



# COMMUNITY HEALTH WORKERS

## Community Health Worker Policy

The Eastern Oregon Coordinated Care Organization (EOCCO) will reimburse for Community Health Worker (CHW) services when the services are provided by a State certified CHW who is employed and supervised by a contracted EOCCO provider. The entity/provider employing the CHW will have the discretion for selecting the CHW and the role within their organization. The intent is that the CHW role is task driven rather than title driven meaning that healthcare professionals such as Medical Assistants can perform the work as long as they are State certified as a CHW.

## The Role of CHW's

CHW's can play a number of different roles within their organization. Examples of CHW services include but are not limited to:

- Provide non-clinical support
- Help patients navigate the healthcare system
  - Arrange appointments
  - Accompany to appointments
  - Explain healthcare information
  - Provide support in compliance with/and understanding of recommended treatments and medications
  - Assist with picking up prescribed items (medications, supplies, food, etc.)
  - Assist with connecting with new providers (physical health, MH, specialists, dental, and other)
  - Improve communication between providers and patients
  - Help locate and understand available community resources

## CHW Training and Supervision

To qualify for reimbursement under the Oregon Health Plan, CHW's must be certified by the Oregon Health Authority (OHA) through successful completion of an approved training program and enrolled in the State's central registry. CHW's must complete 80 hours of training from an approved training program and meet required competencies to become certified. EOCCO will collect the names of CHW's from contracted entities and validate their certification in the State's registry. EOCCO will also report the names of CHW's as contractually required when reporting EOCCO's network adequacy to OHA.

CHW's must be supervised by licensed healthcare professionals, including but not limited to physicians and licensed behavioral health professionals.

The entity/provider employing CHW's is responsible for the cost of training and certification.

EOCCO has partnered with the Oregon State University to provide training within the EOCCO service area. Training costs for individuals within the EOCCO service area is \$1,100. Training will be on-line with the exception of two in person trainings (at the beginning and end of the program) in local Extension offices.

Details can be found at: [pace.oregonstate.edu/CHW](http://pace.oregonstate.edu/CHW)

## Covered and Non-Covered Services

A licensed provider must order the member education service(s) and must order that they be provided by a CHW.

### **Covered Services:**

1. The service involves teaching the member how to effectively self-manage their medical, behavioral, and/or oral health in conjunction with a health care team.
2. The service is provided face-to-face with the recipient (individually or in a group) in an outpatient, home or clinic, or other community setting. In order to be reimbursed for CHW administrative tasks, such as documentation, phone outreach, and the navigation of community resources, it is recommended they be conducted with the member as part of their self-management skill building curriculum.
3. The content of the educational and training program is a standardized curriculum consistent with established or recognized health or dental health care standards. Curriculum may be modified as necessary for the clinical needs, cultural norms and health or dental literacy of the individual members.

### **Non-Covered Services:**

1. Does not cover social service such as enrollment assistance or case management.

## Billing, Payment and Clinical Documentation Requirements

### **Billing:**

- Claims for CHW services must be billed on a standard CMS-1500 or UB-04 billing form (as applicable to the billing provider/entity) following standard coding and billing requirements. Bill separate lines for each day a service is provided.
- Claims should be submitted to Moda for processing no different than billings for any other medical services.
- Because CHW's are not credentialed providers the name of the licensed healthcare professional who ordered the services should be submitted on the claim form as the rendering provider.

**Payment:**

CHW services will be reimbursed on a Fee-For-Service (FFS) basis using the existing payment terms outlined within the EOCCO providers contract. EOCCO will reimburse for CHW services when billed with the following CPT code(s):

1. **98960:** Education and training for patient self-management by a qualified, nonphysician health care professional using a standardized curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; individual patient
2. **98961:** Same as above: 2-4 patients
3. **98962:** Same as above: 5-8 patients

Bill in 30-minute units: limit 4 units per 24 hours; no more than 8 units per calendar month per recipient.

**Clinical Documentation Requirements:**

1. An order for services signed by the licensed professional specifying the number of units ordered and whether group and/or individual service(s).
2. Documentation of the date of service, start and end time for the service, whether the service was group or individual and if group, number of patients present, summary of the session's content, and the CHWs signature and printed name.

**Monitoring**

EOCCO will monitor the cost, utilization and return on investment of CHW services and provide a semi-annual report to the EOCCO board.