Community Health Workers
A Community Health Integration Program

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Office of Medicaid Policy and Planning
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What is a Community Health Worker?

As defined by the American Public Health Association:

- A community health worker is 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 worker 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 community health worker 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.
Intersection of Three Key Actors

Members

Case Managers
Community Supports

Providers
Health Care System

Community Health Workers
CHW Training and Recognition

- A billing IHCP provider must maintain documentation of CHW qualification for the individual providing CHW services.

- Currently, IHCP will recognize any CHW certification program that demonstrates the core competencies of a community health worker.
  - Certification recognition may include individuals who have an academic degree (at least an Associate’s) in a health care-related field or
  - 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
- Facilitation of cultural brokering between an individual and a member (or members) of a health care team
- Health promotion education to a member to prevent chronic illness
- 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 is consistent with established or recognized health care standards.
IHCP CHW Examples

- Doula teaching breathing and relaxation skills during pregnancy or delivery
- Diabetes educator providing information to patient on ways to prevent type 2 diabetes
- Social worker providing educational support/information to a patient with a mental health diagnosis
- Interpreter communicating and facilitating between patient and provider
- Community liaison facilitating between patient and provider to help understand cancer treatment options
- Health educator discussing tobacco cessation with a patient
- Lactation consultant providing education to breastfeeding mother
- Health coach helping a patient understand their high blood pressure diagnosis and developing strategies to improve their blood pressure
Non-Reimbursable Functions

- Case management
- Care coordination
- Insurance enrollment and “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

OMPP’s 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*.
IHCP Non-CHW Examples

- Care coordinator scheduling medical appointments on behalf of the patient
- Case manager transporting client from home to medical appointment
- Patient Navigator assisting patient with health insurance enrollment application
- CHW consulting with patient’s medical provider without patient present
- Health educator referring patient to resources
- Social worker providing supportive counseling to patient
CHW Provider Eligibility

A CHW must be supervised by one of the following:

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

- Available to any billing provider who employs a CHW under the supervision of an appropriate provider
- Must maintain documentation of medical necessity;
- Must be provided face-to-face and in an outpatient, home, clinic, or other community setting;
- Prior authorization is not required
- Must be billed on CMS-1500 claim form or its electronic equivalent
- Must be billed 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)
- Must 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 in the claim note
- Must 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
Additional Resources

Resources
- APHA Community Health Workers: [https://www.apha.org/apha-communities/member-sections/community-health-workers](https://www.apha.org/apha-communities/member-sections/community-health-workers)
- Indiana Medicaid (IHCP): [https://www.in.gov/medicaid/](https://www.in.gov/medicaid/)

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Questions?
Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

https://tinyurl.com/fssa1070
Session Survey - Wednesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

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Session Survey - Thursday

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https://tinyurl.com/fssa1080