



Policy and Procedure

Policy Name:	Health Education Materials		
Effective Date:		Revision Date:	
Department(s)/Site(s):			
Document Owners:			
Approved By:			
Relevant Law/Standard:	<p>California Department of Health Care Services under Title 22, California Code of Regulations, Section 53230. (Requires the review and certification of Primary Care Practitioner (PCP) sites.)</p> <p>Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review or any superseding APL</p> <p>All Plan Letter (APL) 18-016, "Readability and Suitability of Written Health Education Materials"</p>		

Purpose:

Ensure health education services are available to Plan members.

Definitions:

Health Education Services: Services may include individual instruction, group classes, family counseling and/or other health educational programs and materials provided to members by the provider, health plan, or community sponsored programs.

Policy:

Health Education Materials:

- Must be available in the appropriate threshold languages and may be located in an accessible area on site (e.g., exam room, waiting room, health education room or area), or provided to members by clinic staff and/or by Plan upon request.
- Must be available in accessible format which may include written information, audio and/or videotapes, computerized programs, and visual presentation aids for people with disabilities.
- Should include general topics for health educational material such as: Immunizations, Pregnancy, Injury Prevention, Smoking Cessation, Dental Health, Nutrition, Physical Activity, STD/HIV Prevention, Family Planning, Asthma, Hypertension, and Diabetes.
- Must meet the Medi-Cal Managed Care readability and suitability requirements for educational material distributed to Medi-Cal members.

Plan-Specific Referral Information: Plan-specific informing materials and/or resources are available on site in languages that are applicable to member population(s) primarily seen on site.

- For example, if primarily English and Spanish-speaking members are seen on site, then Plan-specific informing materials are available on site in those languages.
- Although a site may not stock informing materials in each threshold language identified for the county, site personnel has access to contact resource information for locating Plan-specific informing materials in threshold languages not typically seen on site.
- Interpreter services are provided in all identified threshold and concentration standard languages.

Note: Threshold languages are the primary languages spoken by Limited English Proficient (LEP) population groups residing in a county. A numeric threshold of 3,000 eligible LEP Medi-Cal beneficiaries or a concentration standard of 1,000 residing in a single ZIP code or 1,500 in two contiguous ZIP codes establishes the threshold languages identified by DHCS for each county.

Procedure:

Health education materials and Plan-specific resource information are:

1. Readily available on site or are made available up on request
2. Applicable to the practice and population serviced on site,
3. Available in threshold languages identified for county and/or area of site location

Reference:

- <https://www.sfhp.org/health-wellness/health-education-library/>

First Name Last Name – Title

Date

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