

NAVIGATOR NEWS



As we watch our trees return to green and say goodbye to the cold, spring reminds us that seasons shift, change happens gradually, and new beginnings are always in the making. Thank you for your commitment to serving our communities, no matter the climate.

In this edition of our Navigator Newsletter, we're excited to announce CHPW's new MemberFirst™ Rewards program, share news from our Community Support Services team, and highlight a free digital navigation resource for your clients, as well as an article all about alternative treatments.

New! MemberFirst™ Rewards: Gift cards for preventive screenings

We all know how important preventive care is for long-term health, and that is why we're excited to talk about CHPW's **MemberFirst™ Rewards Program**.



CHPW members can now earn **gift card rewards** for completing key preventive cancer screenings, similar to the CHPW Apple Health (Medicaid) ChildrenFirst™ program. Rewards are available on all of our health insurance plans:

Screening Type	Eligible ages	Gift Card Reward	Eligible CHPW Plans
Breast cancer (Mammogram)	Age 40+	\$50	All Apple Health, Medicare Advantage, Individual & Family (Cascade Select)
Colorectal cancer (At-home test or colonoscopy)	Age 40+	\$25	All Apple Health, Medicare Advantage, Individual & Family (Cascade Select)
Cervical cancer (Pap or HPV test)	Age 21+	\$50	Only Individual & Family (Cascade Select)

How to claim CHPW Member Rewards

To claim rewards, eligible CHPW members just need to fill out and submit a [short online form](#) after completing an eligible screening or checkup.



For more information about CHPW Member Rewards or to access the forms members need to claim their rewards, visit our [Navigator Center](#).

Coming soon! Meet CHPW's Community Support Services Team

CHPW's Community Support Service team is made up of local Community Health Workers (CHWs) who help members find the resources and community programs they need to reach their best health.

Now offering services statewide, our team of regional CHWs will be popping up alongside CHPW representatives to meet CHPW members where they are. In the coming months, you may find a CHW at your Community Health Center or Community-Based Organization, available to answer questions and help connect members to local services. Stop by and say hi!

CHPW's Sara W. explains the commitment CHWs bring to those they serve:



"CHPW's Community Health Workers are members of the communities they serve, living and working alongside those they support every day. They provide guidance and education, and connect members to resources, while identifying next steps to meet their immediate needs and overall health goals. We meet members where they are, provide compassionate assistance, and build meaningful connections. We are excited for the opportunity to extend our services to reach all CHPW's members and strengthen our partnerships within the community."

[Check with your local CHPW representative](#) to find out when and where you can meet your region's CHPW Community Health Worker.

You can also refer your CHPW member clients to [CHPW Community Support Services](#) by calling [1-866-418-7006](tel:1-866-418-7006) or email CSSRequests@chpw.org.

Digital navigation client support: Link to Care WA



Link to Care WA, powered by Community Health Network of Washington, is here to help Washington residents access essential health care services through digital navigation support, with their free hotline and [online digital help library](#).

What is digital navigation?

Digital navigation helps community members:

- Access digital devices using their smartphone, tablet, or computer
- Connect to reliable internet
- Learn digital skills to use online health tools

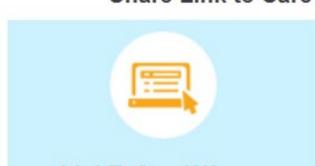
Free support by phone: Link to Care Hotline

Link to Care WA offers a free hotline for residents in Washington State. Anyone can call to connect to a Digital Navigator and get step-by-step help over the phone, regardless of insurance status or health plan affiliation.

Link to Care's Digital Navigator can help your clients:

- Fill out internet-based health insurance application forms
- Navigate online health portals
- Use software applications
- Set up an email address
- Reset a password
- Prepare for a telehealth visit or virtual care

Share Link to Care WA with your clients!



Digital Navigators are available Monday through Friday, 8 a.m. to 5 p.m., with support in 100 languages and dialects through an interpretation service.

Be Well: Managing stress with alternative treatments

Be Well is our almost-monthly outreach for CHPW members where we share health and benefit reminders. In our latest Be Well article, we focus on stress and pain, and how acupuncture, chiropractic care, or massage may help.



Do you have clients who are curious about alternative treatments? From our CHPW Connections blog site, read or share [Be Well: Tips for dealing with the pain of stress](#).

Learn more about alternative treatment benefits for each of our plans:

- [CHPW Apple Health \(Medicaid\)](#)
- [CHPW Individual & Family Cascade Select](#)
- [CHPW Medicare Advantage](#)

If you have questions, concerns, or need any resources, don't hesitate to reach out to your local CHPW representative or stop by if you see us at your clinic. We are happy to support you in any way we can.

Until next time,

Melissa

Melissa S.
VP Community Engagement & Growth