EMPOWERMENT TEAM
OVERVIEW

Community Engagement Navigators who assist with
Social Determinants of Health Team
The Empowerment Team is made up of a group of Community Engagement Navigators (CEN) who assist member’s one-on-one with overcoming Social Determinants of Health (SDoH) barriers.

Each CEN has their own designated Region that allows them to be an expert within their own area. This ensures that the members are receiving the most accurate information and best assistance possible.
A member gets referred to the Empowerment program via empowerment@anthem.com

- Self referral
- NCC referral
- Internal referral
- CBO referral

Assigned to CEN

Case opened

Contact member via phone call or letter if no answer after 2 calls

Case remains open until goals are met, member leaves Anthem, or member closes
ASSISTANCE PROVIDED TO ADDRESS:

- Food insecurities
- Housing insecurities
- Clothing insecurities
- Employment searches
- Connect member to community resources
- Connect member with Anthem’s Value-Added Benefits
HOW DO WE ASSIST:

- FindHelp.org
  - Website with community resources
  - New CBOs consistently added
  - Referrals made to CBOs on member behalf or member given the info to make contact

- Flex Fund
  - A fund used to assist members experiencing or in imminent risk of homelessness
  - Pays for rent, rental arrears, utilities, utility arrears, security deposits, move-in items
    - Move-in items consist of core items like pots/pans, mattress, bed frame, shower curtains, etc.
  - Other ways:
    - Connecting with local resources such as:
      - Finding income-based housing
      - Connect with Liheap
      - Help fill out job applications

- Transportation VAB
  - Gas card
    - $200 annually/ $50 per quarter
    - Four 30 day bus passes yearly/ one per quarter