Connect • Schedule • Remind • Follow-up

Health Equity Provider Action Guide

MY 2024 | RY 2026 • WCV • CIS-10 • PPC

Use culturally responsive education, direct scheduling, practical support and reliable follow-up to close preventive care gaps.

WCV | Ages 3-21

PRIORITY POPULATION
Black/African American Medi-Cal members

FOCUS COUNTIES: **Los Angeles • Sacramento • San Joaquin • Tulare**

Barriers to address

- Limited understanding of well-care benefits and visit expectations.
- Concerns about discrimination, rushed visits, rapport and being heard.
- Transportation, work/childcare conflicts, limited hours and continuity gaps.

Take action now

- Schedule the next well-care visit before the member leaves.
- Record preferred language and communication method; tailor reminders.
- Use Community Health Workers (CHWs) for education, scheduling and community resource connections.
- Offer transportation support and evening or weekend appointments.

CIS-10 | Under age 2

PRIORITY POPULATION
Black/African American Medi-Cal members

FOCUS COUNTIES: **Los Angeles • Sacramento**

Barriers to address

- Questions about vaccine safety, ingredients, effectiveness and the schedule.
- Historical trauma, discrimination, cultural or religious concerns, and poor continuity.
- Transportation, work demands, vaccine availability, missed visits and return-dose burden.

Take action now

- Review records before every visit and administer any vaccines that are due.
- Use a presumptive recommendation, listen and address misconceptions.
- Preschedule vaccine visits; use reminders and electronic medical record (EMR) alerts.
- Engage a CHW for education, appointment support and connections.

PPC | Postpartum Care

PRIORITY POPULATION
Hispanic members

FOCUS COUNTIES: **Los Angeles • San Joaquin • Stanislaus**

Barriers to address

- Limited understanding of the importance and timing of postpartum care.
- Cultural practices, including “la cuarentena,” and stigma related to postpartum depression.
- Transportation, childcare and scheduling barriers.

Take action now

- Schedule postpartum care before delivery or hospital discharge.
- Add a color-coded EMR alert for the postpartum visit window.
- Document cultural preferences and practices in the OB history.
- Train staff in culturally responsive engagement; offer flexible access.

Cultural prompt: “Tell me about any traditions you plan to practice after your baby is born.”

Standardize the workflow

1. **STANDARDIZE** Prescheduling, language capture, EMR alerts, reminders.
2. **EQUIP** Tip sheets, culturally responsive scripts, training, documentation guidance.
3. **CONNECT** CHWs, transportation, Community Connect/Findhelp, behavioral health referrals.
4. **MONITOR** Completion, follow-up, documentation, and unresolved barriers by measure and county.

Provider resources

Community Connect/Findhelp

Community Connect training

CHW resources

Health Equity cultural resources

Provider strategy: communicate respectfully, navigate practical barriers and close the care gap before the member leaves.

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