



## Asian Wellness Connection Program

The Asian Wellness Connection is a partnership between FamilyCare Health and the Asian Health & Service Center (AHSC). This program provides culturally and linguistically appropriate system navigation and delivers integrated and wraparound services to 1,800 of FamilyCare’s Asian members.

The Asian Wellness Connection is a value added program. Members who enroll into the program have access to a multilingual and culturally specific approach to helping Asian immigrants adjust to a new culture, access health services, participate in social activities, and connect to their cultural heritage.

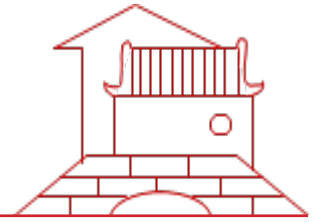
### An Overview

The Asian Wellness Connection aligns FamilyCare Health with the goals of healthcare transformation by increasing access to care, effectively using traditional health workers, improving health literacy, building trust in the healthcare system, decreasing health disparities, and assisting in the navigation and coordination of healthcare.

### The population-based Asian Wellness Connection provides three primary services:

1. Culturally and linguistically appropriate system navigation
  - a. Clients are welcomed to FamilyCare, usually in their preferred language
  - b. FamilyCare’s benefits and services are explained
  - c. A comprehensive needs assessment is provided
  - d. Care coordination is performed, including establishing links to primary care
  - e. Health literacy and an understanding of Oregon’s evolving health care landscape are promoted, helping members become active participants in their care
2. Culturally and linguistically appropriate wraparound services, as needed
  - a. Members are enrolled in AHSC’s Integrated & Holistic Services
  - b. Health education and prevention programs are provided with the intention of keeping the population healthy and promoting health literacy
3. Seamless referral to culturally specific mental health services, as needed
  - a. Screenings and early interventions are provided for clients with mild behavioral health issues
  - b. Members with higher level of needs are enrolled in the mental health program at AHSC or in OHSU’s Intercultural Psychiatric Program (IPP)

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## **A Mutually Beneficial Partnership**

Through this program, our joint community members have benefited and Family Care Health and AHSC have gained greater knowledge and appreciation for each other. This alliance has led to the following unexpected achievements:

- AHSC hosted a cultural competency training at FamilyCare to educate staff members about cultural traditions and differences in working with Asian communities
- FamilyCare assisted AHSC staff in developing a better understanding the Oregon Health Plan
- FamilyCare hosted a well-attended multi-lingual Member Event at AHSC to educate members about benefits and healthcare navigation

## **FamilyCare Health and Asian Health & Service Center: A unique partnership**

Since 1984, FamilyCare Health has supported the health of Oregonians through innovative systems that increase access to care, improve quality, and lower healthcare costs for those with Medicaid and Medicare. FamilyCare Health was the first health plan in Oregon to integrate models of mental and physical health coverage, allowing our members' health to be viewed comprehensively.

AHSC has been serving the Asian community in the Portland region since 1983. AHSC's deep roots in the Asian community, its integrated and holistic services model, and its traditional health worker staff make it perfect match for FamilyCare Health. Even before this partnership, AHSC provided behavioral health service to Family-Care Health members.

## **FamilyCare Health**

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