

RURAL **HEALTH** WORKSHOP

Using Community Health Workers in Your Rural Facility



Speakers

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Community Health Workers-
What are they and how do I
access their services to
benefit my patients?

Jantz Malbrue &
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Bureau of Regional and
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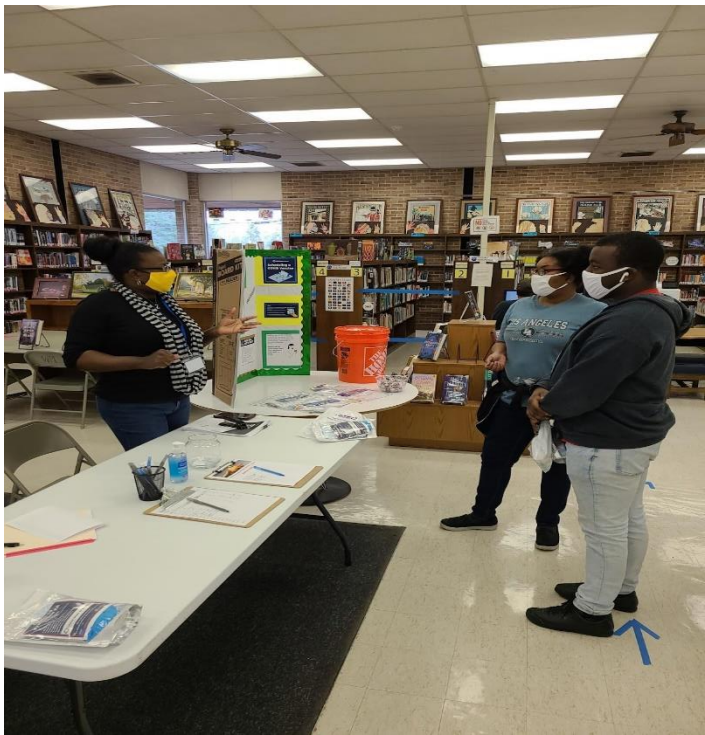
Helping to improve the quality of life for Louisiana residents by helping to address individuals' health-related social needs (HRSN) and the community factors that drive them.



Community Health Worker Definition



- 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** between health/social services and the community to **facilitate access** to services and improve the quality and cultural competence of service delivery.
- The 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.



“a frontline public health worker who is a trusted member of and/or has an unusually understanding of the community served”



Timeline of LDH/OPH CHW Program

2019	2020	2021	2022
Pilot study in Region 4 started in May	Expansion of program began in September	Awarded Community Health Workers for COVID Response and Resilient Communities Grant	Programmatic staff expansion
<ul style="list-style-type: none"> 3 CHWs hired in St. Landry parish 	<ul style="list-style-type: none"> 18 additional CHWs were hired in Regions 1, 2, 3, 5, 6, 7, 8, & 9 Funded through the ELC-Enhancing Detection CDC grant to support 	<ul style="list-style-type: none"> 16 additional CHW were hired throughout all 9 regions in August 	<ul style="list-style-type: none"> Hiring of Communications Specialist, Grants and Training Manager and Population Health Manager

Why



Community
HEALTHWAYS

?

Problem

Unaddressed social determinants of health precipitates poor health outcomes



Solution

Community Health Workers (CHWs) screen and navigate individuals to community resources to address social needs



Impact

Cost savings to
health system

Reduced ED visits

Reduced hospital
readmissions

Increase patients'
self efficacy

Community HealthWays Model

Purpose is designed to:

- Support systematic screening for health-related social needs,
- Provide individualized navigation services to help address unmet needs, and
- Convene community-level public and private sector leaders to address structural factors fostering poor health through data-driven investments in new partnerships and businesses.



Community Health Worker Roles

PRIMARY

Health Related Social Needs

Care
Coordination

Resource Gaps –
Identification &
Navigation

Screening

SECONDARY

Community Outreach & Education

Outreach
events

Testing &
Vaccination
Sites

Community
Groups & Orgs

Tertiary

Resource Coordination

Resource
Delivery

Contact Tracing

Communication

- CHW Meetings & Reports
- CHW Newsletter & Website
- CHWays Data System
- Regional Team Meetings & Huddles

Partners

- LACHON- Louisiana Community Health Outreach Network
- LSUHSC – Community Health Worker Institute – Training & Technical Assistance

Training

- Community Health Worker Core Competency
- Resource Coordinator Training



Responsibilities & Workflow of CHWs

Responsibilities include:

- Assisting individuals in addressing social problems leading to poor health
- Resource coordination efforts through outreach to community based organizations and individuals
- Resource delivery
- Health education
- Development of regional resource guides
- Conducting community outreach

Workflow consists of:

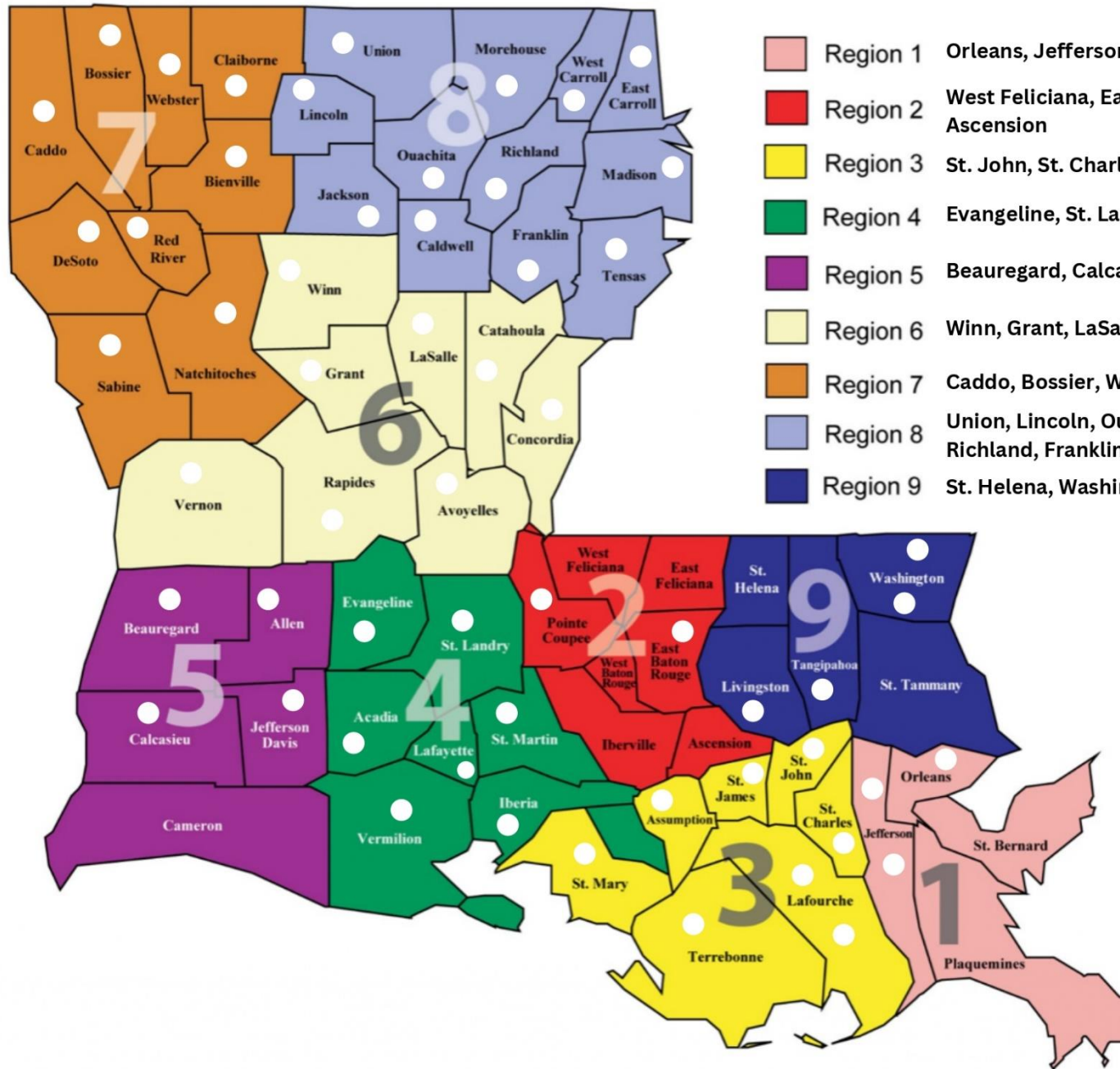


Where We Are

2023	2023	2023	2023-2024
Expand outreach of CHW to Rural Hospitals and Rural Health Clinics	Expand within LA Dept. of Health	Expand locations & billing for CHWs	Workforce Expansion
<ul style="list-style-type: none"> Cardiovascular Grant <ul style="list-style-type: none"> LRHA Outreach <ul style="list-style-type: none"> Participate in Community Coalitions & Collaborations Community Outreach 	<ul style="list-style-type: none"> 1115 CMS Waiver approved 2022 Public Health Unit Standing Order Developed Developing billing processes Inclusion in LDH Business Plan 	<ul style="list-style-type: none"> Baseline established Current agencies billing for CHW services-7. No denials as of 5/31/23 Program expanding Partner locations Education on billing for CHW across the state 	<ul style="list-style-type: none"> CHW Workforce Task Force <ul style="list-style-type: none"> Work with partner organizations in training CHWs

That's Great! How Do I Access Their Services?





- Region 1 Orleans, Jefferson, St. Bernard, Plaquemines
- Region 2 West Feliciana, East Feliciana, Pointe Coupee, West Baton Rouge, East Baton Rouge, Iberville, Ascension
- Region 3 St. John, St. Charles, St. James, Lafourche, Terrebonne, St. Mary, Assumption
- Region 4 Evangeline, St. Landry, Acadia, Lafayette, St. Martin, Iberia, Vermilion
- Region 5 Beauregard, Calcasien, Allen, Jefferson Davis, Cameron
- Region 6 Winn, Grant, LaSalle, Catahoula, Concordia, Avoyelles, Rapides, Vernon
- Region 7 Caddo, Bossier, Webster, Claiborne, Bienville, Red River, Natchitoches, DeSoto, Sabine
- Region 8 Union, Lincoln, Ouachita, Jackson, Caldwell, Morehouse, West Carroll, East Carroll, Madison, Richland, Franklin, Tensas
- Region 9 St. Helena, Washington, Tangipahoa, Livingston, St. Tammany

Parish Health Units using Community HealthWays

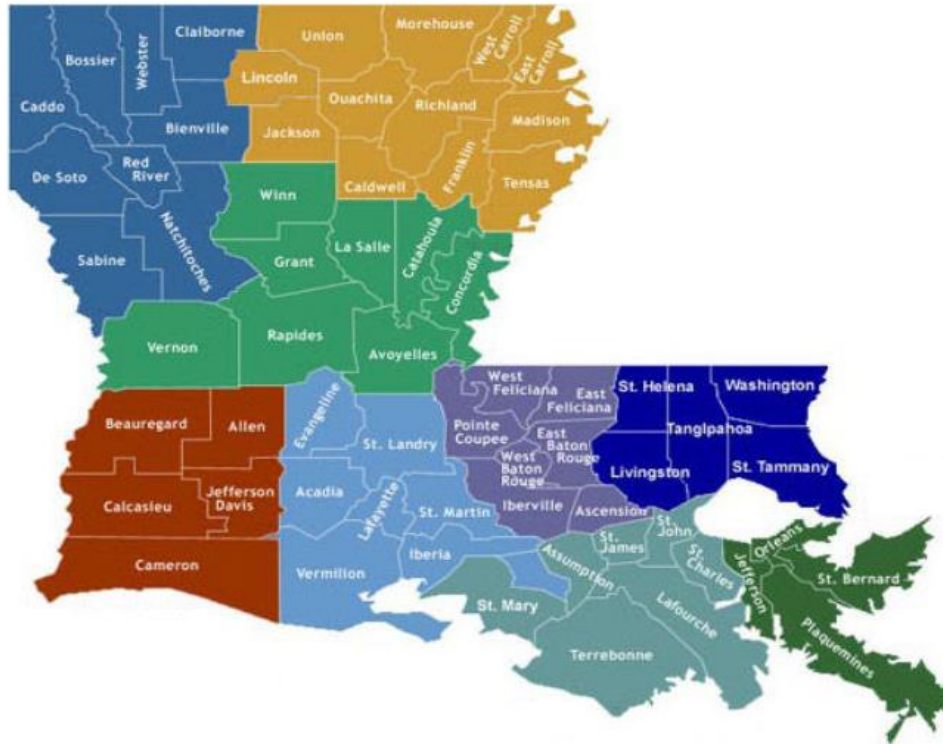


Contact Information-PHUs

Louisiana.gov > LDH > Office of Public Health

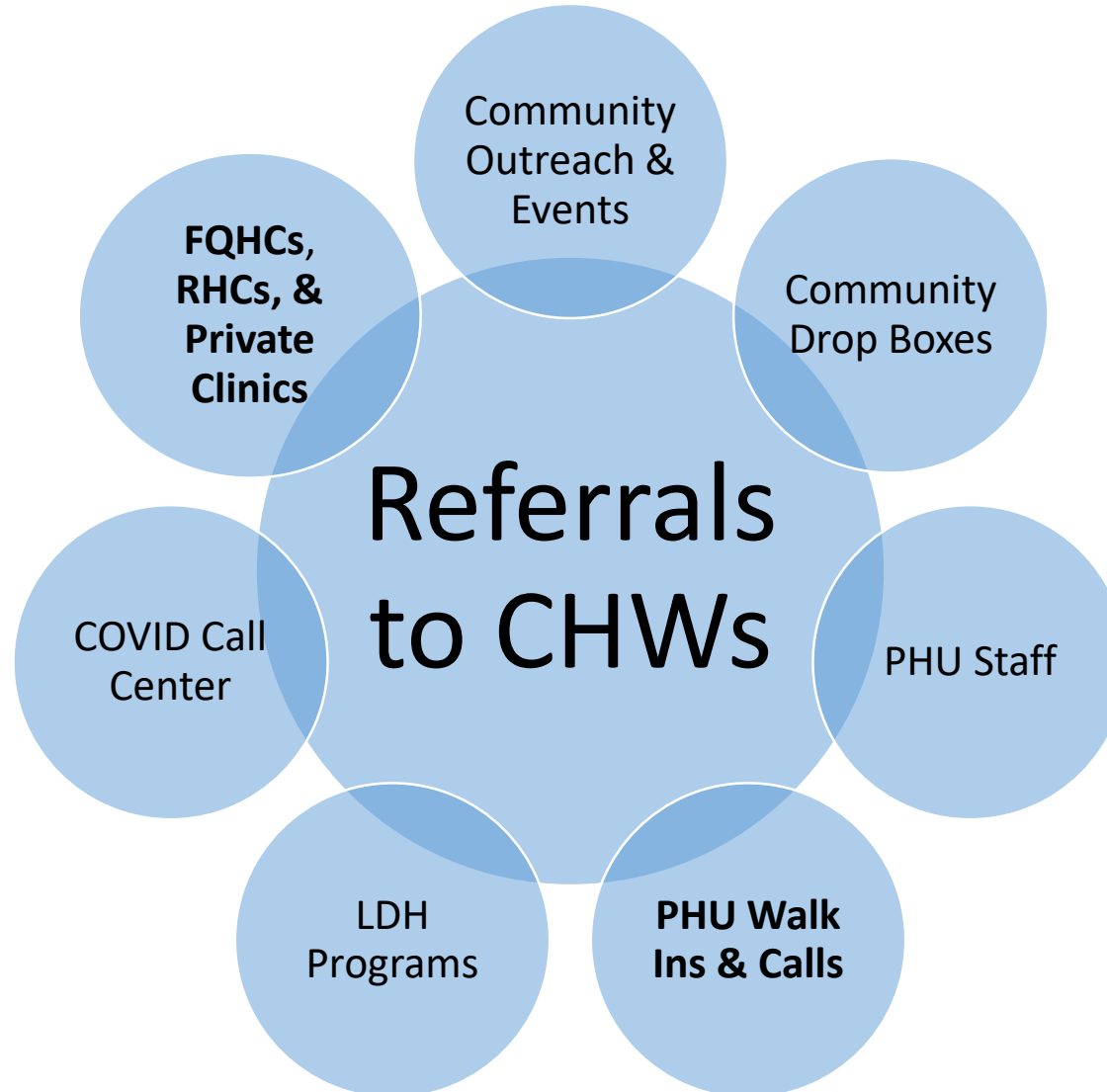
Find a Parish Health Unit in Your Area

Select an area of the map for parish health unit locations.



For contact information on nearest the Parish Health in your area, visit this website:
<https://ldh.la.gov/page/3016>

Points of Access into Program



CHWs in Your Facility

Hiring:

- LA Community Health Outreach Network
 - LSU/HSC
- LA Primary Care Association Training Program
 - Partnering with Delgado
- Hire Independently & Train Your Own
 - Must have specific # of Hours serving as CHW before being able to bill for services

Billing Medicaid

Medicaid Reimbursement for CHW services is effective for the dates of service January 1, 2022, and ongoing.

- Who can receive CHW services?
 - Beneficiaries with one or more chronic health (including behavioral health) conditions;
 - Beneficiaries with suspected or documented unmet health-related social needs; or
 - Beneficiaries who are pregnant.
- CHW Qualifications
 - An individual who has completed state-recognized training curricula approved by the Louisiana Community Health Worker Workforce Coalition; or
 - An individual who has a minimum of 3,000 hours of documented work experience as a CHW.

***Providers must verify and maintain documentation that individuals have met the above qualifications.**

Covered Services

- **Health promotion and coaching:** This can include assessment and screening for health-related social needs, setting goals and creating an action plan, on-site observation of beneficiaries' living situations, and providing information and/or coaching in an individual or group setting.
- **Care planning with the beneficiary and their healthcare team:** This should occur as part of a person-centered approach to improve health by meeting a beneficiary's situational health needs and health-related social needs, including time-limited episodes of instability and ongoing secondary and tertiary prevention.
- **Health system navigation and resource coordination services:** This can include helping to engage, re-engage, or ensure patient follow-up in primary care; routine preventive care; adherence to treatment plans; and/or self-management of chronic conditions.

Non-Covered Services

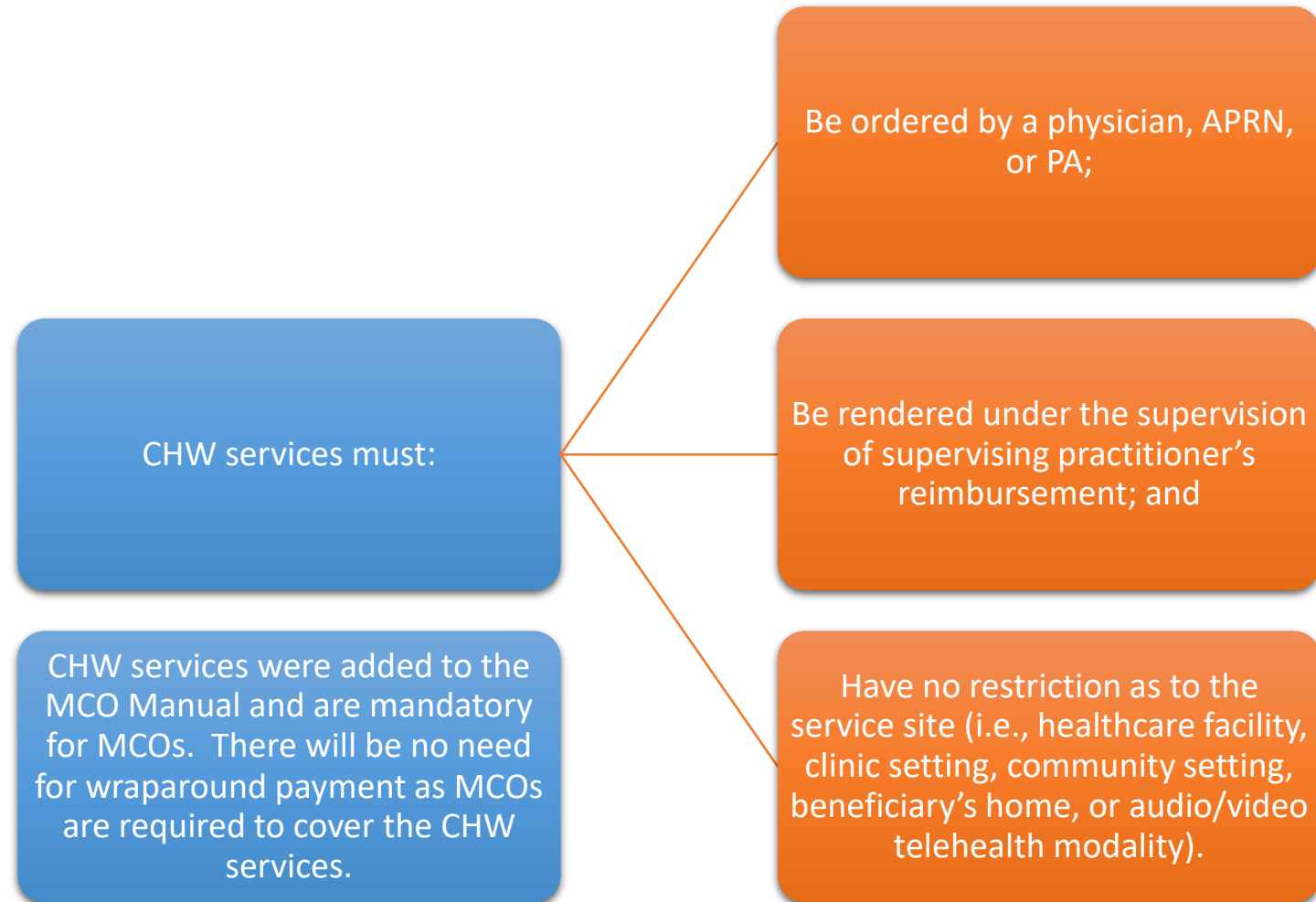
Insurance enrollment and insurance navigator assistance;

Case management;

Direct provision of transportation for a beneficiary to and from services; and

Direct patient care outside the level of training an individual has attained.

Reimbursement Guidelines



Billing Guidance

- Billable CPT Codes: (See Professional Service Fee Schedule)

- 98960 – Individual CHW services

- 98961 – Group CHW services

- 98962 – Group CHW services

*Group CHW CPT codes must be billed for each beneficiary attending the session

- Maximum reimbursement is two hours per day and ten hours per month per enrollee
- CHW services are “incident to” the supervising physician, APRN, or PA. The physician, APRN, or PA presence in the facility is not required during the performance of the service.
- The rendering provider for the “incident to” services is the supervising physician.
- Both individual and group sessions are allowed.

Billing of CHW Services

- Group sessions are limited to eight unique beneficiaries.
- Clinical records and billing must be documented appropriately based on the number of beneficiaries per session.
- Professional services policy must be followed when billing CHW services as a detail line in an RHC or FQHC setting.
- To be considered for reimbursement, FQHC claims for CHW service reimbursement must include **ALL** of the following:
 - A Healthcare Common Procedure Coding System (HCPCS) for the visit (T1015, H2020, or D0999);
 - An evaluation and management code; (**see next slide**) and
 - The corresponding Current Procedural Terminology (CPT) code for the CHW services to receive reimbursement.

Billing of CHW Services (cont)

Notes from Medicaid

- CHW services are considered “other ambulatory services”.
- CHW services can be billed with or without EM code.
 - Billed without EM pays at the rate on the detailed line on the professional services fee schedule.
 - Billed with an EM pays the PPS rate plus the rate on the detailed line on the professional services fee schedule.

Community Health Worker Services FAQ

- **Does Medicaid prescribe any assessment tools or other tools that must be used when CHWs are providing services and billing Medicaid for these services?**
 - No
- **Does a CHW have to possess any qualifications in order to bill Medicaid, i.e. Bachelor's degree, hours of initial training, continuing education requirements, etc.?**
 - CHW's must complete state-recognized training curricula approved by the Louisiana Community Health Worker Workforce Coalition; or have a minimum of 3,000 hours of documented work experience as a CHW.
- **CHWs should be trained in core competencies such as:**
 - Communication skills
 - Conducting individual and community assessments
 - Service coordination skills
 - Relationship-building
 - Health information relevant to their position

- **Is there an approved training curricula that a CHW must go through in order to bill Medicaid? If so, what is that curricula and who approves it?**
 - A qualified Community Health Worker is defined as someone who:
 - Has completed state-recognized training curricula approved by the Louisiana Community Health Worker Workforce Coalition; or
 - Has a minimum of 3,000 hours of documented work experience as a CHW

Requirements differ by state. Louisiana requires that CHWs complete core competency training.

- **Does a CHW have to be supervised or employed by a certain professional and working under that professional's license, i.e. LCSW, physician, etc.**
 - Services must be ordered by a physician, advanced practice registered nurse (APRN), or physician assistant (PA) with an established clinical relationship with the beneficiary. Services must be rendered under this supervising provider's general supervision, defined as being under the supervising provider's overall direction and control, but not requiring the provider's presence is during the performance of the CHW services.

Site of Service

- **Does the services provided by a CHW have to be provided in a certain location, i.e. clinic, in the community, at a not for profit, etc.**
 - There is no restriction as to the site of service, which may include, but is not limited to, a health
 - care facility, clinic setting, community setting, or the beneficiary's home. Delivery of the service through a synchronous audio/video telehealth modality is also permissible.

Reimbursement

- **What is the reimbursement rate for CHWs and is there a maximum amount that can be billed each month or for a certain duration, i.e. 6 months?**

CPT Code	Description	Fee
98960	Education and training for patient self-management by a qualified, non-physician health care professional: 1 patient	\$18.11
98961	Education and training for patient self-management by a qualified, non-physician health care professional: 2-4 patients	\$6.04
98962	Education and training for patient self-management by a qualified, non-physician health care professional: 5-8 patients	\$2.79

Prior Authorization?

Is prior authorization required to bill for CHWs services?

- Prior Authorization is **not** required

Important Links

Medicaid Manual

- <https://www.lamedicaid.com/provweb1/providermanuals/manuals/PS/PS.pdf>

Louisiana Medicaid's informational bulletin on Medicaid Coverage for CHWs

- [IB22-21 revised 07.07.22.pdf \(la.gov\)](#)

MAC PAC –Medicaid coverage of CHW services

- [Medicaid Coverage of Community Health Worker Services Issue Brief \(macpac.gov\)](#)



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Questions?

We want to hear from you!

<https://www.surveymonkey.com/r/RCYLXYT>



RURAL **HEALTH** WORKSHOP

Lunch and Learn: 12:00 p.m. – 1:15 p.m.

