



Community Health Worker
Collaborative of South Dakota

**Lessons Learned from
South Dakota's
Implementation of
Medicaid CHW
Reimbursement**



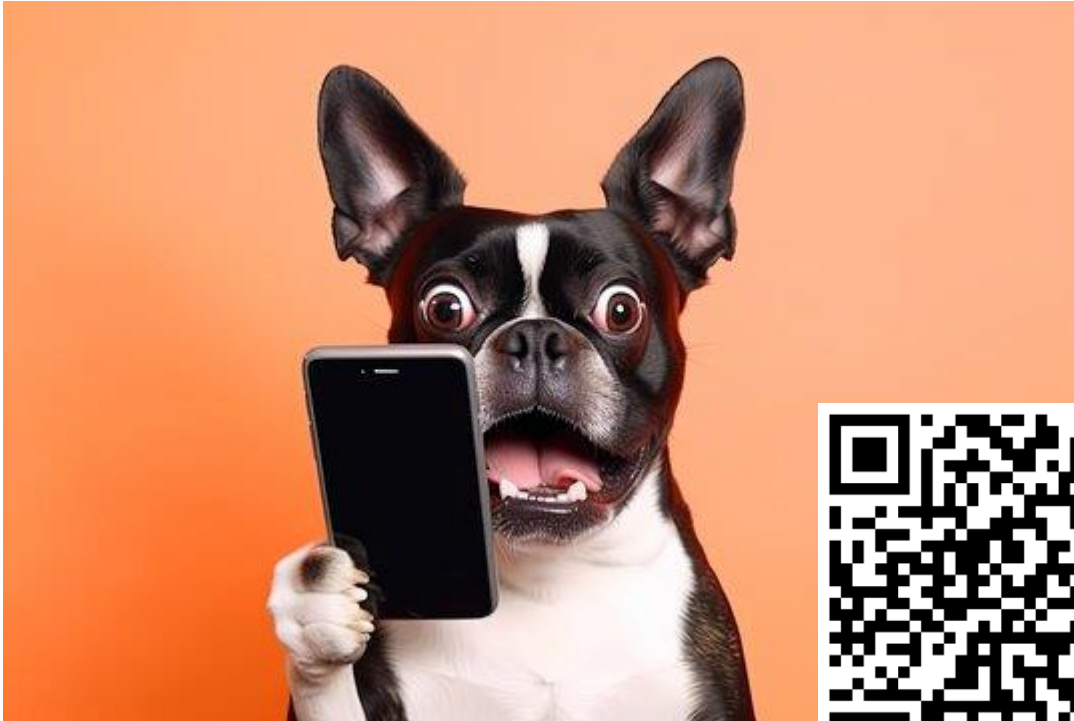


DISCLOSURES

No Disclosures

OVERVIEW OF MEDICAID REIMBURSEMENT

SD Fee-For-Service Model Webinar



www.chwsd.org/ffsmedicaidreimbursement/

Recording Includes:

- Overview of CHW/CHR Certification in South Dakota
- Summary of CHW Program enrollment with SD Medicaid
- Overview of billing codes, limitations, and rates
- Link to full Billing and Policy Manual
- Many additional fine details regarding the implementation of CHW reimbursement in South Dakota

QUICK STATE OVERVIEW

South Dakota



- South Dakota Population: ~909,000
- South Dakota was the 39th state to expand Medicaid, beginning July 1, 2023.
- South Dakota does not utilize MCOs for Medicaid administration.

COMMUNITY HEALTH WORKER TITLES

CHWs in South Dakota

- **Certified CHW** – A Certified CHW is an individual who has completed an approved CHW training program and applied for and received CHW Certification in South Dakota. A Certified CHW in South Dakota works under the APHA definition of a CHW.
- **Community Health Representative (CHR)** – A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the APHA definition of a CHW and the IHS definition of a CHR. CHRs in South Dakota can also become certified.

Both can obtain certification in SD! Certification is voluntary but required for Medicaid and/or Medicare reimbursement.

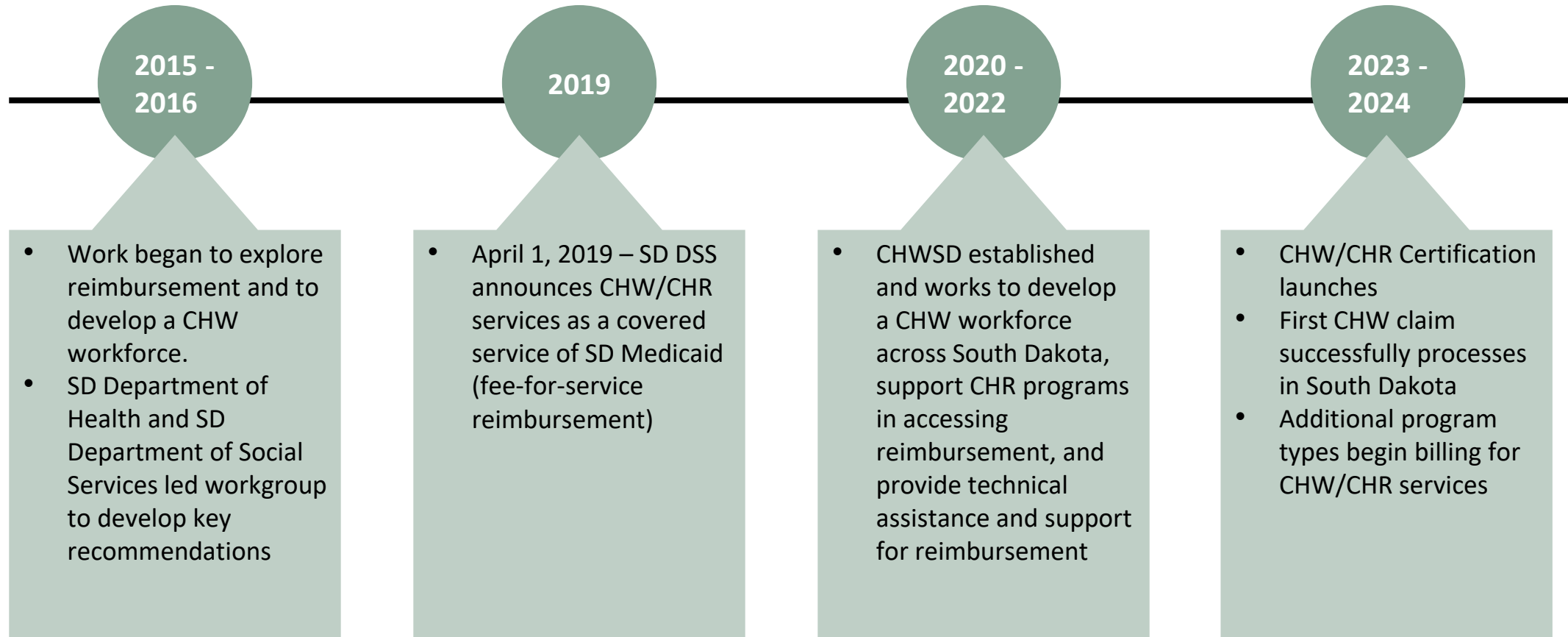
CHW SCOPE OF WORK

South Dakota-Specific

- **Health system navigation and resource coordination**
- **Health promotion and coaching**
- **Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects**

ROADMAP TO REIMBURSEMENT

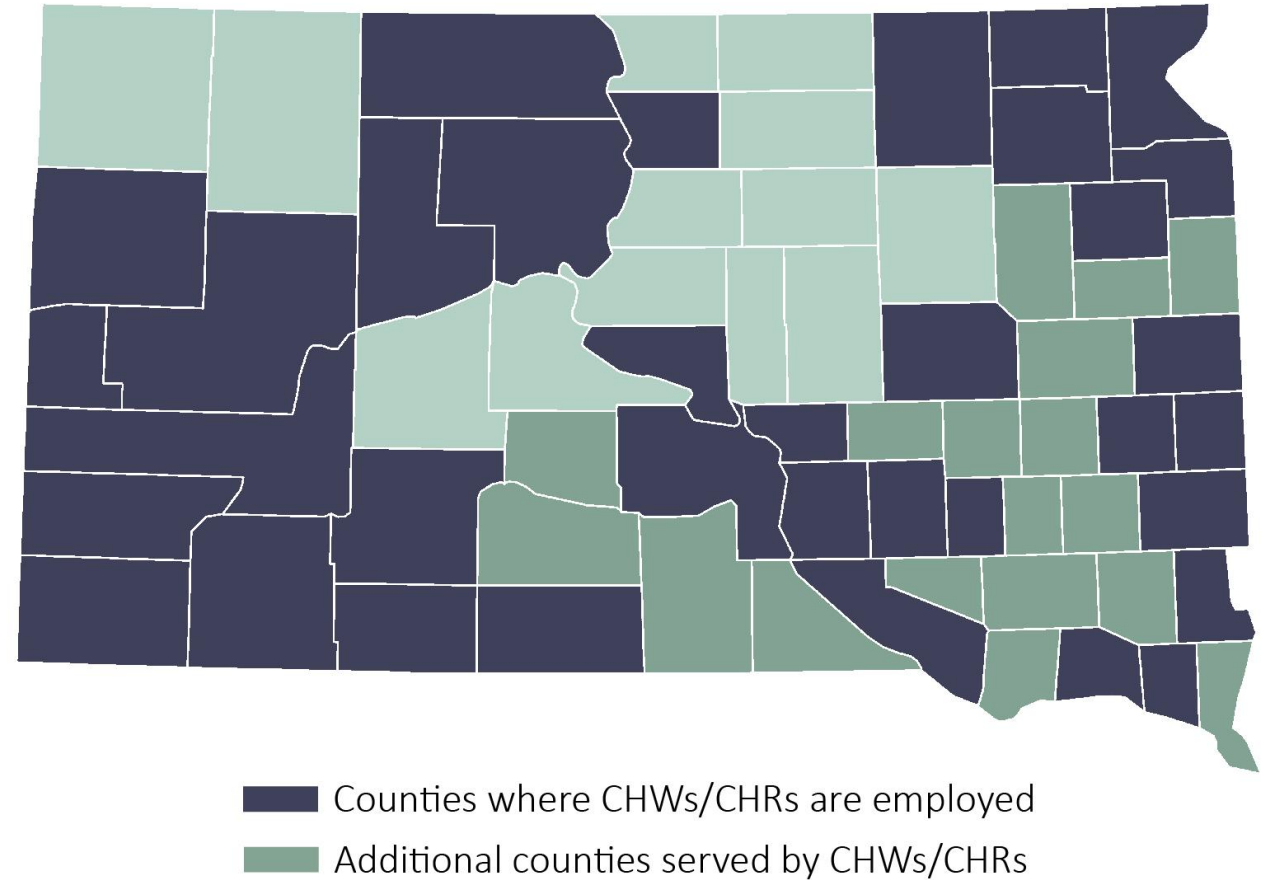
Abbreviated Timeline of CHW Activities in SD



CHWS AND CHR^S IN SOUTH DAKOTA

- As of October 18th, 2024
 - 85+ Tribal CHR^S
 - 175+ CHWs
 - 136 Certified CHWs/CHR^S in SD
 - Over 250 total CHWs and CHR^S across SD
 - CHWs/CHR^S work in 53/66 counties in SD

South Dakota CHW/CHR Site Map



ROADMAP TO REIMBURSEMENT

It takes time!

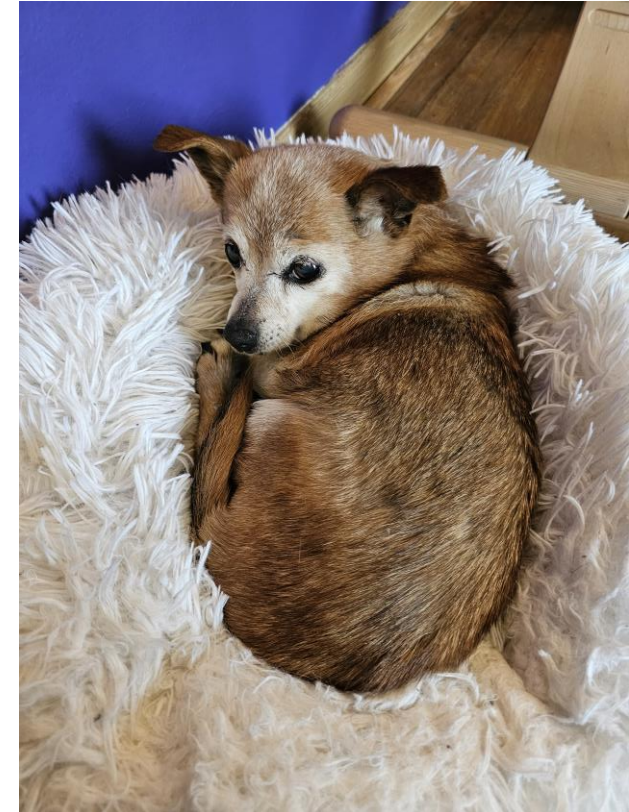
- It took nearly 4 years from availability of reimbursement to first claim submitted
- It took nearly 5 years for the all goal area program types to bill Medicaid
- Building relationships across organizations takes time
- Organizations also have a lot of other priorities that they are working on at the same time



BILLING MEDICAID

“Teaching an old dog new tricks”

- Medicaid programs are well-established, however, billing for CHW services is new.
 - Medicaid websites can be confusing to navigate, especially for organizations that haven't ever billed Medicaid before
 - Medicaid systems are often outdated and use antiquated technologies.
 - There may be hiccups along the way with navigating Medicaid, but it is worth it in the end to get the reimbursement.



IT TAKES A TEAM

Support for Understanding the Process

- In South Dakota, the CHWSD developed “cheat sheets” and a one-stop-shop website for CHW/CHR Reimbursement
- Consider is there an organization that could lead the Technical Assistance and Support?
 - Especially for non medical/clinical organizations that haven’t ever billed Medicaid, there’s a lot of tools and guides that can be created to make the process easier and equitable for all program types



IT TAKES A TEAM

Support from Others

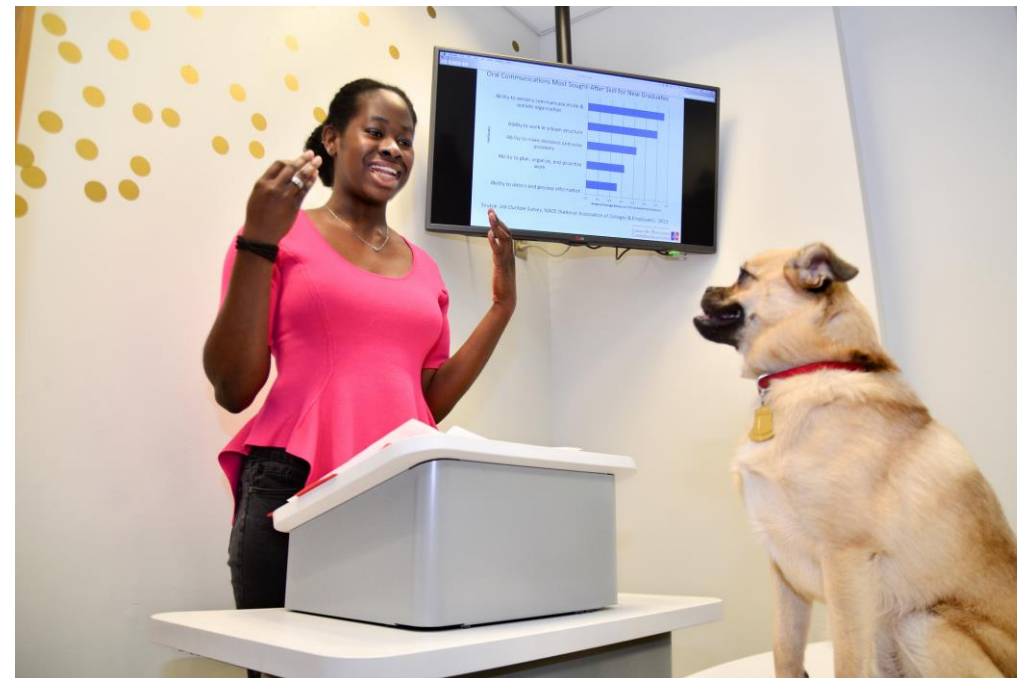
- Utilize your Medicaid team to assist you in implementing CHW/CHR reimbursement.
 - Why? CHWs and CHRs save A LOT of money for a state Medicaid program.
- Many states (including South Dakota) have a provider portal for Medicaid claims to be submitted – this is something that doesn't take expensive software or even a billing team to submit claims!



TELL YOUR STORIES

Share Your Successes

- Share the work you do as a CHW/CHR with and state policy makers
- Share the costs savings that are occurring because of the work that you do!
- CHWSD success stories – www.chwsd.org/success-stories/



SD MEDICAID REIMBURSEMENT SFY2024

Data – July 1, 2023 – June 30, 2024

Processed Claims

- 1,356 South Dakotans received services
- \$252,910.64 in paid claims

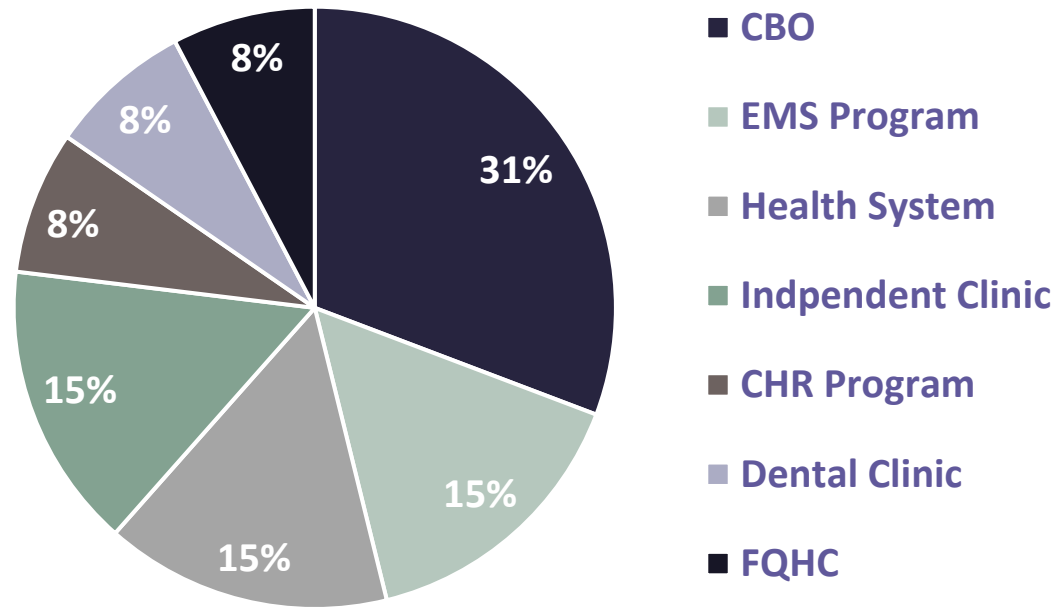
CHW Agencies Billing

- 14 agencies have billed through July 1, 2024, representing all 6 target organization types:
 - March 2023 – Health System
 - September 2023 – Dental Clinic
 - November 2023 – Community-Based Organization
 - December 2023 – EMS Program
 - January 2024 – Federally Qualified Healthcare Center (FQHC)
 - March 2024 – CHR Program

MEDICAID REIMBURSEMENT BY TYPE

Data – July 1, 2023 – June 30, 2024

CHW/CHR Programs Billing SD Medicaid in SFY24 by Type



SD MEDICAID REIMBURSEMENT Q1 SFY2025

Data – July 1, 2024 – September 30, 2024

Processed Claims

- 1,880 units billed
- \$48,850.31 in paid claims

CHW Agencies Billing

- 18 agencies have billed from first claim processing through September 30, 2024
 - Multiple sites often bill under one agency, so the total number of sites is much



REIMBURSEMENT = SUSTAINABILITY

Covering Program costs

SD Hourly
Reimbursement -
\$67.46 per hour

**2 Hours of Reimbursement Per Day – 47/52
Weeks Out of the Year = \$31,706.20**

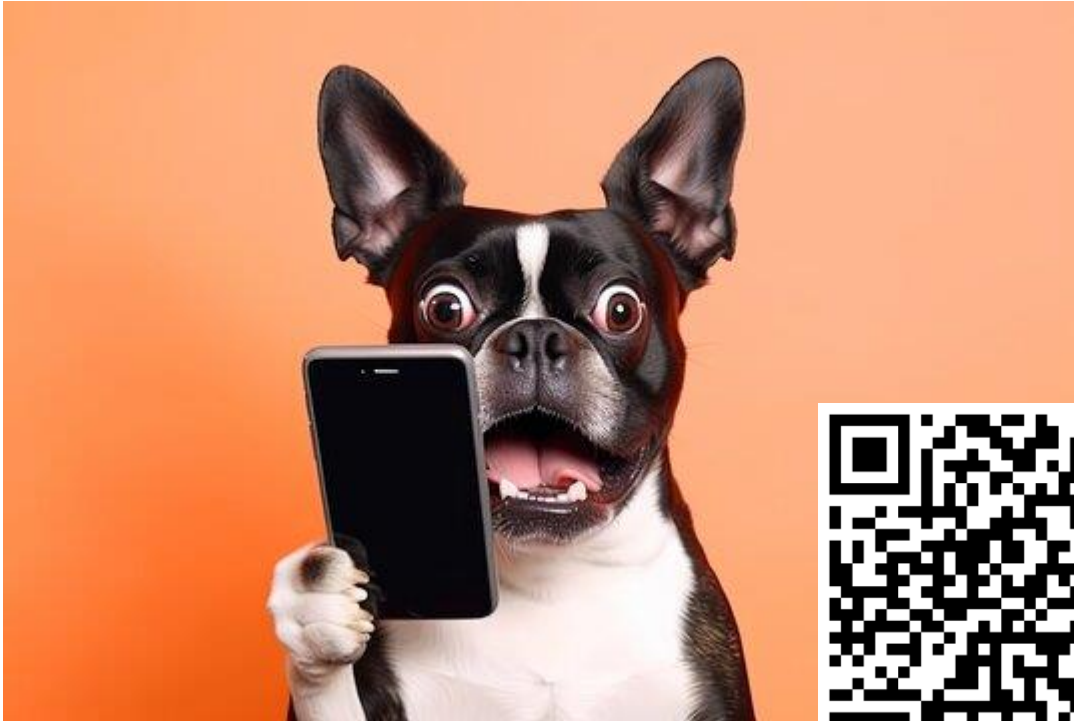
**3 Hours of Reimbursement Per Day – 47/52
Weeks Out of the Year = \$47,559.30**

The average annual salary for a CHW in
South Dakota is \$20.08 or \$41,766.40
annually.



OVERVIEW OF MEDICAID REIMBURSEMENT

SD Fee-For-Service Model Webinar



www.chwsd.org/ffsmedicaidreimbursement/

Recording Includes:

- Overview of CHW/CHR Certification in South Dakota
- Summary of CHW Program enrollment with SD Medicaid
- Overview of billing codes, limitations, and rates
- Link to full Billing and Policy Manual
- Many additional fine details regarding the implementation of CHW reimbursement in South Dakota



THANK YOU/QUESTIONS?

COMMUNITY HEALTH WORKER COLLABORATIVE OF SD

www.chwsd.org

605.937.9730

ben@chwsd.org