

RURAL **HEALTH** WORKSHOP

LPCA Workforce Initiatives



Speakers

- Susie Lee Hutchinson, CAPP, CMSR, PCMH CCE
 - Director of Practice Management and Health Center Operations
 - Louisiana Primary Care Association
- Erica Rose-Crawford, AAS, NRP, CN-BC
 - Statewide Project Manager-CHWTP
 - Louisiana Primary Care Association



Speakers

- Peyton Fisher
 - Project Director for Delta Region Rural Workforce Program
 - Louisiana Primary Care Association



Louisiana Primary Care Association

Workforce Development Initiatives



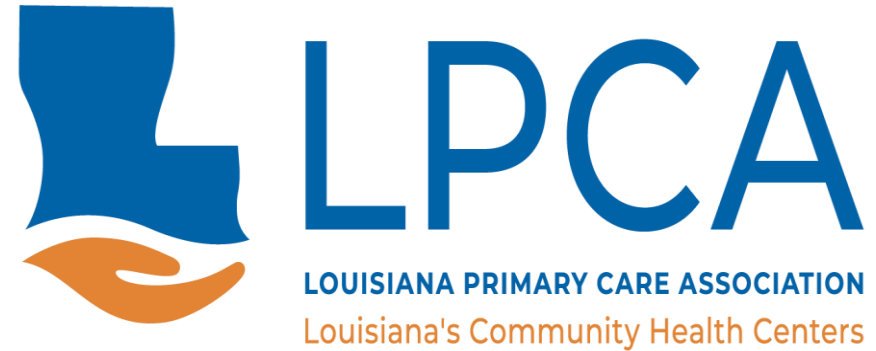
LPCA

LOUISIANA PRIMARY CARE ASSOCIATION
Louisiana's Community Health Centers

Louisiana Rural
Health Association
Summit
June 22, 2023

About the Louisiana Primary Care Association

LPCA promotes accessible, affordable, quality primary healthcare services for the uninsured and medically underserved populations in Louisiana. It is a membership organization of Federally Qualified Health Centers (FQHCs) and supporters committed to the goal of achieving health care access for all. LPCA represents 40 federally funded and look alike community health center organizations across Louisiana. These organizations operate over 400 individual sites and serve over 460,000 patients a year.



Erica Rose-Crawford , AAS, NRP, CN-BC
**Statewide Program Manager for Community Health
Worker Training Program**

Peyton Fisher,
Project Director for
Delta Region Rural Health Workforce Program

Susie Hutchinson, CAPP, CMSR, PCMH CCE-
**Director of Practice Management and Health Center
Operations**



Learning Objectives

By the end of this session, participants will:



- Gain understanding of Workforce Initiatives within LPCA
- Have a better understanding of the Delta Regional Workforce Grant and its focus
- Become familiar with the Statewide Community Health Worker Grant, its requirements and opportunities.
- Become familiar with billing for Community Health Workers as well as the part they play with the Interdisciplinary Care Team



Community Health Worker Training Program

Louisiana- Region VI



CHWT Program
June 22, 2023



MCHC-LPCA COMMUNITY HEALTH WORKER
TRAINING PROGRAM

Program Purpose

To support projects that will increase the number of Community Health Workers (CHWs) and Health Support Workers and equip them with the skillsets needed to provide effective community outreach.

Build trust with communities, support connections, retention in care, support services, and other strategies to increase access to care and assist individuals in prevention services.

Support recovery from the COVID-19 pandemic and other public health emergencies in underserved communities.

Advance public health, strengthen the public health workforce, reduce health disparities, and help underserved populations achieve health equity.

Program Goals



MCHC-LPCA COMMUNITY HEALTH WORKER
TRAINING PROGRAM

Workforce Development

- Expand the public health workforce by training new and existing CHWs and health support workers with specialized training and financial support to offset expenses that would impede success in training. The Program's goal is to provide training so that 75% of participants become newly credentialed CHWs and health support workers.
- Extend and upskill the public health workforce by developing new or enhancing existing curriculums to increase the skills and competencies of existing CHWs and health support workers.
- Increase CHW and health support worker employment readiness through field placements and apprenticeships developed in collaboration with a network of partnerships that will enable trainees to respond to and support essential public health services and provide them with employment opportunities.
- Advance health equity and support for underserved communities by increasing the number of CHWs and health support workers employed as integral members of integrated care teams that use their expanded skills to reduce health disparities.

Training Overview

Workforce Development

In Partnership with DePaul Community Health Center, LPCA will give 280 individuals the opportunity for training as a CHW. Of the 280 trainees, 53 will be placed in apprenticeships, and 210 will find employment in the field.

Each year of the funding will address one phase.

- Year One: Public health regions 1, 2, and 3.
- Year Two: Public health regions 4, 5, and 9.
- Year Three: Public health regions 6, 7, and 8.



Partnership

Building the Workforce

Marillac Community Health Center (MCHC)

Delgado Community College

Louisiana Association of Community Health Network (LACHON)

Louisiana State University (LSU) Community Health Worker Institute

Federally Qualified Health Centers (FQHCs)

Southeastern Louisiana Area Health Education Center (SE-AHEC)

COMING SOON FROM

LPCA DEPAUL COMMUNITY HEALTH CENTERS LACHON Delgado

Ascension DePaul Services SOUTHWEST LOUISIANA AHEC GILEAD OHL LSU Health NEW ORLEANS

The Community Health Worker Training Program

- On-the-job training
- Paid training, books, & laptop
- Join the path to becoming a CHW
- Become a patient advocate, peer health educator, & more
- Improve access to care and quality of life for the members of your community

Want to learn more?

CHWTP Program One

Delgado Training

The CHWTP is designed to give new CHWs the skills needed to deal with the social needs of their communities.

Core competencies include:

- Patient advocacy skills, defined as assisting patients in obtaining the care they need, navigating health and social service systems, and bringing visibility to each patient's needs.
- community outreach and engagement;
- Communication skills;
- Promoting healthy lifestyles/Healthy Eating Active living (HEAL)
- Cultural competence and responsiveness;
- Service coordination skills;
- Individual and assessment skills;
- Health insurance basics;
- Teaching skills;
- Organizational skills;
- Community capacity-building;
- Professional conduct and interpersonal skills
- Public health



The Community Health Worker Training Program
Beginning July 17th

PAID TRAINING, BOOKS, & LAPTOP

9 WEEKS OF CLASSES MONDAY-THURSDAY FROM 9 AM - 2 PM

BECOME A PATIENT ADVOCATE, PEER HEALTH EDUCATOR, & MORE

Mandatory Information Session
June 22nd at 10 a.m.
For more information, please text or call 1-800-852-2419 or email info@caresconsultingfirmllc.com

Scan to Apply

LPCA DEPAUL COMMUNITY HEALTH CENTERS LACHON Delgado
SOUTHWEST AHEC GILEAD OHL

CHWTP Program Two

LACHON and LSU-Community Health Worker Institute

For those CHWs already working in the field, this class aims to expand the CHWs' knowledge of their current position. These students will have training geared toward mentoring and supervising other CHWs.

CHW Core Competency Review

- Individual health promotion skills
- Communication skills
- Outreach and safety in the field
- Community Education
- Advocacy for individuals and communities

Overview of the CHW field

- Local, state, and national professional associations
- Milestones in the CHW field
- Hot topics in CHW policy

CHW Mental Health, Stress, and Burnout

- Identifying signs of burnout in self and others
- Promoting a positive working environment
- Self-care for CHWs and supervisors

CHW Supervisor Training (Module 1)

- Hiring CHWs
- Leadership styles
- Principles of team management

CHW Supervisor Training (Module 2)

- Providing supportive feedback
- Advocating for CHWs
- Providing mentorship and support

Community of Practice

- Conflict management and resolution
- Time management
- Communication skills
- Critical thinking
- Home visits and safety
- Leadership
- Persuasive storytelling
- Diversity, equity, and inclusion
- Teamwork and collaboration
- Cultural Humility
- Finding comfort in public speaking
- Setting goals
- Harassment awareness and prevention



Edit

Louisiana's Community Health Worker Training Program >

Private group · 9 members



Manage

Invite

Chats

Reels

Photos

Files

CHW Training Programs


Co-Horts

Program One- is a 180-hour virtual instructor-led CHW course for new CHWs or CHWs with minimal field experience to gain the knowledge to become more efficient in their roles. The class is nine weeks and will be held Monday-Thursday from 9:00 am- 2:00 pm. Each student in this program will receive a stipend, and grant funds will cover their tuition.

Program Two is a 60-hour virtual training designed for the working CHW to attend class and work in the perspective field. (Details of this class will be in the future)



MCHC-LPCA COMMUNITY HEALTH WORKER
TRAINING PROGRAM



Community Health Worker Training Program Application

How did you hear about this program?

Applicant Name

Race/Background

Ethnicity

Gender

Trainee Eligibility



Requirements

Eligible trainees are individuals with a minimum of a high school diploma or GED certificate.

Trainees receiving support from grant funds must be a citizen of the United States or a foreign national having in his/her possession a visa permitting permanent residence in the United States.

Trainees supported by CHWTP receiving financial support must be enrolled full- or part-time in the school or program receiving the CHWTP grant funding.

Trainees/participants in the apprenticeship programs must have completed CHW or health support worker training before enrollment.



Apprenticeship and Employment

Workforce Development

The apprenticeship program will provide didactic training related to health equity and SDOH among patients impacted by COVID-19 and other public health emergencies and located in underserved communities; topic areas include community education, care coordination, and linkages to care and resources.

Trainees participating in career development and employment readiness programs will help prepare each trainee to use skills and expert knowledge from collaborating partner programs.

Apprenticeship sites will provide wraparound support to help trainees overcome barriers to success, such as mentoring and financial support in the form of stipends.

Provide job placement services to assist trainees not enrolled in apprenticeship programs in obtaining employment.

Implement strategies to support work environment and practices (e.g., policies and procedures) that ensure the resiliency, safety, and well-being of trainees, practicing CHWs, and health support workers



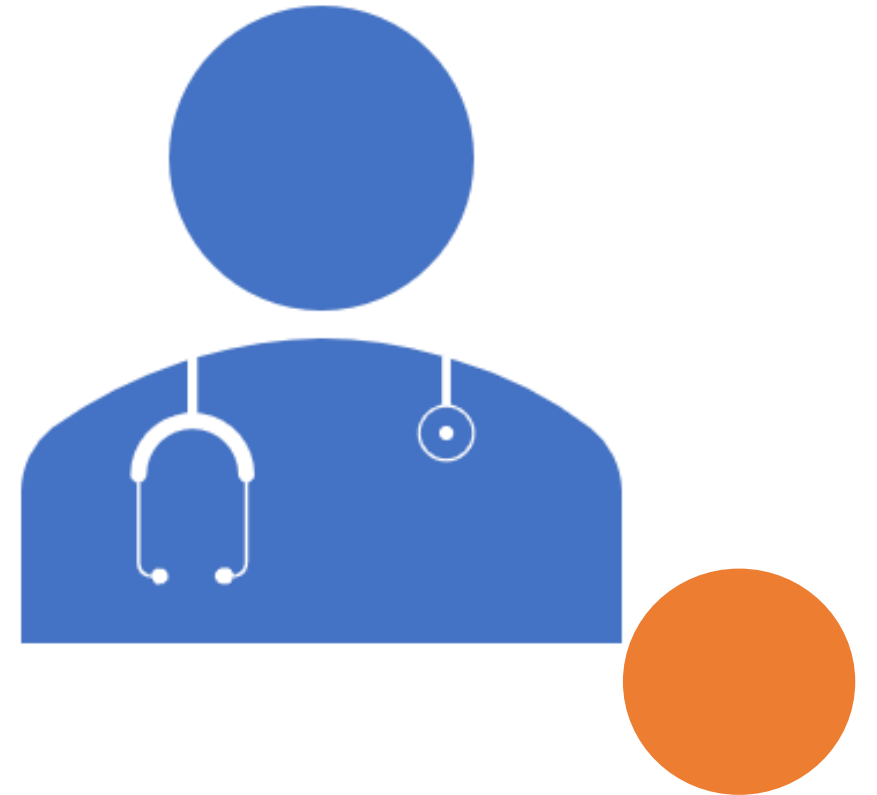
MCHC-LPCA COMMUNITY HEALTH WORKER
TRAINING PROGRAM

CHW Services

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.



CHW Services 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.**

Reimbursement Guidelines

Be ordered by a physician, APRN, or PA;

Be rendered under the supervision of supervising practitioner's reimbursement; and

Have no restriction as to the service site (i.e., healthcare facility, clinic setting, community setting, beneficiary's home, or audio/video telehealth modality).

CHW services must:



CHW services were added to the MCO Manual and are mandatory for MCOs. There will be no need for wraparound payment as MCOs are required to cover the CHW services.



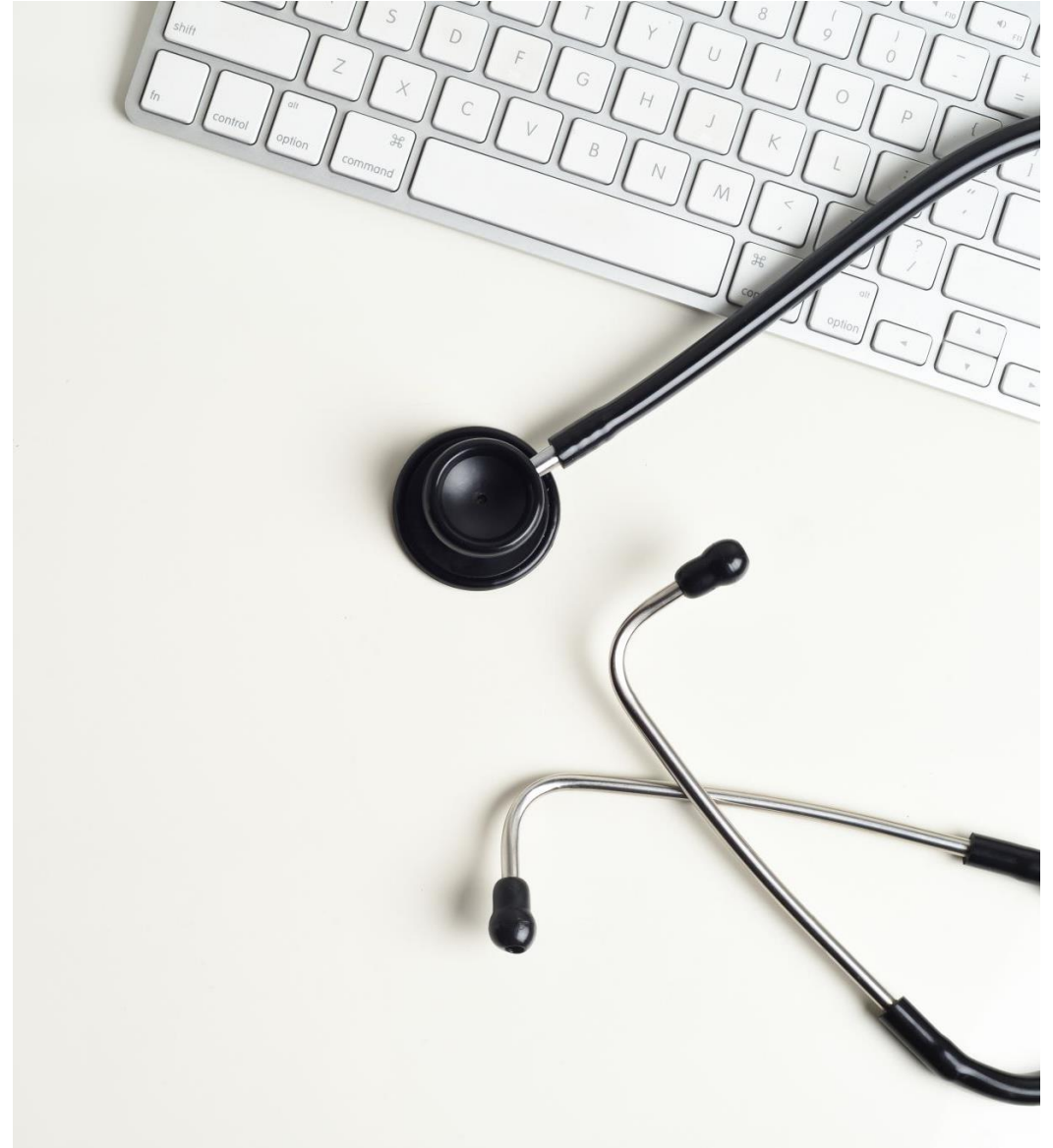
FQHC Billing of CHW Services

- 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 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; and
 - The corresponding Current Procedural Terminology (CPT) code for the CHW services to receive reimbursement.



Important Links

- MAC PAC –Medicaid coverage of CHW services [Medicaid Coverage of Community Health Worker Services Issue Brief \(macpac.gov\)](https://www.macpac.gov/issue-briefs/medicaid-coverage-of-community-health-worker-services/)
- Louisiana Medicaid’s informational bulletin on Medicaid Coverage for CHWs [IB22-21 revised 07.07.22.pdf \(la.gov\)](https://www.la.gov/ib22-21-revised-07.07.22.pdf)



Delta Region Rural Workforce Development Project

DRWFDP

23

Peyton

Delta Region Rural Health Workforce Development Project.

The purpose of this program is to educate and train future and current health professionals in the rural counties and parishes of the Mississippi River Delta Region and Alabama Black Belt (Delta Regional Authority (DRA) region) in the following critical administrative support occupations: medical coding and billing, claims processing, information management, and clinical documentation. This program supports HRSA's collaboration with the Delta Regional Authority (DRA) to enhance healthcare delivery in the rural counties and parishes of the DRA region and addresses a key area of need identified by DRA and rural healthcare organizations in the region. The Delta Region Rural Health Workforce Training Program addresses the ongoing need in healthcare facilities for trained administrative support or business operations professionals in rural communities through the development of Strategic Networks that support recruitment, formal training, certification, and placement of students.

Partners



Educational Partners and Credential Programs

Louisiana Community and Technical College System:

Baton Rouge Community College – Offers Certified Professional Coder or Certified Coding Associate trainings. Students receive 288 contact hour course for students to prepare them for their certification examination

Central Louisiana Technical College - Offers Medical Office Concentration Associate program. Students receive 975 contact hour course to prepare them for their certification examination, awards AAS degree

Workforce/Healthcare Partners

Central Louisiana AHEC (CLAHEC)

- Student recruitment in underrepresented communities
- Apprenticeship placement for trainees
- Job placement services
- Connecting graduates to continuing education programs

Louisiana Rural Health Association (LRHA)

- Assist in the creation and offering of required specialized training Capstone
- Leverage RHC and possibly Critical Access Hospital members for recruitment of students and development of on-the-job training and apprenticeship opportunities



Proposal Goals

- **Address critical labor market shortages in the Delta Region of Louisiana by preparing students for high-demand occupations and careers with livable wages. (Specifically in Revenue Cycle Management: CPC (Certified Professional Coder, CCA (Certified Coding Assistant) and AAS Degree: as a Health Access Associate.**
- **Facilitate transitions into identified educational pathways.**
- **Decrease unemployment by providing streamlined paths to high-demand occupations and careers.**
- **Increase the number of college completers in high-demand labor market sectors.**
- **Share best practices and resources among the LPCA partners.**





Proposed Service Area

Ascension

Avoyelles

Concordia

East Baton Rouge

East Feliciana

LaSalle

Natchitoches

Rapides

Vernon

West Baton Rouge

West Feliciana

Winn

LPCA – Grant Specifications

- **LPCA will support 30 students per year (90 total)**
- **20 BRCC / 10 CLTTC students per year (90 total)**
- **Students will have tuition/fees/supplies and their certification examination costs covered by this funding**
- **Enrollment to begin Fall 2023**
- **Recruitment will focus on rural students and current FQHC/RHC/CAH employees interested in upskilling.**
- **On-the-job training or apprenticeships will be part of this project. Students will be placed in member FQHC/RHC/CAHs for a three-month (480-hour) apprenticeship after completion of their classroom work**



STUDENT RECRUITMENT

Delta Region Rural Health Workforce Training Program

- Paid Tuition
- Loaned Student Laptop
- Mobile Hotspot
- 3 Month Apprenticeship at 500.00/Month
- On-the-job Training
- Mentorship support in FQHC/RHCs
- Gas or Transportation voucher at 100.00/Month for 3 months

Mandatory Information Session
July 10 | 10 a.m.

Apply



Summer 2023 Admission
ends July 31, 2023.



FREE Training Program Opportunity

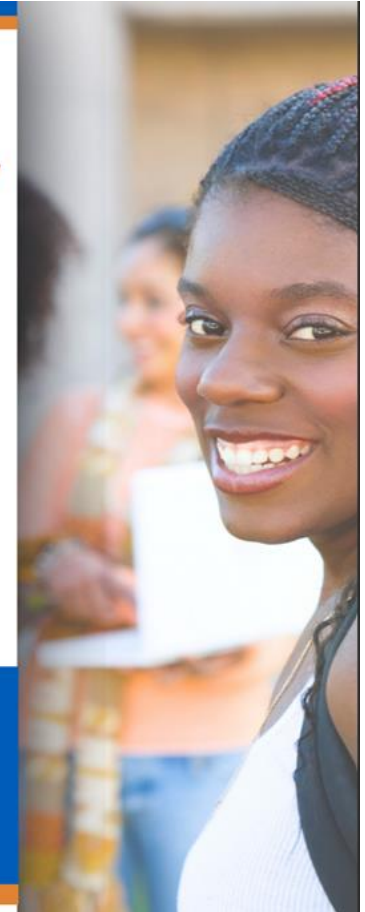
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Delta Region Rural Health Workforce Training Program

Apply



Summer 2023 Admission
ends July 31, 2023.





Delta Rural Health Workforce Training Program Application

How did you hear about this program?

First Name *

Last Name *

Address *

Phone Number

Race / Background

Apprenticeship Opportunities / OTJT

- We Would like to: Identify leaders in each member FQHC/RHC/CAH and engage in the development of apprenticeships and on the job training. (480 Hours) (3 Months) after completion of classwork.
- Students will be matched with a professional mentor in an FQHC/RHC/CAH
- Offer current staff the educational opportunity to encourage retention and upskilling
- Participating Apprenticeship sites receive \$2,000 per month, per mentor.





Interested in Participating?

Peyton Fisher

Delta Rural Workforce Project Director

pfisher@lpca.net

Lpca.net



Thank You!



Louisiana Primary
Care Association



503 Colonial Drive



Baton Rouge, LA
70806



LPCA.net



**DEPAUL COMMUNITY
HEALTH CENTERS**



Questions?

We want to hear from you!

<https://www.surveymonkey.com/r/BW59S9F>



RURAL **HEALTH** WORKSHOP

Break with Exhibitors: 2:00 – 2:30 p.m.

