

SCAN Health Plan

Provider Operation Manual 2018

Chapter 5: Network Standards

Health Education

Providers must implement health education programs that inform and educate members of specific health care needs, and other measures they may take to promote their health. See **DHCS A10 4.D; MMCD APL 02-04 and APL 11-018; MMCM Ch.4 30.0**. To achieve this, providers are expected to:

- Implement policies and procedures describing the health education program, and ensure the program is easily accessible by patients;
- Designate an individual responsible for implementing and overseeing the health education program;
- Ensure that health education materials are obtained from credible and reliable sources, meet appropriate levels of readability and suitability for an older adult population, are at a sixth grade reading level per DHCS readability and suitability guidelines, and are available in threshold languages and alternative formats, based on member population including availability of translation services (interpreters, American Sign Language, and TTY/TDD);
- Ensure education interventions (e.g., classes, webinars, telephonic) are based on educational strategies appropriate for members, at least some classes are offered free of charge, and are available for the following topics either directly or by referral (e.g., affiliated hospital, contracted agency, community based): tobacco use and cessation, alcohol and drug use, fall or injury prevention, weight control/nutrition/physical activity, and self-care and management of health conditions, including, asthma/COPD, diabetes, hypertension, and CHF and
- Provide annual staff education on the availability of health education programs and cultural competency and health literacy.