

Community Health Worker (CHW) Updates

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Community Health Worker/ Community Health Representative

A **frontline public health worker** who is a trusted member of the community to help people:

- Navigate health care system,
- Encourage preventive care,
- Manage chronic illnesses,
- Maintain healthy lifestyles, and
- Assist in culturally and linguistically relevant ways.



CHW Voluntary Certification Rule

- The final [CHW Voluntary Certification Rules](#) were approved by the Governor's Regulatory Review Council (GRRC) and were filed with the Secretary of State on September 7, 2022.
- The rules are effective as of November 6, 2022.
- The ADHS Special Licensing department is accepting applications as of November 7, 2022 through an online portal.

CHW Services - SPA Language

Arizona state certified Community Health Workers (CHW) may provide AHCCCS-covered patient education and preventive services to individuals with a chronic condition or at risk for a chronic condition or for individuals with a documented barrier that is affecting the individual's health. CHW services must be recommended by a physician or other licensed practitioner of the healing arts acting within the scope of authorized practice under State law. Services must be documented in the member's medical record and may include:

- Health system navigation and resource coordination,
- Health education and training. The purpose of this service is to train and/or increase the member's awareness of methods and measures that have been proven effective in avoiding illness and/or lessening its effects. The content of the education must be consistent with established or recognized healthcare standards, or
- Health promotion and coaching. The purpose of this service is to provide information and training to members that enables them to make positive contributions to their health status.



Reimbursement Pathways

Phase 1 - Effective April 1, 2023

CHW/CHR obtains certification → CHW/CHR is employed by a currently registered provider. → CHW/CHR delivers a covered service within their scope of practice. → Registered provider submits a claim for the covered service provided by the CHW/CHR.



Medicaid Claim Reimbursement



Phase 2- Anticipated effective date: Early 2024

CHW/CHR obtains certification → CHW/CHR is employed by a CHW/CHR organization. → CHW/CHR delivers a covered service within their scope of practice. → CHW organization submits a claim for the covered service provided by the CHW/CHR.

CHW/CHR organization will enroll with AHCCCS through the AHCCCS provider enrollment process.

List of Eligible Providers for Phase 1

- Attendant Care Providers (PT 40)
- BH Outpatient Clinic (PT 77)
- Chiropractor (PT 16)
- Clinic (PT 05)
- Community/Rural Health Center (PT 29)
- Dentist (PT 07)
- Dialysis Clinic (PT 41)
- DO-Physician Osteopath (PT 31)
- Federally Qualified Health Center (FQHC) (PT C2)
- Habilitation Providers (PT39)
- Hospital (PT 02)
- Integrated Clinic (PT IC)
- MD-Physician (PT 08)
- Naturopath (PT 17)
- Optometrist (PT 69)
- Physicians Assistant (PT 18)
- Registered Nurse Practitioner (PT 19)

*All providers must have COS01 in their Provider Profile to bill for CHW services

CHW/CHR Employer Roles and Responsibilities

- Once an employer is registered with AHCCCS, it must ensure any CHW/CHR it submits Medicaid claims for are certified.
- The employer can submit claims using the allowed codes for the covered services provided by its CHWs/CHR.
- The employer must maintain accurate and current records of all CHW/CHR certification document.
- Providers may employ CHWs/CHR who are not certified, but they **will not** be able to bill Medicaid for service provided by non-licensed CHWs/CHR.

Reimbursable Service Codes

- 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 billed in 30 minutes increments.
 - 98960- education and training provided for an individual patient for each 30 minutes of service.
 - 98961- for a group of two to four patients.
 - 98962- or a group of five to eight patients.

Services Provided by a CHW/CHR

- A certified CHW/CHR can perform the full scope of practice as specified in A.A.C. R9-16-802; **however,**
- For Medicaid covered services to be billed, when serving Medicaid members:
 - CHW/CHR services must be medically necessary and recommended by a physician or other licensed practitioner.
 - The certified CHW/CHR must work under the direction of an eligible AHCCCS-registered provider.

AHCCCS Next Steps

- Finalization of a CHW Policy. While this policy is in development, the AHCCCS FAQ Document ([HERE](#)), is available as a point of reference for community stakeholders.
- Development of a CHW Provider Type for Community Based Organizations (CBO). Our team is currently working on this and expect to have more details in the upcoming months.

Resources

- CHW/CHR web page and FAQs
azahcccs.gov/CHW
- Additional guidance in the FFS Provider Billing Manual and AHCCCS Medical Policy Manual (AMPM) will be forthcoming.

Telehealth



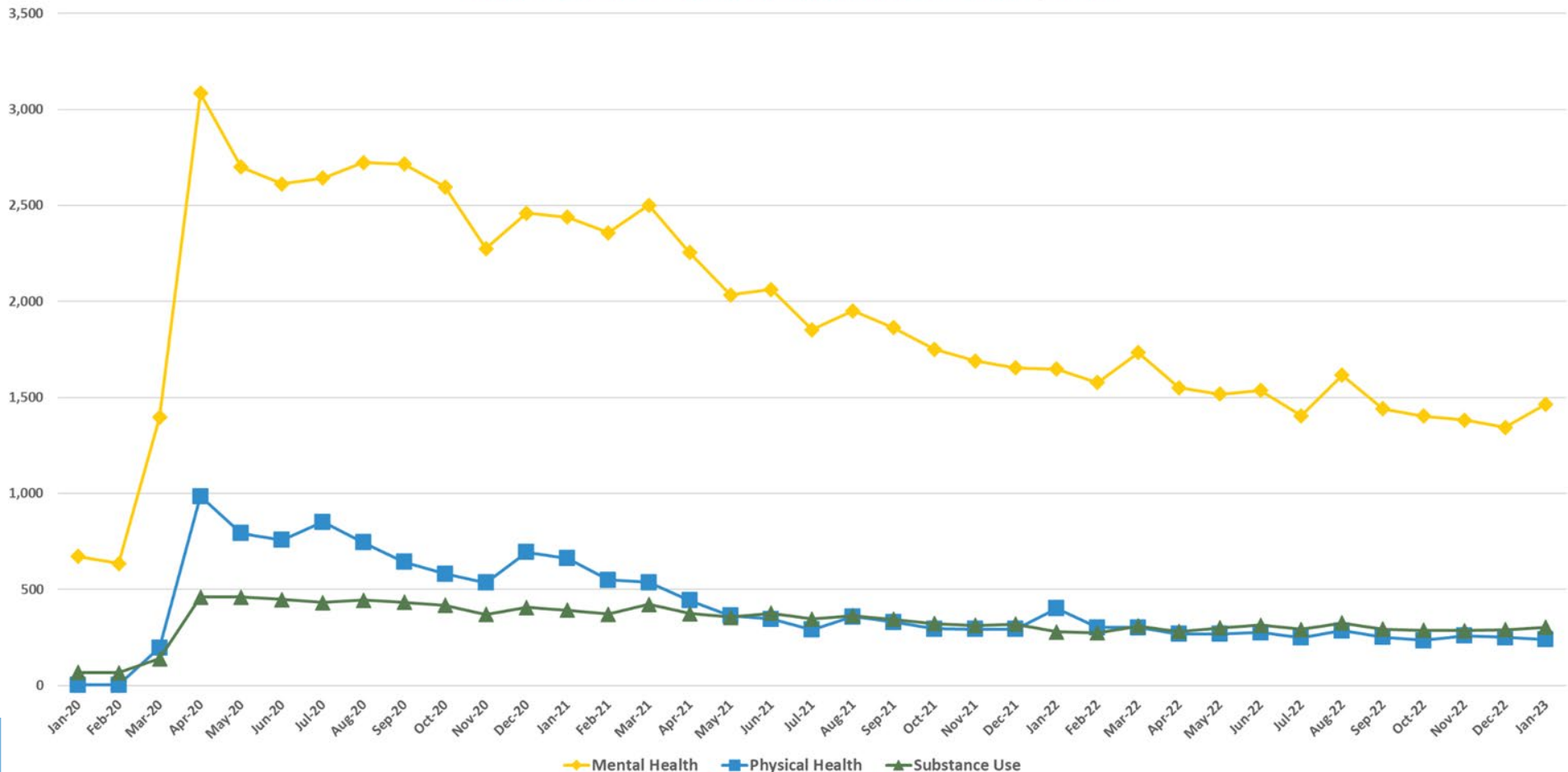
Major Updates to AMPM 320-I Effective 7/1/22

- Pay parity for telemedicine with in-person for all service types
- Pay parity for audio-only with in-person for behavioral health services
- Added E-Consults Section
- Added Audio-Only Section
- The Contractor may not limit or deny the coverage of services provided through telehealth and may apply only the same limits or exclusions on a service provided through telehealth that are applicable to an in-person encounter for the same service*
 - Although this is consistent with the pandemic approach, it is different than pre-pandemic approach where MCOs could determine if they wanted to limit coverage of telehealth

Telehealth Utilization - All AHCCCS Programs^[1]

January 2020 - May 2023

Number of Services Rendered Per 10,000 Enrolled Members by Month



Open Discussion