



May 13, 2025

### **All Plan Letter (APL) 24-006 Community Health Worker (CHW) Services**

Dear Provider,

The Department of Health Care Services (DHCS) released APL 24-006 on May 13, 2024, to provide guidance regarding the CHW services benefit, which can be defined as preventative health services that can prevent the occurrence or progress of chronic health conditions, prolong life, and promote physical and mental health.

Covered CHW services include:

- Health Education
- Health Navigation
- Non-Clinical Screenings and Assessments
- Individual Support/Advocacy

While prior authorization and a written recommendation from a licensed healthcare provider are not required, a member must meet at least one of the following eligibility criteria to receive CHW services:

- Diagnosis of one or more chronic health conditions (including behavioral health) or a suspected mental/substance use disorder
- One or more hospital inpatient stays, including stays at a psychiatric facility, within the previous six months, or being at risk of institutionalization
- Presence of medical indicators of rising risk of chronic disease (such as elevated blood pressure or blood glucose)
- Positive Adverse Childhood Events (ACEs) screening
- Need for recommended preventive services
- One or more stays at a detox facility within the previous year
- Results of a social drivers of health screening indicating unmet health-related social needs
- Beneficiary expressed need for support in health system navigation or resource coordination services
- And other criteria

For additional information, the full APL can be found here: [DHCS APL 24-006](#). Additional CHW Resources such as Provider Manual guidance, past webinars, and enrollment guidance can be found here: [Community Health Workers](#).

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions or are interested in becoming a CHW provider, please contact your Provider Relations Representative at 1-800-391-2000. If a member would like to receive CHW services, please refer them to Member Services at 1-800-391-2000.

Sincerely,

Kristie Onaindia  
Provider Relations Manager  
Kern Health Systems