A-Vision Agency

CHW Coverage Conversation Guide

Conversation prompts for Community Health Workers and frontline helpers.

Begin with permission

“Would it be okay to review what the notice is asking and discuss what support might help?”

Four conversation questions

- What notice or coverage concern brought you here?
- What date, deadline, or upcoming appointment is most important?
- What action is requested and what is confusing?
- What might make the next step difficult, such as language, caregiving, technology, or transportation?

Know the CHW role

- CHWs may offer general education, organize questions, help connect with official assistance, and follow up with permission.
- CHWs do not make eligibility or exemption decisions, promise restoration, provide legal advice, or request unnecessary sensitive information.

My conversation notes

Person’s primary question: _____

Official resource or authorized helper: _____

Next question to ask: _____

Agreed follow-up: _____

A helpful closing

“We have identified the next question and the right place to ask it. Keep the notice and confirmation information with your records.”

Virginia reminder

Federal requirements beginning in 2027 apply to some Expansion adults, not every Medicaid member. Review official Virginia guidance before giving specific advice.

Official Medicaid source

https://www.dmas.virginia.gov/news-updates/new-federal-requirements/faqs-member-letter-and-outreach-tools/

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