

Traditional Health Workers

We're on your Trillium Care Team!

Who are Traditional Health Workers?

Traditional Health Workers (THWs) have similar lived experiences as the people they serve. They help Trillium members reach their health and wellness goals. They also help members understand their benefits and connect to culturally responsive care. THWs may provide support with finding resources for food, housing, rides, and more.

Trillium covers access to Traditional Health Workers. There is no cost to Trillium members for working with THWs.



COMMUNITY RESOURCES AND SERVICES

- **Community Health Workers (CHWs)** CHWs are frontline public health workers. They have similar lived experience as the members they support. They may share ethnicity or language with members. CHWs have a close understanding of the community they serve. They help members access and understand their healthcare benefits. CHWs provide support to members in self-managing chronic conditions like diabetes and asthma. They assist with scheduling and getting to appointments. They connect members to resources for food, housing, wellness items, and more.
- **Personal Health Navigators** Personal Health Navigators help members coordinate their care. They also help members understand their benefits and talk with providers. Personal Health Navigators help members get the resources they need to make good healthcare decisions.



MENTAL AND BEHAVIORAL HEALTH

- **Peer Support Specialists** Peer Support Specialists have lived experience with addiction or mental health conditions. They support members in recovery.
 - **Youth Support Specialists** are 33 years old or younger. They may have lived experience with addiction or mental health conditions. They may have lived experience with the foster care or juvenile justice systems. They may have been unhoused or had barriers to education. Youth Support Specialists support youth in their recovery or with facing other barriers.
 - **Family Support Specialists** have lived experience caring for children who have faced challenges such as living in foster care or being unhoused. They may have cared for children with disabilities, addiction, or mental health conditions. Family Support Specialists help families who have children with complex needs.
- **Peer Wellness Specialists** Peer Wellness Specialists have lived experience with a psychiatric condition(s) plus intensive training. Peer Wellness Specialists are part of a member's care team. They connect members to behavioral health and primary care services.



SUPPORT BEFORE, DURING, AND AFTER GIVING BIRTH

- **Doulas** Doulas provide support to pregnant people and their families. They help members make a birth plan. They also help members connect to community resources. Doulas assist members before, during, and after delivery.

How Do I Connect with a Traditional Health Worker?

To work with a Traditional Health Worker, please let us know and we will connect you with someone who can help. Call Trillium Member Services at 1-877-600-5472 (TTY: 711). You can also email us at THW@Trilliumchp.com.



Questions?
1-877-600-5472
(TTY 711)

Member Services
can help

Do you think Trillium Community Health Plan (Trillium) has treated you unfairly?

Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- Age
- Gender identity
- Race
- Sexual orientation
- Color
- Marital status
- Religion
- Health Status
- Disability
- National Origin
- Sex

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. This help is free. Call 1-877-600-5472 (TTY/TDD 711).

Puede recibir esta carta en otro idioma, en letra grande o en el formato que sea mejor para usted. También puede tener un intérprete de idiomas. Esta ayuda es gratuita. Llame al 1-877-600-5472 (TTY/TDD 711).

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472; TTY: 1-877-600-5473.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.