

<b>Section P: Health Education and Information</b> .....	<b>1</b>
<b>P1: Health Education Services</b> .....	<b>1</b>

## Section P: Health Education and Information

### P1: Health Education Services

CenCal Health members are eligible to receive health education services at no charge as part of preventive and primary healthcare visits. Health risk behaviors, health practices, and health education needs related to health conditions should be identified, and educational interventions, including counseling and referral for health education services, should be conducted and documented in the member’s medical record.

A variety of educational strategies, methods, and materials should be used that are appropriate for the CenCal Health member population and that are effective in achieving behavioral change for improved health.

#### **Resources and Support for Providers**

CenCal Health can assist you with developing and delivering culturally and linguistically appropriate health education materials and interventions for your patients.

CenCal Health can provide education, training, and program resources to assist in the delivery of health education services for your patients.

For information to support health education services in your practice, contact the Health Promotion team at [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org) or (800) 421-2560 ext. 3126.

#### **Resources for CenCal Health Members**

CenCal Health members can be referred to the Health Education Request Line at (800) 421-2560 ext. 3126 or to their Member Portal account to request specific materials or other health education needs from CenCal Health.

CenCal Health’s online library of patient education materials (linked below) are available to members at no cost, in English and Spanish, on the Health and Wellness section of our website.

CenCal Health members can also access evidence-based self-management tools on our website (linked below) for the management of conditions or behaviors. These self-management tools are interactive resources that allow members to determine risk factors, provide guidance on health issues, recommend ways to improve health or support reducing risk or maintaining low risk.

#### **Reference Link:**

CenCal Health and Wellness

<https://www.cencalhealth.org/health-and-wellness/>

CenCal Health Self-Management Tools

<https://www.cencalhealth.org/health-and-wellness/self-management-tools>