbox"/> Nevada | <input type="checkbox"/> Tennessee |
| <input checked="" type="checkbox"/> Medicaid/CHIP | <input checked="" type="checkbox"/> California | <input type="checkbox"/> Kentucky | <input type="checkbox"/> New Jersey | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Medicare/SNP | <input type="checkbox"/> Colorado | <input type="checkbox"/> Louisiana | <input type="checkbox"/> New York | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> MMP/Duals | <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Maryland | <input type="checkbox"/> New York (WNY) | <input type="checkbox"/> Washington |
| | <input type="checkbox"/> Florida | <input type="checkbox"/> Minnesota | <input type="checkbox"/> North Carolina | <input type="checkbox"/> West Virginia |
| | <input type="checkbox"/> Georgia | <input type="checkbox"/> Missouri | <input type="checkbox"/> Ohio | <input type="checkbox"/> Wisconsin |
| | <input type="checkbox"/> Indiana | <input type="checkbox"/> Nebraska | <input type="checkbox"/> South Carolina | |

POLICY:

Anthem Blue Cross Medicaid (Plan) Health Education classes are offered to members. They are coordinated through the Customer Care Center (CCC) and the designated Health Promotion Consultant (HPC) or Health Educator (HE). Physician referral or pre-authorization is not required for enrollment into approved classes. Health education class referrals as well as follow-up processes are maintained to support members in accessing health education services.

DEFINITIONS:

- CBO – Community Based Organizations
- CCC – Customer Care Center
- HE – Health Educator
- HPC – Health Promotion Consultant
- LEP – Limited English Proficient

PROCEDURE:

Members or providers call the CCC with a request for a health education class. Alternatively, providers can complete the Anthem Blue Cross Medicaid Health Education Referral form and email it to Health Education staff at healthed_ca_medicaid@anthem.com. If the CCC is contacted, the CCC representative verifies eligibility and sends a referral form to healthed_ca_medicaid@anthem.com for coordination of services. The staff member records the member’s information in the Health Education Referral database. A health education class calendar is utilized to locate available classes. The Health Education representative aids in registration for the class and records the class information in the Health Education Classes database. If the class is not free, a request for payment is issued by the health education class provider and the Plan provides payment. Health education class providers may utilize the Health Education Class Claim Form.

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Alternatively, a member may be referred to a one-on-one telephonic health education session with a Plan Health Educator. In this case, the Health Education staff member enters member information into the Health Education Referral Database and notifies the health educator of the assignment.

If no resources are available, and the Health Education staff member is unable to locate the requested class(es), the staff member will arrange for the HPC or HE to provide further assistance and/or offer Health Education materials related to the requested health topic. To meet the needs of our Limited English Proficient (LEP) members, arrangements are made for interpreters to attend scheduled health education classes should they be required. Additionally, translated health education materials can be provided upon request.

Community-Based Organizations (CBO) and clinics may use the Health Education Class Claim Form for payment and/or confirmation of attendance. Hospitals can bill electronically or manually. The HPC or HE is responsible for educating the health education class provider on appropriate billing methods and claim form use, and class scheduling instructions. Class attendance is recorded in the database.

REFERENCES:

- DHCS Contracts, Exhibit A, Attachment 18
- LA Care Policy HPS-024

RESPONSIBLE DEPARTMENTS:

Primary Department:

Health Education Department

Secondary Department(s):

Customer Care Center
Field Operations
Provider Solutions

EXCEPTIONS:

None

REVISION HISTORY:

| Review Date | Changes |
|-------------|------------------------------|
| 12/18/2023 | • Annual Review – no changes |

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| Review Date | Changes |
|-------------|--|
| 01/13/2023 | <ul style="list-style-type: none"> • Annual Review • Updated Policy, Definitions, Procedure, and References sections • Revised secondary department name from "Regional Health Plan / Field Operations" to "Field Operations"; added "Provider Solutions" as a secondary department |
| 01/18/2022 | <ul style="list-style-type: none"> • Annual review. No changes |
| 01/27/2021 | <ul style="list-style-type: none"> • Annual review. No changes |
| 02/17/2020 | <ul style="list-style-type: none"> • Annual review. Removed mention of Health Program Representative. Edits to the policy and procedure sections. Primary department updated from "OBC Member Outreach and Health Education Department" to "Health Education Department" |
| 03/11/2019 | <ul style="list-style-type: none"> • Annual review. Deleted reference. |
| 04/10/2018 | <ul style="list-style-type: none"> • Annual Review. Minimal revisions to Procedure. |
| 04/18/2017 | <ul style="list-style-type: none"> • Annual Review. Updated policy and procedure sections. |
| 11/10/2015 | <ul style="list-style-type: none"> • Annual Review. Moved to new template. • Updated Outreach specialist with Health Program Representative (HPR). • Updated procedure language. |
| 11/06/2014 | <ul style="list-style-type: none"> • Changed Community Resource Center to Regional Health Plan • Updated HME with OBC Member Outreach and Education Department |
| 11/04/2013 | <ul style="list-style-type: none"> • Changed reference to Community Resource CENTERS to COORDINATORS |
| 11/02/2012 | <ul style="list-style-type: none"> • Changed reference of SSB to Medicaid • Add Outreach Specialist (OS) |