

# Molina Community Connector



## Community Connectors Interventions Reference Guide

### COMMUNITY KNOWLEDGE

- Assist in accessing community resources
- Information on utilities assistance agencies
- Housing resources for homeless
- Caregiver assistance resources
- Food bank locations
- Food stamps, Social Security agencies
- Facilitate health and social services applications
- Access Meals on Wheels for homebound
- Support Groups information
- Financial resources and Medicaid eligibility

### HEALTH COACHING

- Provide Molina benefits education
- Help schedule appointments with providers
- Arrange transportation for healthcare visits
- Follow-up on missed appointments
- Conduct ongoing telephonic and/or face to-face outreach visits
- Encourage completion of preventive screenings
- Encourage immunizations for children
- Employ behavior change strategies
- Support for members with special needs

### CAPACITY BUILDING

- Promote positive health behaviors
- Teach member how to navigate health care system
- Instruct how to access transportation resources
- Assist in building a support system through family, church, friends, community
- Help member with learning basic skills: grocery shopping, paying bills
- Act as member advocate
- Support self-care management of chronic conditions

### HEALTH OUTREACH

- Locate member
- Review claims/care management databases
- Travel to last known address
- Contact providers, caregivers
- Travel to community resources locations
- Assess member needs through home visits
- Complete appropriate assessments
- Help get prescriptions filled
- Connect member to a Primary Care Physician
- Help eliminate barriers to following Care Plan
- Provide alternatives to Emergency Room visits
- Conduct safety check in home setting
- Help identify if a support system in home setting exists
- Identify barriers to accessing care

### SYSTEM NAVIGATION

- Document contact and interventions in CCA
- Communicate findings to Case Manager or other Molina staff as appropriate
- Review Molina databases - addresses, claims
- Participate in projects and meetings as assigned
- Perform follow-up tasks as indicated
- Attend Interdisciplinary Care Team meetings