

# Community Health Workers, Promotores, and Representatives (CHW/P/R) Benefit in Medi-Cal

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# CHW/P/R Services

- » Became a Medi-Cal benefit starting on July 1, 2022.
- » Available in Medi-Cal fee-for-service (FFS) and managed care delivery systems.
- » CHWs include Promotores, Community Health Representatives, Navigators, and other non-licensed public health workers, including Violence Prevention Professionals.
- » CHWs are trusted members of their community who help address chronic conditions, preventive health care needs, and health-related social needs.

# CHW/P/Rs and Tribal Clinics

- » DHCS reimburses Indian Health Services Memorandum of Agreement (IHS-MOA) 638 Clinics for CHW/P/R services at Medi-Cal FFS rates.
- » Clinic regulations regarding the four walls of an IHS-MOA 638 clinic do not apply to CHW/P/R services that are reimbursed at the Medi-Cal FFS rate, so they may be provided within the community when they are supervised by the clinic.

## CHW/P/Rs and Tribal Clinics (Cont.)

- » A Tribal Clinic may use CHW/P/Rs to provide services, but they are not considered IHS-MOA 638 clinic providers.
- » Therefore, CHW/P/R services will not be considered billable encounters and will not be eligible for reimbursement at the federal All-Inclusive Rate (AIR).
- » The federal AIR rate does not include costs for services provided by CHW/P/Rs and because of this DHCS is able to pay at the Medi-Cal FFS rate for these services.

# CHW/P/Rs and Tribal FQHCs

- » DHCS' policy for Tribal FQHCs mirrors that of IHS-MOA 638 Tribal clinics.
- » Accordingly, DHCS reimburses Tribal FQHCs for CHW/P/R services at Medi-Cal FFS rates.
- » Additionally, Tribal FQHCs may use CHW/P/Rs to provide services, but they are not considered Tribal FQHC providers.
- » Therefore, CHW/P/R services provided in Tribal FQHCs will not be considered billable encounters and will not be eligible for reimbursement at the Prospective Payment Services (PPS) rate.

# CHW/P/R and FQHCs

- » CHW/P/Rs are not considered FQHC providers so their services will not be considered billable encounters and will not be eligible for PPS rate reimbursement.
- » Some FQHCs may have some costs for CHW/P/R services built into their PPS rate.
- » FQHCs that choose to add CHW/P/R services for clinic patients may qualify for a Change in Scope of Services Request (CSOSR) under Welfare Institutions Code section 14132.100 (e)(3)(B) if they meet specific criteria as required in the statute.

# CHW/P/R Qualifications

- » CHW/P/Rs need to meet the qualifications listed in the Medicaid State Plan, as determined by the supervisor provider.
- » There are current two pathways, as follows:
  - **Certificate Pathway:**
    - Obtain a CHW/P/R certificate demonstrating skills and/or practical training in specific core competencies/skills
    - Violence prevention certificate
  - **Work Experience Pathway:**
    - Perform 2,000 hours in volunteer or paid capacity within previous three (3) years, and
    - Must earn a certificate of completion demonstrating skills and/or practical training in core skills within 18 months.
- » Ongoing, there is an annual six (6) hours of additional training required for all CHW/P/Rs.

# CHW/P/R Services include the following:

- » **Health education** to promote the beneficiary's health or address barriers to health care, including providing information or instruction on health topics.
- » **Health navigation** to provide information, training, referrals, or support to assist beneficiaries to access health care, understand the health care system, or engage in their own care and connect to community resources.
- » **Screening and assessment** to identify the need for services.
- » **Individual support or advocacy** that assists a beneficiary in preventing a health condition, injury, or violence.

# CHW/P/R Supervision

- » CHW/P/R services must be recommended by a physician or other licensed practitioner of the healing arts within their respective scope of practice under state law.
- » CHW/P/Rs must supervised by a provider who bills on their behalf.
  - Currently, this can include a licensed provider, clinic/Tribal clinics, hospital community-based organization (CBO), or local health jurisdiction (LHJ).
- » DHCS added CBOs and LHJs as new provider types for CHW/P/R services on January 8, 2024.
  - CBOs and LHJs can bill DHCS directly for CHW services provided to Medi-Cal FFS members.
  - Managed care plans can continue to contract with CBOs or LHJs to provide CHW services to Medi-Cal managed care members.

# CHW/P/R Reimbursement Rates and Maximum Units

CPT Code	Description	Length of Time	Number of Patients	Rate Per Patient
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	30 minutes (1 unit)	1	\$26.66
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	30 minutes (1 unit)	2-4	\$12.66
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	30 minutes (1 unit)	5-8	\$9.46

**Note:** Maximum frequency is four units (two hours) daily per beneficiary, any provider. Additional units per day may be provided with an approved Treatment Authorization Request (TAR) for medical necessity. TARs may be submitted after the service was provided. Please see [DHCS CHW Provider Manual](#) for further information.

# CHW/P/R Billing Scenarios



**Scenario 1:** The health care professional provides CHW/P/R services for 1 patient in a day and sees the patient for the maximum 2 hours (4 units).

**The provider is reimbursed at \$106.64 (\$26.66 x 4 units).**



**Scenario 2:** The health care professional provides CHW services for 3 patients in a group setting for the maximum 2 hours (4 units).

The provider is reimbursed for each patient at \$50.64 (12.66 x 4 units).

**The total reimbursement for 3 patients in that group comes out to \$151.92**



**Scenario 3:** The health care professional provides CHW/P/R services for 8 patients in a group setting for the maximum 2 hours (4 units).

The provider is reimbursed for each patient at \$37.84 (9.46 x 4 units).

**The total reimbursement for 8 patients in that group comes out to \$302.72**

# Questions?

- » Visit DHCS' webpage: <https://www.dhcs.ca.gov/community-health-workers>
- » Email DHCS: [CHWBenefit@dhcs.ca.gov](mailto:CHWBenefit@dhcs.ca.gov).

