



Connecting you with care and services in your community



A **Community Health Worker** is a public health worker and trusted member of the community. As much as possible, they share similar life experiences with the people they serve. Community Health Workers might be known by other names, such as Promotores de Salud, Coaches, Lay Health Advisors, Outreach Educators, or Community Health Representatives.

Community Health Workers can help you:

- Create a plan to meet your overall health and wellness goals
- Connect to local housing, food, transportation, and other social services
- Get involved with community events, classes, and support groups
- Get health information that is appropriate to your language and culture
- Change doctors or adjust your care
- Manage a chronic health condition
- Get rides to and from doctor appointments

Some Community Health Workers can also visit you in your home to assist with meal planning, at-home medical management, and more.

We encourage you to call us with questions about Community Health Workers. **888-970-2507**, TTY: 711.



**Contact us for
more information**

Phone
888-970-2507

TTY: 711

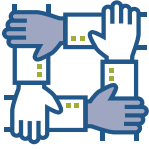
We accept all relay calls.

Email
[MedicaidMSS@
PacificSource.com](mailto:MedicaidMSS@PacificSource.com)

**[CommunitySolutions.
PacificSource.com](https://www.pacificsource.com)**


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Community Solutions

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Personal Health Navigators provide information, assistance, tools, and support to help you to make the best healthcare decisions. They consider your unique needs, lifestyle, and desired health outcomes.

Personal Health Navigators can help you:

- Understand and get support for a new diagnosis
- Get the right amount of care from your doctors
- Access specialty care
- Understand your health insurance benefits
- Connect to community resources, such as housing, food, transportation, and more
- Get rides to and from doctor appointments

Call us with questions about Personal Health Navigators.
888-970-2507, TTY: 711.

You have access to Personal Health Navigators who are members of our Member Support Specialist team.

You do not need a referral to speak with a Traditional Health Worker (THW). If you want to access these services on your own, this is called a self-referral. If you would like to talk with a THW Liaison, or be connected to THW services in the community or at a provider's office, please call **541-640-8742**, TTY: 711. If you would like to speak to our MSS Team, call **541-330-2507**, TTY: 711 or toll free at **888-970-2507**. If your Liaison changes, we will let you know by mail.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.