

Community Health Workers

A Community Health Integration Program

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
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What is a Community Health Worker?

Improve Care

Community health workers (CHWs) enable patients to adhere to provider recommendations by connecting patients to community-based resources. CHWs can:

- strengthen patients' self-efficacy
- increase patient satisfaction
- improve adherence to medication and provider recommendations
- improve access and quality of care enhance

Social support is an indicator of good health. Community health workers provide social support and greatly enhance personal and community health.

Common Titles:

Abuse Counselor **ACCESS WORKER** Adult Case Manager Assister Case Coordinator Certified Recovery Specialist Community Coordinator *Community Counselor* Community Health Advisor Community Health Coach *Community Health Educator* Care Transition Coordinator Community Health Representative

Community Liaison COMMUNITY ORGANIZER *Community Outreach Manager*

Community Outreach Worker *Community Social Worker* **Discharge Planner** Educator Family Advocate Family Education Coordinator Family Support Worker *Financial Counselor* Health Advisor Health Advocate HEALTH AGENT Health Assistant **HEALTH BROKER**

Health Communicator **HEALTH EDUCATOR** Health Insurance Counselor **HIV Peer Advocate** *HIPV Prevention Coordinator Home Care Worker* Home Visitor **Home-Based Clinician** Intake Specialist Interpreter **Lay Health Worker/ Advisor** Maternal and Child Health Case Manager *Medical Representative* **Mental Health**

worker *Navigator* Nutrition Educator Outreach Advocate Outreach Case Manager **Outreach Coordinator** Outreach Educator **OUTREACH WORKER** Parent Aide

Parent Liaison **Patient Navigator** *Peer Advocate* Peer Leader Promotor(a) Promotor(a) de SaJud Roving Listener *Street Outreach Worker* Youth Development Specialist **Youth Worker**

Advance Quality

Community health workers (CHWs) are natural extensions of quality care by connecting patients to local resources that complement provider recommendations. CHWs are integral to:

- 35 states in the U.S. who leverage CHWs to improve care and reduce barriers
- delivering quality care when part of a clinical team
- advocating for environmental supports to prevent and manage chronic disease
- linking community and clinical health systems to support population health



What is a Community Health Worker?

American Public Health Association:

- Trusted member of and/or has an unusually close understanding of the community served
- Liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery
- Increases health knowledge and self-sufficiency



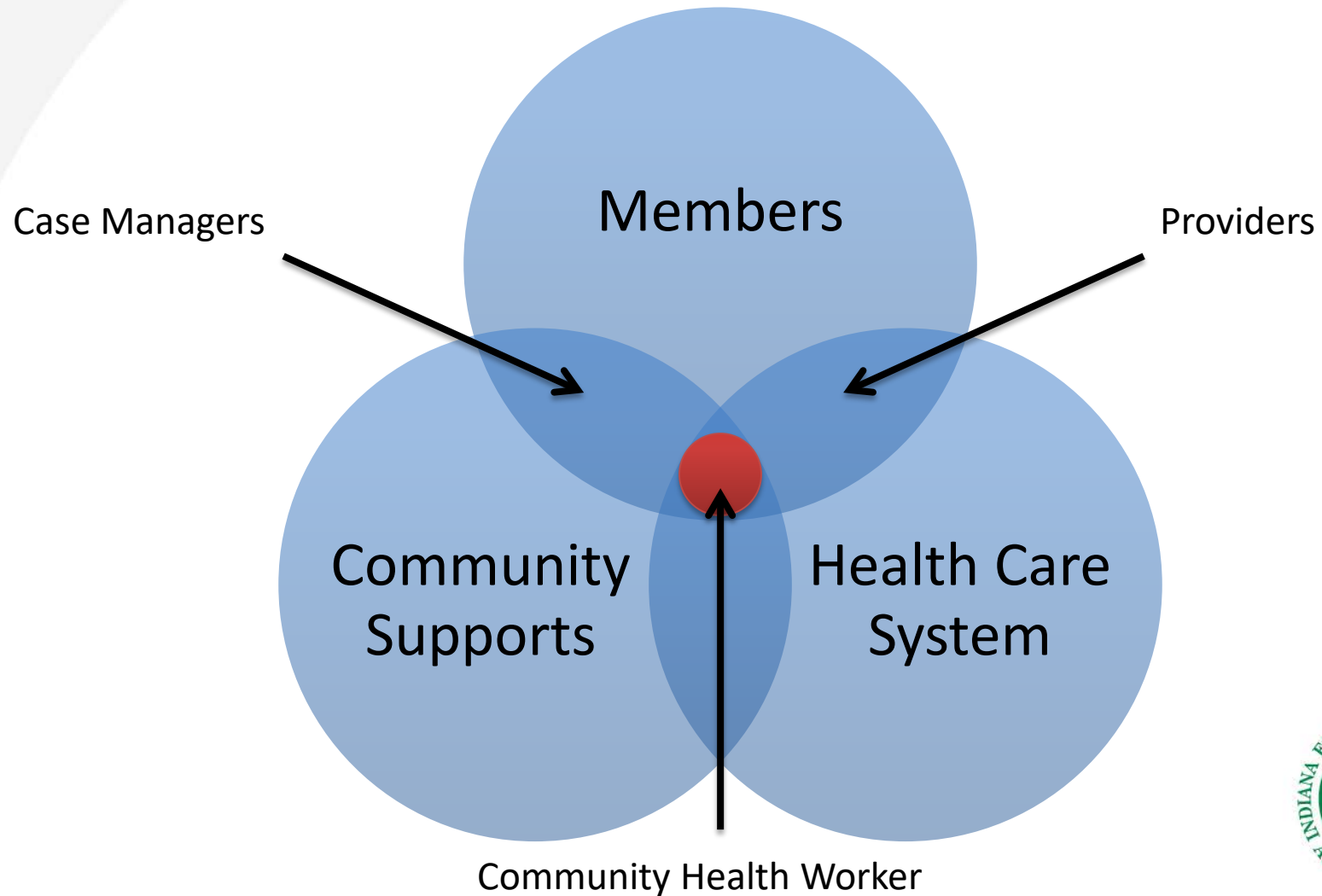
Indiana Health Coverage Programs CHW Definition

The Indiana Health Coverage Programs (IHCP) defines a community health worker as a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

CHWs extend the reach of providers into underserved communities, reducing health disparities, enhancing provider communication, and improving health outcomes and overall quality measures. Working in conjunction with trained health professionals, CHWs can bridge gaps in communication and instill lasting health knowledge.



Intersection of Three Key Actors



CHW Training and Recognition

A billing IHCP provider must maintain documentation of CHW qualification for the individual providing CHW services. The IHCP currently recognizes the following entities that demonstrates the core competencies of a community health worker:

- Mental Health America of Northeast Indiana (MHANI)
- Affiliated Service Providers of Indiana (ASPIN)
- HealthVisions Midwest

IHCP **will** recognize any certification program* that demonstrates the core competencies of a community health worker.

Additionally, certification recognition may include individuals who have an academic degree (at least an Associate's) in a health care-related field or have employer-based training around health promotion and community health integration that provides training in CHW competencies.



Reimbursable Functions

- Diagnosis-related patient education towards self-managing physical, mental, or oral health in conjunction with a health care team- ***This means to extend education efforts around any physical or mental health concern that a member may encounter.***
- Facilitation of cultural brokering between an individual and a member (or members) of a health care team– ***This allows a CHW to act as a facilitator between a Medicaid member and a provider when cultural factors (such as language or socioeconomic status) become a barrier to properly understanding treatment or direction.***
- Health promotion education to a member to prevent chronic illness – ***This allows a CHW to discuss and promote healthy behaviors with an individual on behalf of the health care provider.***
- Direct preventive services or services aimed at slowing the progress of chronic diseases
- The service involves teaching the member how to self-manage their health effectively in conjunction with the health care team.
- The service is provided face-to-face with the member (individually or in a group) in an outpatient, home, clinic, or other community setting.
- The content of the diagnosis-related patient education plan or training program consistent with established or recognized health care standards.



Non-Reimbursable Functions

- Case management
- Care coordination
- Insurance enrollment assistance
- “Navigator” assistance
- Advocacy efforts
- Arranging transportation/transporting a member to and from services
- Direct patient care outside of the level of training and certification an individual has attained

The CHW service will not typically include making referrals to other support agencies, providing supportive counseling, or removing access barriers. The CHW may educate the member on how to do these things on their own.

- **OMPP is drawing the following distinction between a case manager and a CHW:**
- **Case managers provide a service on behalf of the member, not to the member**
- **Community health workers provide a service to the member**



CHW Provider Eligibility

A CHW needs to be supervised by one of the following:

- Physician
- Health Services Provider in Psychology (HSPP)
- Advanced Practice Nurse (APN)
- Physician Assistant
- Podiatrist
- Chiropractor



Billing Rules

- Available to any billing provider who employs a CHW under the supervision of an appropriate provider
- Must maintain documentation of medical necessity
- Face-to-face
- Outpatient, home, clinic, or other community setting
- CMS-1500 claim form



Billing and Reimbursement

IHCP will use the following procedure codes:

- **98960** – Self-management education & training, face-to-face, 1 patient
- **98961** – Self-management education & training, face-to-face, 2–4 patients
- **98962** – Self-management education & training, face-to-face, 5–8 patients

Bill in 30-minute units: limit 4 units per 24 hours; no more than 24 units per calendar month per recipient. (*unit restrictions subject to change*)

Bill separate claim lines for each date of service (DOS) that services are provided (only one calendar month of service per claim). Claim must include appropriate diagnosis and the name of the CHW providing the service

