



Community Health Worker

Overview and Contracting Process



Our Family of Brands



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Community Health Worker Benefit



Community Health Worker Overview

The Department of Health Care Services (DHCS) added Community Health Worker (CHW) services as a Medi-Cal benefit starting July 1, 2022. CHW services are an integral part of Enhanced Care Management and Community Supports offered by managed care plans (MCPs) as part of the California Advancing and Innovating Medi-Cal (CalAIM) initiative.

CHW will do this by helping members:

- Get active in their own healthcare.
- Resolve issues with getting healthcare.
- Schedule office visits, get referrals and secure transportation to medical services.
- Manage or know more about their condition.
- Access mental health services.
- Get information on health topics important to members.
- Know what resources are available for domestic violence and other violence prevention services.
- Asthma prevention services may also be provided by unlicensed providers such as community health workers (CHW), promotores, or community health representatives who meet the qualifications of an asthma preventive service provider as stated in the Asthma prevention services manual.



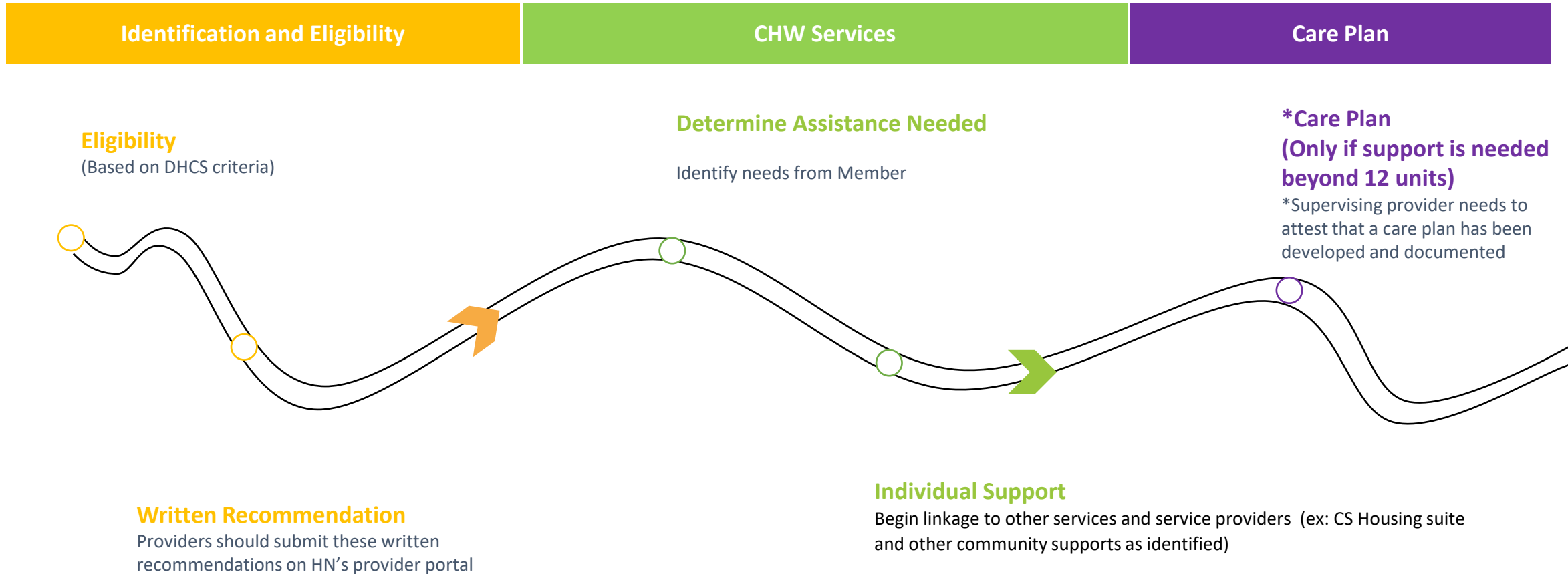
Providers

CHW services are defined as preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health

- 1. Community Health Worker (CHW)** may include individuals known by a variety of job titles, such as Promotores, Community health representatives, Navigators and other non-licensed public health workers, including violence prevention professionals, with the qualifications specified.
- 2. Supervising Providers** are the organizations employing or otherwise overseeing the CHW, with which the MCP contracts. The Supervising Provider ensures that CHWs meet the qualifications, oversees CHWs and the services delivered to MCP Members, and submits claims for services provided by CHWs. The Supervising Provider must be a licensed Provider, a hospital, an outpatient clinic, a local health jurisdiction (LHJ), or a community-based organization (CBO).



Member Journey



Contracting



Certification Process

Provider Certification Process

The purpose of the Community Health Worker (CHW) certification process is to assess organizations have qualified individuals to serve as an CHW provider and fulfill all CHW provider requirements, as outlined by DHCS. The commitment MCOs and CHW provider applicants make, as part of the CHW provider certification process, reflects the commitment we are collectively making to provide high-quality care management services to our most vulnerable Medi-Cal members/patients/clients.



Becoming a Supervising Provider

- ✓ Review Community Health Worker Provider Manual
 - [Medi-Cal Provider Manual for Community Health Workers](#)
- ✓ Assess Current Infrastructure
 - [Community Health Worker Workflow](#)
- ✓ Ensure Certification Requirements Based on DHCS guidance
 - [Department of Health Care Services Community Health Worker](#)
 - [California Department of Health Care Access and Information \(HCAI\)](#)

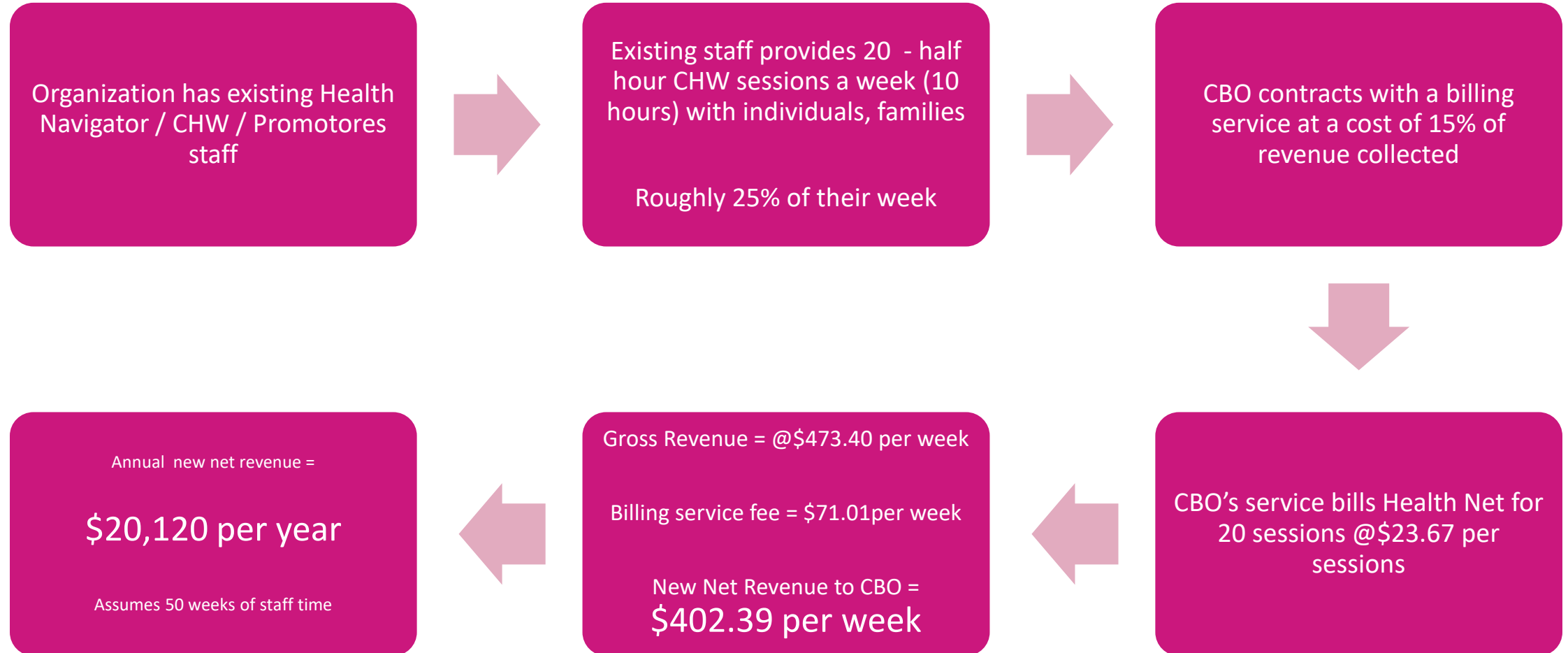
Billable Services

The following CPT® codes may be used for all services listed above by the supervising provider when submitting claims:

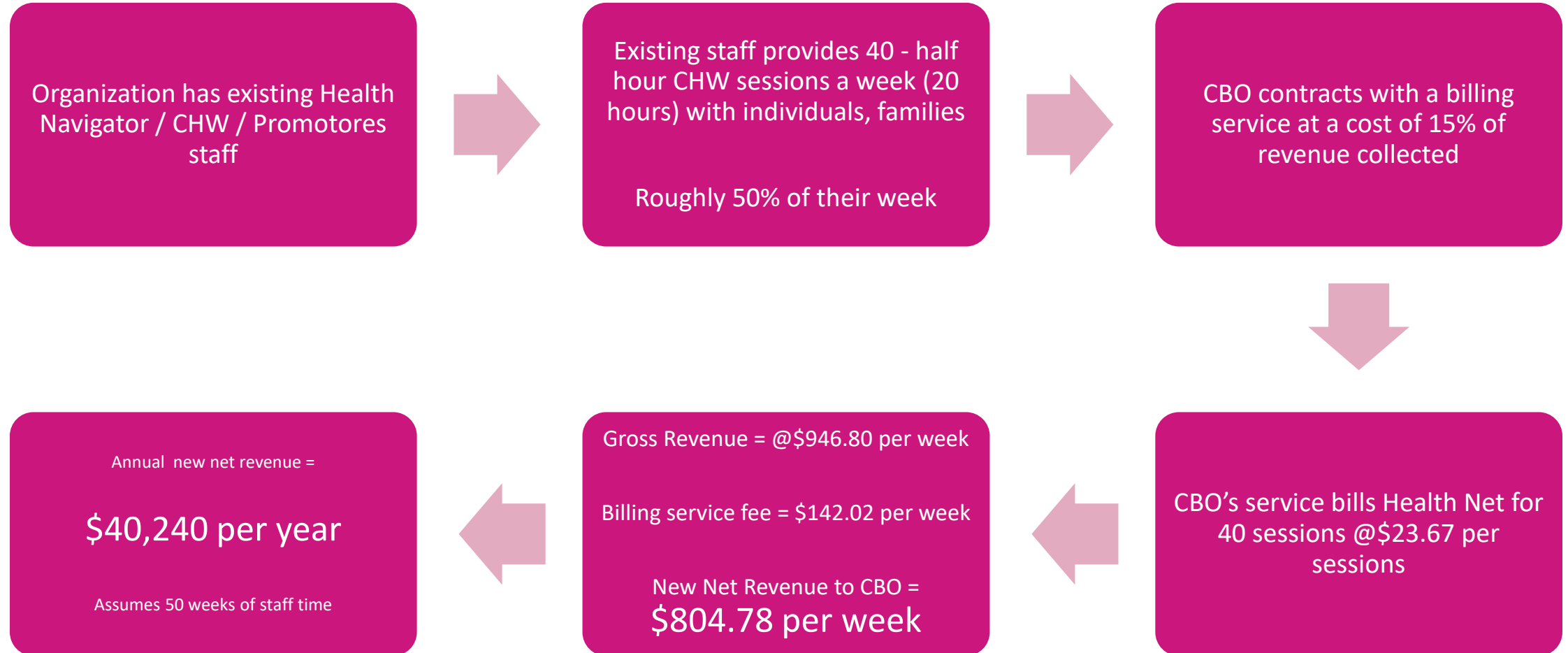
- **98960** (education and training for patient self-management by a qualified, nonphysician health care professional using a standardized curriculum, face-to-face with the patient [could include caregiver/family] each 30 minutes; individual patient)
- **98961** (education and training for patient self-management by a qualified, nonphysician health care professional using a standardized curriculum, face-to-face with the patient [could include caregiver/family] each 30 minutes; 2-4 patients)
- **98962** (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; 5-8 patients)



What is the value of contracting as a Community Health Worker organization?



What is the value of contracting as a Community Health Worker organization?



Thank You

Submit Interest to
CalAIM_Providers@healthnet.com
