



All about traditional health workers



Traditional health workers (THWs) are people who help you with your healthcare and social needs. They can answer your questions, help you talk to your doctors, and connect you with resources in your community.

Types of traditional health workers

- **Birth doulas:** Helps pregnant people and their families with support during pregnancy, childbirth and after the baby is born.
- **Community health workers (CHWs):** Knows a lot about your community and often shares your background. CHWs can help you start healthy habits and connect you to health and community services.
- **Personal health navigator (PHN):** Gives you information, tools and support to make the best choices about your health and well-being.
- **Peer support specialist (PSS):** Has personal experience with substance use and/or mental health issues and provides support to those currently in treatment.
- **Peer wellness specialist (PWS):** Part of a health team that speaks up for you and your needs. They support the overall health of people in their community and help with recovery from addiction, mental health issues and physical conditions.

What do traditional health workers do?

As an EOCCO member, you can work with a traditional health worker at no cost to you. They can help you with:

- Finding a new doctor
- Understanding your benefits
- Getting the care you need
- Learning about mental health services and support
- Connecting to community resources

Ask your doctor to connect you with a traditional health worker or find one using EOCCO's provider portal at eoocco.com/eoocco-provider-search/

Questions?

We're here to help! You can reach the EOCCO team by phone at **888-788-9821** or email us at THW@eoocco.com. Our regular business hours are Monday through Friday, 7:30 a.m. to 5:30 p.m. (PST).

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 888-788-9821 (TTY/TDD users, please call 711). We accept relay calls.

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 888-788-9821 o TTY 711. Aceptamos todas las llamadas de retransmisión.

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