



Community Health Worker Collaborative of South Dakota

An introduction to Community Health Workers and the CHWSD



Community Health Worker
Collaborative of South Dakota

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Community Health Worker
Collaborative of South Dakota



What is a Community Health Worker?



What is a CHW?

American Public Health Association (APHA)

The CHWSD has adopted the American Public Health Association's (APHA) definition of a Community Health Worker (CHW):

“A community health worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.”

- APHA 2020¹





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What is a Community Health Representative?



What is a CHR?

Indian Health Service (IHS)

Indian Health Service Definition:

“The Community Health Representative (CHR) Program is a unique concept for providing health care, health promotion, and disease prevention services. CHRs have demonstrated how they assist and connect with the community, and their work has become essential to the spectrum of Tribal community-oriented primary health care services. CHRs are great advocates, in part, because they come from the communities they serve and have tribal cultural competence.³”

Community Health Worker Titles

Additional/Alternative Titles

- Case Work Aide
- Community Care Coordinator
- Community Health Advisor
- Community Health Educator
- Community Health Promoter
- Community Health Representative
- Community Health Worker
- Community Outreach Worker
- Consejera/Animadora (counselor/organizer)
- Environmental Health Aide
- Family Service Worker
- HIV Peer Counselor
- Lactation Consultant/Specialist
- Lay Health Advisor
- Lead Abatement Education Specialist
- Maternal/Infant Health Outreach Specialist
- Neighborhood Health Advisor
- Outreach Specialist
- Patient Navigator
- Peer Educator
- Promotor (a) de Salud (health promoter)
- Public Health Aide
- And many, many more titles

Example: Community Health Representative

Where do CHWs Work?

Community Health Workers can work in all different areas, from hospitals to insurance companies, and behavioral health to chronic disease management. Some of the more common locations where CHWs work includes:

- Hospitals
- Medical clinics
- Community health centers
- Chronic disease management
- Behavioral health
- Patients' Homes
- Addiction and substance abuse
- Head start programs
- Child abuse prevention programs
- Employee benefits programs
- Insurance companies
- And many, many more areas and specialties



Community Health Worker Scope of Work

CHW Scope of Work

South Dakota-specific²

Health system navigation and resource coordination, including helping a patient find providers to receive a service, helping a patient make an appointment for a service, arranging transportation to a medical appointment, attending an appointment with the patient for a medical service, and helping a patient find other relevant community resources such as a support group.

Health promotion and coaching, including providing information or education to patients that makes positive contributions to their health status, such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.

Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects, such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.



CHW Reimbursement South Dakota Medicaid



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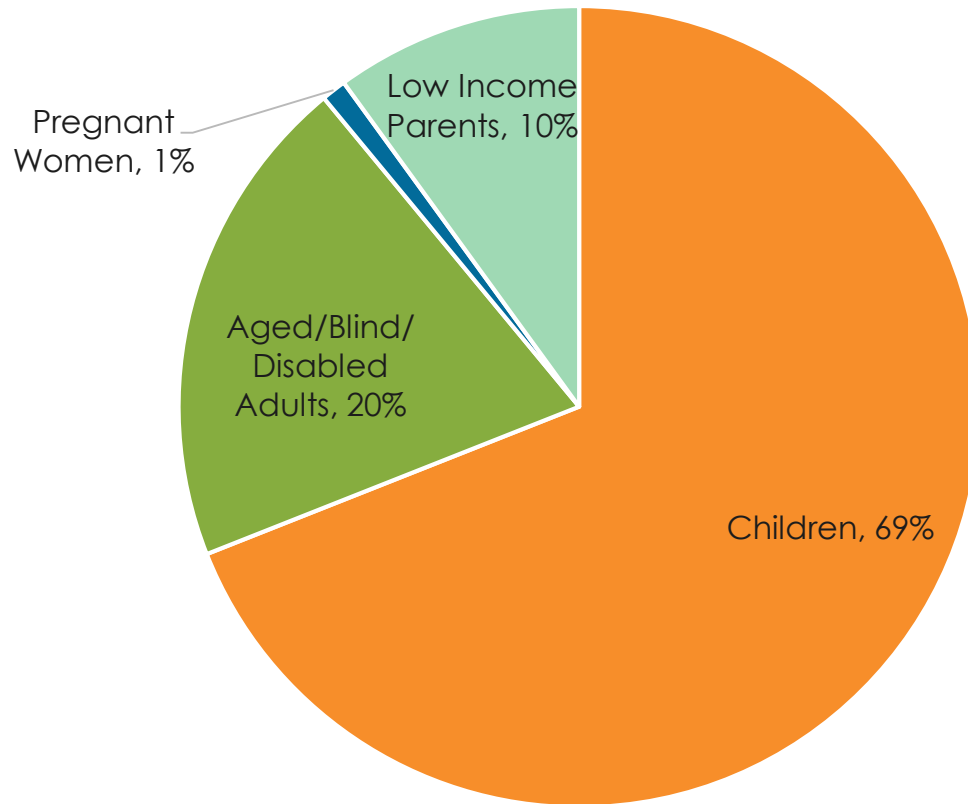


Medicaid and Community Health Worker Services in South Dakota

October 8, 2020



Who We Serve



- Low income children
- Children in foster care
- Adults and families – adult coverage is limited to:
 - Elderly or disabled
 - Pregnant women
 - Low income families

Who We Serve



Nearly **1** in **7** South Dakotans in any given month will have health coverage through Medicaid or CHIP



1 of every **3** children under the age of 19 in South Dakota has health coverage through Medicaid or CHIP



50% of children born in South Dakota will be on Medicaid or CHIP during their first year of life.

Community Health Worker

- CHW was added as a Medicaid service in April 2019.
- Goal of CHW is to prevent disease, disability, and other health conditions. Assist individuals to self manage chronic conditions.
- Covered conditions include but are not limited to:
 - Mental health conditions
 - Substance use disorder
 - Cancer
 - Diabetes
 - Heart Disease
- CHW services can also be provided for those with barriers that impact health as determined by a risk assessment. Barriers include but are not limited to:
- Geography and distance from health care services
- Cultural or language barriers that lead to an individual not following medical recommendations

Community Health Worker in Medicaid

- In order for a Medicaid recipient to receive CHW services the service must be ordered by a physician, physician assistant, nurse practitioner, or certified nurse midwife.
- CHW services must be delivered as outlined in a recipient's care plan written by the recipient's provider.
- Services are provided face to face. Face to face can include telemedicine.
- Services can be provided in individual and group settings. Group settings are limited to 8 people.



CHW Curriculums



- SD Medicaid has been working to expand the list of approved curriculums that can be reimbursed for CHW. Approved curriculums include:
- IHS Community Health Representative
- Family Spirit
- Better Choices Better Health™
- National Diabetes Prevention Program
- CHW program approved by the South Dakota Board of Technical Education/ South Dakota Board of Regents

CHW Medicaid Reimbursement

- There are three billable services under CHW:

Code	Description	Fee
98960	Self-management education & training 1 patient - 30 minutes	\$ 20.40
98961	Self-management education & training 2-4 patients - 30 minutes	\$ 10.20
98962	Self-management education & training 5-8 patients - 30 minutes	\$ 7.14

- 1 unit = 16-45 minutes of service. 2 units = 46+ minutes of service.
- No more than 2 units of any combination of the CHW services are billable on a single date of service.
- A recipient is limited to 104 units of services in a plan year from July 1 to June 30.

Medicaid Portal



- Through the Medicaid Portal a provider can:
- Check recipient eligibility (the provider should check the portal for eligibility every month)
- Submit Claims
- Check the status of claims

Medicaid Provider Enrollment

- Medicaid enrolls organizations as CHW providers. We are not able to enroll individual people as a CHW.
 - 1) Complete the appropriate application on the SD MEDX site
 - 2) Submit required provider enrollment documentation
 - 3) Submit Community Health Worker Supplemental Addendum, and CHW Policies
- Additional information on enrolling as a Medicaid Provider can be found at <https://dss.sd.gov/sdmedx/includes/providers/becomeprovider/>.
- For assistance applying to become a Medicaid Provider contact SD Provider Enrollment at sdmedxgeneral@state.sd.us or call 1-866-718-0084

CHW Supplemental Agreement and Policies



- Abuse, Neglect, and Exploitation- identification and prevention
- Staffing – qualifications, background screenings
- Staff Training- chronic diseases, cultural competency
- Intake and Admission- reviewing and responding to referrals
- Discharge – discontinuation of services
- Continentiality- HIPPA
- Recipient rights and responsibilities
- Documentation- date, type, scope of services provided
- Emergency response-
- Health and safety- universal precautions
- Quality Assurance – monitoring and correcting issues
- Scope of services – what services are billable/covered, and which are not

Resources

- CHW Provider Manual - https://dss.sd.gov/docs/medicaid/providers/billingmanuals/Community_Health_Worker_Services.pdf
- CHW Fee Schedule- <https://dss.sd.gov/docs/medicaid/providers/feeschedules/CHW FY20.pdf>
- Medicaid Portal Trainings - <https://dss.sd.gov/medicaid/portal.aspx>
- CMS 1500 Billing Instructions - <https://dss.sd.gov/docs/medicaid/providers/billingmanuals/CMS%201500%20Claim%20Instructions.pdf>



Thank You

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dss.sd.gov





Community Health Worker Collaborative of SD Overview



Mission and Vision

Community Health Worker Collaborative of SD

Mission

To promote, support, and sustain the Community Health Worker (CHW) profession in South Dakota.

Vision

A well-established statewide network of CHW professionals who provide a wide range of services for South Dakotans.

Organizational Origins

Timeline of CHW Activities

2015

South Dakota Department of Health (SD DOH) conducted an environmental scan and statewide analysis of the CHW workforce

2016

SD DOH and SD DSS facilitated a workgroup to develop recommendations for CHWs in South Dakota

2019

SD DSS announced CHW services as a covered services of SD Medicaid

2020

SD DOH introduces CHWSD to promote and develop the CHW Workforce in South Dakota



Areas of Focus Collaborative Work



Awareness

- Introduce the CHW profession
- Explain and summarize the CHW profession
- Share CHW success stories

Awareness

Summer 2020 Activities

CHWSD Website

- www.chwsd.org

South Dakota CHW Planning and Assessment Toolkit

- 4 module, South Dakota-specific toolkit (November 2020)

Statewide Introduction and Workforce Survey

- August 2020



Training

- Promote current CHW training programs
- Assist organizations in developing CHW training programs
- Promote CHW training to non-traditional and traditional students

Training

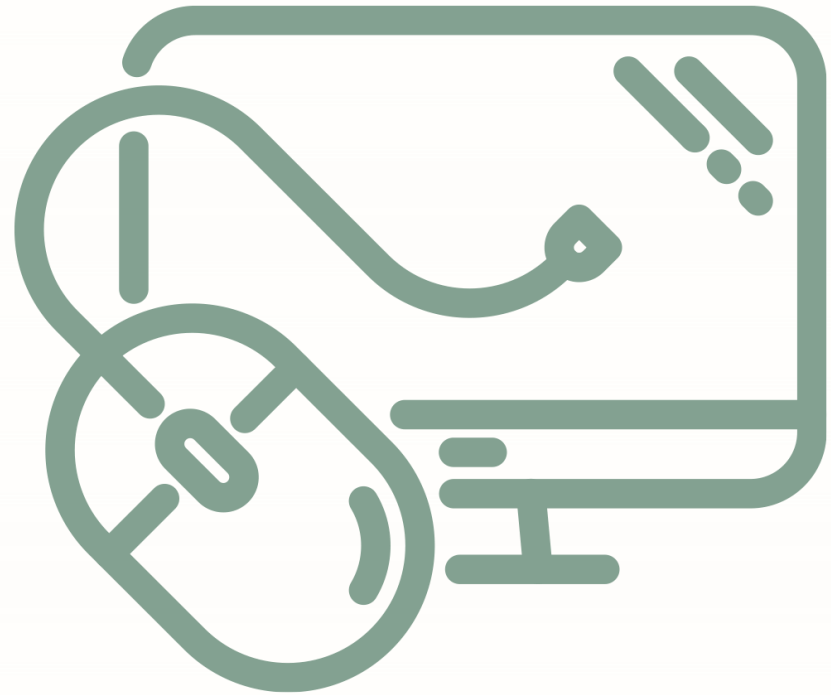
Current CHW Training Programs in South Dakota

Full CHW Training Programs

- Lake Area Technical College (CHW Certificate, Diploma, Embedded in Associates Degree)
- Indian Health Service (Community Health Representative Training Program)

Specified Training Programs

- Family Spirit® Home Visiting Program (Tribal Home Visiting Program)
- National Diabetes Prevention Program (Lifestyle Coach Training)
- Better Choices, Better Health® SD (Lay Leader Training)



Workforce Development

- Promote the CHW position
- Promote the CHW scope of work
- Promote integration of CHWs into medical and social services organizations

Workforce Development

2020 Work Completed

Nationwide Environmental Scan

- Reviewed CHW workforce, associations, etc. in all 50 states
- Identified 9 programs that align with South Dakota and/or are replicable:
 - Arizona
 - Florida
 - Massachusetts
 - Minnesota
 - Nevada
 - New Mexico
 - Oregon
 - Texas

Statewide Introduction and Workforce Survey

- August 2020
- Medical, behavioral health, tribal health, and social services in South Dakota
- Focus on current CHW and CHW-like programs as well as future CHW programs

The South Dakota Community Health Worker Planning and Assessment Toolkit



CHW Toolkit (w/FREE CEUs)



- **Launching November 2020**
- **4-Module Toolkit** to learn more
- **Includes 2 CEUs at NO COST**
 - CME
 - CNE
 - Social Work
 - BAPP
 - CDR
 - Pharmacy
 - And more!



Reimbursement

- Educate organizations regarding CHW reimbursement through SD DSS Medicaid
- Work collaboratively with other payers to cover CHW services



Career Ladder / Lattice

- Promote career advancements for CHWs
- Promote cross-training of CHWs to other positions/trainings

Career Ladder / Lattice

Building and Developing the Profession

CHW Career Comparison

- Comparing CHW position to other professions (i.e. CNA, MA, LPN, etc.)

CHW as a Profession

- CHWSD recognizes CHWs as a profession
- Promoting management and specialty areas

Career Lattice

- CHWs in rural communities



Introductory Webinar

Learn more about Community Health Workers and the CHWSD by viewing the introductory webinar. This webinar provides an overview of CHWs, the CHWSD, and the current and future work to promote, develop, and sustain the CHW profession in South Dakota.

<https://chwsd.org/introductory-webinar/>



Thank You!
Contact Information

Contact Information

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Sources

1. **American Public Health Association.** 2020. <https://www.apha.org/apha-communities/member-sections/community-health-workers>
2. **South Dakota Department of Social Services.** 2019. <https://dss.sd.gov/docs/medicaid/providers/billingmanuals/Community%20Health%20Worker%20Services.pdf>
3. **Indian Health Service.** 2020. <https://www.ihs.gov/chr/>