

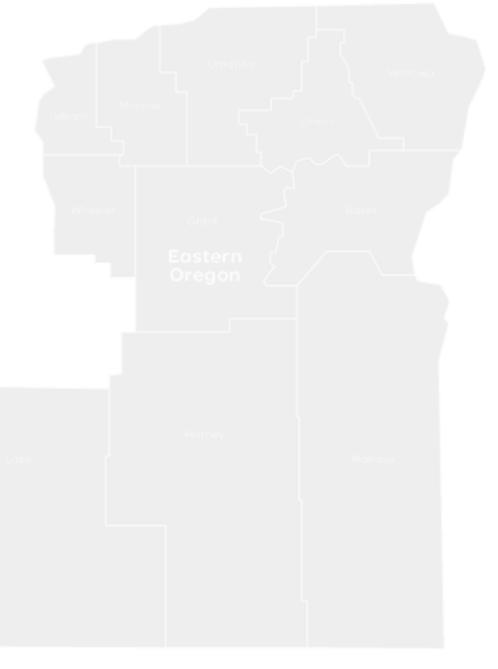


EOCCO Community Health Worker Program



Topics

- Scope of practice
- Covered and non-covered services
- Billing information
- Documentation requirements
- Life of a claim
- Resources





Scope of Practice

Traditional Health Worker Commission: Community Health Worker Scope of Practice (FINAL)

Care Coordination System Navigation	Outreach and Direct Service	Coaching and Social Support	Advocacy, Organizing, and Cultural Mediation	Education	Assessment, Evaluation and Research
Coordinate with involved systems of care	Conduct case-finding, recruitment and enrollment	Provide social support and build social networks	Advocate for the needs and perspectives of individuals and communities	Share culturally appropriate and accessible health education and information	Participate in individual level assessments
Assist with referrals	Engage individuals and communities in the field	Conduct home visiting			Participate in community- level assessments
			Advocate for health- promoting policy	Support chronic disease self-management	
Contribute to team care plans and planning Assist with transitions between providers and phases of care	Provide follow-up with individuals, families, and groups	Motivate and encourage people to obtain care and services			Participate in evaluating CHW services and programs
			Organize communities to identify and address pressing health issues Conduct two-way education about community and system		
				Build individual and community capacity and empowerment	
	Make presentations at agencies and community events				Identify and engage research partners and
		Plan and facilitate support groups			
Connect people to community and/or social service resources				Increase health literacy	participate in research
	Provide basic services and screening tests	* 14	needs and norms	Support stress	Document and track individual and
Facilitate community				management	population-level data
members' attendance at medical and other ap- pointments	Help people meet basic needs			Train new CHWs	

^{*}Success of above roles are dependent on knowledge and skills gained in community membership and shared life experience. This list of not intended to be either prescriptive or all inclusive.



Covered & Non-Covered Services

- Provide non-clinical support
- Help patients navigate the healthcare system
 - Arrange and Accompany to appointments
 - Explain Healthcare information
 - Provide support in compliance with an understanding of recommend treatments and medications
 - Assist with picking up prescribed items (medications, supplies, food, etc.)
 - Assist with connecting with new providers
 - Improve communication between providers and patients
 - Help locate and understand available community resources
- Does not cover social service such as enrollment assistance or case management



Billing Information

- CHWs must work and bill "under the supervision of a Licensed Health Care Professional (LHCP)". When the CHW is the rendering provider, OHA will allow the code to pay
- Submit on a standard CMS-1500 or UB-04 billing form (as applicable to the billing provider/entity)
- Bill with one of the covered procedure codes outlined in our CHW policy
- Bill in 30-minute units
 - Limit 4 units per 24 hours
 - No more than 8 units per calendar month per recipient
- Corrected billings are accepted and encouraged if it wasn't billed correctly

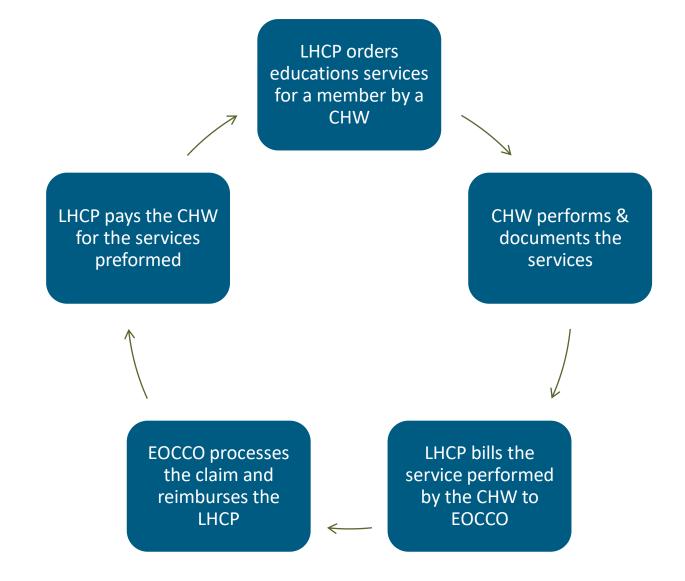


Documentation Requirements

- An order for services signed by the licensed professional specifying the number of units ordered and whether group and/or individual service(s)
- 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



Life of a Claim





Resources

- EOCCO's CHW policy: <u>www.oregon.gov/oha/OEI/Documents/EOCCO-CHW-Policy.pdf</u>
- Scope of THW work: <u>www.oregon.gov/oha/OEI/Documents/Traditional%20Health%20Work</u> <u>er%20Scope%20of%20Practice.pdf</u>
- Oregon Medicaid Fee-For-Service reimbursement for CHW guide www.oregon.gov/oha/HSD/OHP/Tools/CHW-Billing%20Guide.pdf
- Oregon Medicaid Fee Schedule: <u>www.oregon.gov/oha/HSD/OHP/Pages/Fee-Schedule.aspx</u>



Resources

- EOCCO's THW Liaison, Kathryn Hart: Kathryn.Hart@modahealth.com
- Lead Medicaid Professional Relations Representative: Noah.Pietz@modahealth.com





