



BILLING POLICY: COMMUNITY HEALTH WORKERS



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. CHWs will enroll as “non-payable rendering providers.” CHWs must work and bill “under the supervision of a licensed provider.” When the CHW is the rendering provider, OHA will allow the code to pay. The billing provider must be a clinic or supervising medical 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 in existing roles can perform the work if they are State certified as a CHW.

The Role of CHWs

CHWs can play several distinct 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, CHWs 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. CHWs must complete 80 hours of training from an approved training program and meet required competencies to become certified. EOCCO will collect the names of CHWs from contracted entities and validate their certification in the State’s registry. EOCCO will also report the names of CHWs as contractually required when reporting EOCCO’s network adequacy to OHA. CHWs must be supervised by licensed healthcare professionals, licensed behavioral health professionals, or Masters-level public health workers.

The entity/provider employing CHWs is responsible for the cost of training and certification. Training within the EOCCO region is currently available at [Community Health Worker Training Program \(OregonState.edu\)](https://www.oregonstate.edu/ehw).

Covered and Non-Covered Services

A licensed professional must order the education service(s) and must order that it 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. 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.
 - A DMAP-enrolled CHW will list themselves as the rendering provider in boxes 24j and 31 and will list their clinic name in box 33.
- If a CHW is not DMAP-enrolled, EOCCO will only reimburse for services provided by a CHW under CPT codes 98960, 98961, and 98962.
 - If a CHW is not DMAP-enrolled, the supervising Licensed Health Care Provider will list their names in boxes 24j and 31.
- Bill in 30-minute units: limit 4 units per 24 hours; no more than 8 units per calendar month per recipient.
- Claims should be submitted to Moda for processing no different than billings for any other medical services.

Payment:

CHW services will be reimbursed on a Fee-For-Service (FFS) basis using the existing payment terms outlined within the EOCCO provider's contract. If a CHW is DMAP-enrolled as a non-payable rendering provider, EOCCO will reimburse for CHW services when billed with the following CPT code(s):

97535	Self-care/home management training (e.g., activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct one-on-one contact, each 15 minutes
99211	Office or other outpatient visit for the evaluation and management of an established patient, which may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal. Typically, 5 minutes are spent performing or supervising these services.
99401	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 15 minutes
99402	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 30 minutes
99403	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 45 minutes
99404	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 60 minutes
99406	Smoking and tobacco use cessation counseling visit; intermediate, greater than 3 minutes up to 10 minutes
99407	Smoking and tobacco use cessation counseling visit; intensive, greater than 10 minutes
99408	Alcohol and/or substance (other than tobacco) abuse structured screening (e.g., AUDIT, DAST), and brief intervention (SBI) services; 15 to 30 minutes
99409	Alcohol and/or substance (other than tobacco) abuse structured screening (e.g., AUDIT, DAST), and brief intervention (SBI) services; greater than 30 minutes
99600	Unlisted home visit service or procedure
G0176	Activity therapy, such as music, dance, art or play therapies not for recreation, related to the care and treatment of patient's disabling mental health problems, per session (45 minutes or more)
G0177	Training and educational services related to the care and treatment of patient's disabling mental health problems per session (45 minutes or more)

H0032	Mental health service plan development by nonphysician
H0033	Oral medication administration, direct observation
H0048	Alcohol and/or other drug testing: collection and handling only, specimens other than blood
H2014	Skills training and development, per 15 minutes
H2016	Comprehensive community support services, per diem
H2032	Activity therapy, per 15 minutes
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
98961	(See 98960); for 2-4 patients
98962	(See 98960); for 5-8 patients

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 updates to the EOCCO board and stakeholders semi-annually. CHWs will report their demographics and provide quarterly reports of services rendered to the EOCCO THW Liaison.