

# Welcome!

We are happy to have you here with us. Please connect with your neighbors.





# Community Health Worker (CHW) Benefits

Presenters:

**Colby Takeda**, Co-founder & CEO

**May Ly**, Head of Community Health

# Presentation Overview

- **What is a Community Health Worker (CHW)?**
- **Community Health Worker (CHW) Services Benefit**
  - CHW Services Explained
  - CHW Provider Requirements
  - Client Eligibility
  - Billing & Referrals
  - CalAIM
- **Pear Suite Overview**
- **Q&A**



# What is a CHW?

CHWs are **trusted members in their community** who promote prevention and address health-related social needs.

## CHWs may have a variety of job titles:

- Promotores
- Community Health Representatives (CHRs)
- Health Advocates
- Navigators
- Care Coordinators
- and other non-licensed public health workers

[DHCS - CHW Preventative Services](#)



# Medi-Cal Billing for CHWs

- Effective July 1, 2022
- Managed by **Managed Care Organizations (MCOs)**
  - Organizations must be a contracted provider with the MCOs
  - Have a National Provider Identifier (NPI)
- **Community-based organizations (CBOs)** can render services
- **Recommendation** is required by a clinical provider
- Can be In-person or virtual

More details at [DHCS All Plan Letter \(APL\) 22-016](#)



DATE: September 18, 2023

TO: ALL MEDI-CAL MANAGED CARE PLANS  
SUBJECT: COMMUNITY HEALTH WORKER SERVICES BENEFIT

**PURPOSE:**  
The purpose of this All Plan Letter (APL) is to provide Medi-Cal managed care plans (MCPs) with guidance regarding the qualifications for becoming a Community Health Worker (CHW), the definitions of eligible populations for CHW services, and descriptions of applicable conditions for the CHW benefit. Revised text is found in *italics*.

**BACKGROUND:**  
Per State Plan Amendment (SPA) 22-0001, CHW services are preventive health services as defined in Title 42 Code of Federal Regulations (CFR) Section 440.130(c).<sup>1,2</sup> CHW services may assist with a variety of concerns impacting MCP Members, including but not limited to, the control and prevention of chronic conditions or infectious diseases, behavioral health conditions, and need for preventive services. Additionally, CHW services can help Members receive appropriate services related to perinatal care, preventive care, sexual and reproductive health, environmental and climate-sensitive health issues, oral health, aging, injury, and domestic violence and other violence prevention services. CHWs tend to be members of the community they are serving and a larger component to linking health and social services for Members with an overall improvement in quality of services delivered.<sup>3</sup>

CHW services are defined as preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health. CHWs may include individuals known by a variety of job titles, such as promoters, community health representatives, navigators, and other non-licensed public health workers, including violence prevention professionals, with the qualifications specified below. Through their community

<sup>1</sup> See 42 CFR 440.130(c). The CFR is searchable available at: <https://www.ecfr.gov/>

<sup>2</sup> SPA information is available at: <https://www.dhcs.ca.gov/formsandpublications/Pages/CaliforniaStatePlan.aspx>

<sup>3</sup> See the Centers for Disease Control and Prevention information on integrating CHW on Clinical Care Teams and in the Community, available at: <https://www.cdc.gov/dhsp/pubs/guides/best-practices/chw.htm>

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Managed Care Quality and Monitoring Division  
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MS 4410 | Phone (916) 449-5000 | [www.dhcs.ca.gov](http://www.dhcs.ca.gov)

State of California  
Gavin Newsom, Governor

California Health and Human Services Agency



# Becoming a CHW

There are 2 pathways to become a CHW:

**CHW Certificate:** A certificate of completion of a curricula that attests to demonstrated skills needed to perform the work of a CHW, including field experience.

**Work Experience Pathway:** An individual who has 2,000 hours working as a CHW in a paid or volunteer position within the previous 3 years.

No current standardized training is available by DHCS.

All CHWs must complete a minimum of 6 hours of continuing education training annually

# Covered Services.

- **Health Education** – Providing the member information and instruction about health topics, addressing barriers to physical and mental health care
- **Health Navigation** – Providing referrals, support, and/or information to help the member improve their health and understand broader health care delivery systems
- **Screening and Assessment** – Screen for unmet needs and connect the member to resources
- **Individual Support or Advocacy** – Member assistance following an exacerbation of a health condition or preventing injury or violence, includes peer support

*\*Can be provided in an individual or group setting.*

# Client Eligibility for CHW Services

- **Not already enrolled in Enhanced Care Management** (duplicate with social care needs)
- Diagnosis of one or more chronic health conditions (including behavioral health) or a suspected mental disorder or substance use disorder that has not yet been diagnosed
- Medical indicators of rising risk for chronic disease (ex. Elevated blood pressure)
- Stressful life event presented during the *Adverse Childhood Events* screening
- Presence of known risk factors; intimate partner violence, tobacco use, excessive alcohol use, and/or drug misuse
- **Unmet social needs, such as housing or food insecurity.**
- One or more visit to a hospital emergency department (ED) within the last six months
- One or more hospital inpatient stay (including stays at a psychiatric facility) within the previous six months, or being at risk of institutionalization
- One or more stays at a detox facility within the previous year
- Two or more missed appointments within the previous six months
- Need for support in health system navigation or resource coordination services
- Need for recommended preventive services; immunizations, annual visits, and well child care visits for children

# Medi-Cal Billing

Community health workers can get reimbursed for services based on time spent with a member with each **30-minute increment** equalling **1 unit**

CPT 98960	1 patient	\$26.66 per unit
CPT 98961	2-4 patients	\$12.66 per unit
CPT 98961	5-8 patients	\$9.46 per unit

- Maximum daily billing frequency is four units (two hours) per member
- Time spent to complete documentation or research resources can be included
- Some health plans offer a higher enhancement reimbursement rate

# Client Referrals

CHW Providers can support current members they work with who meet criteria, and through community outreach to identify eligible members.

CHW referrals can also be received from:

- Community based organizations/programs
- Faith based organizations
- Health entities (PCPs, clinics, and hospitals)
- Health Plans (not all health plans refer to CBOs)
- Self-referral



*Although, some health plans provide referrals, there is no compensation for conducting member outreach.*

# CalAIM Support

CHW Benefit is key in supporting the **CalAIM** Initiative.

CHWs can introduce ECM or CS services when more complex care or specialized CS support is needed.

ECM Providers can have a CHW program where CHWs can identify viable leads and provide warm handoffs, resulting in better engagement. ECM and CHW cannot be billed at the same time due to duplication of service.

CS can incorporate a CHW program to help address the social care needs of a member outside the scope of their contract, contributing to better health outcomes. CHW and CS can be provided concurrently and billed.

# Sustainability

If you are an ECM or CS provider, you should be thinking about leveraging your current staff experience, technology and infrastructure to support CHW services.

## Revenue Example

**Assuming 10 hours (20 billable units) of CHW service a week**

1 unit = 30 minutes

20 units = 10 hours/week

20 units X \$26.66 = \$533.20/week

**\$533.20 X 52 weeks = \$27,726.40/yr**

# Health Plan

## Ask how your health plan supports the CHW Benefit.

Each health plan has a unique approach to supporting the CHW Benefit. Some health plans offer funding to support CHW Providers and CHWs with:

- CHW recruitment for staff and linguistic skills
- CHW provider onboarding one-time payment
- CHW incentive payment paid directly to the CHW
- CHW capacity funds for health technology and training support



# Pear Suite Overview



## Pear Suite was founded to...

Empower community health workers (CHWs) and improve health equity by addressing the *social determinants* of health.





# Pear Suite

- Care Navigation and Billing Platform
- Technical Assistance
- CHW Services
- Provider Hub for Subcontracted Organizations



# Platform Features.

## Care Navigation

Streamline CHW workflows and automate member journeys in the platform

- Activities
- Care Pathways
- Goal Templates
- Recommendations
- External Referrals

## Call Center

Engage your member population through various communication channels

- Direct Calling
- SMS Messaging
- Call Center Tracking
- Engagement Metrics
- Call Recording

## Billing Toolset

Track billable time from activities and automate backend billing processes

- Time Tracking
- SDoH Z Codes
- Automated Invoices
- Invoice Downloads
- Billing Dashboard

## Analytics

Report on key program metrics and understand staff performance

- Population Dashboard
- Performance Metrics
- Data Exports
- Member Queries
- Custom Metrics

Pear Suite is **HIPAA compliant** and **SOC 2 certified**



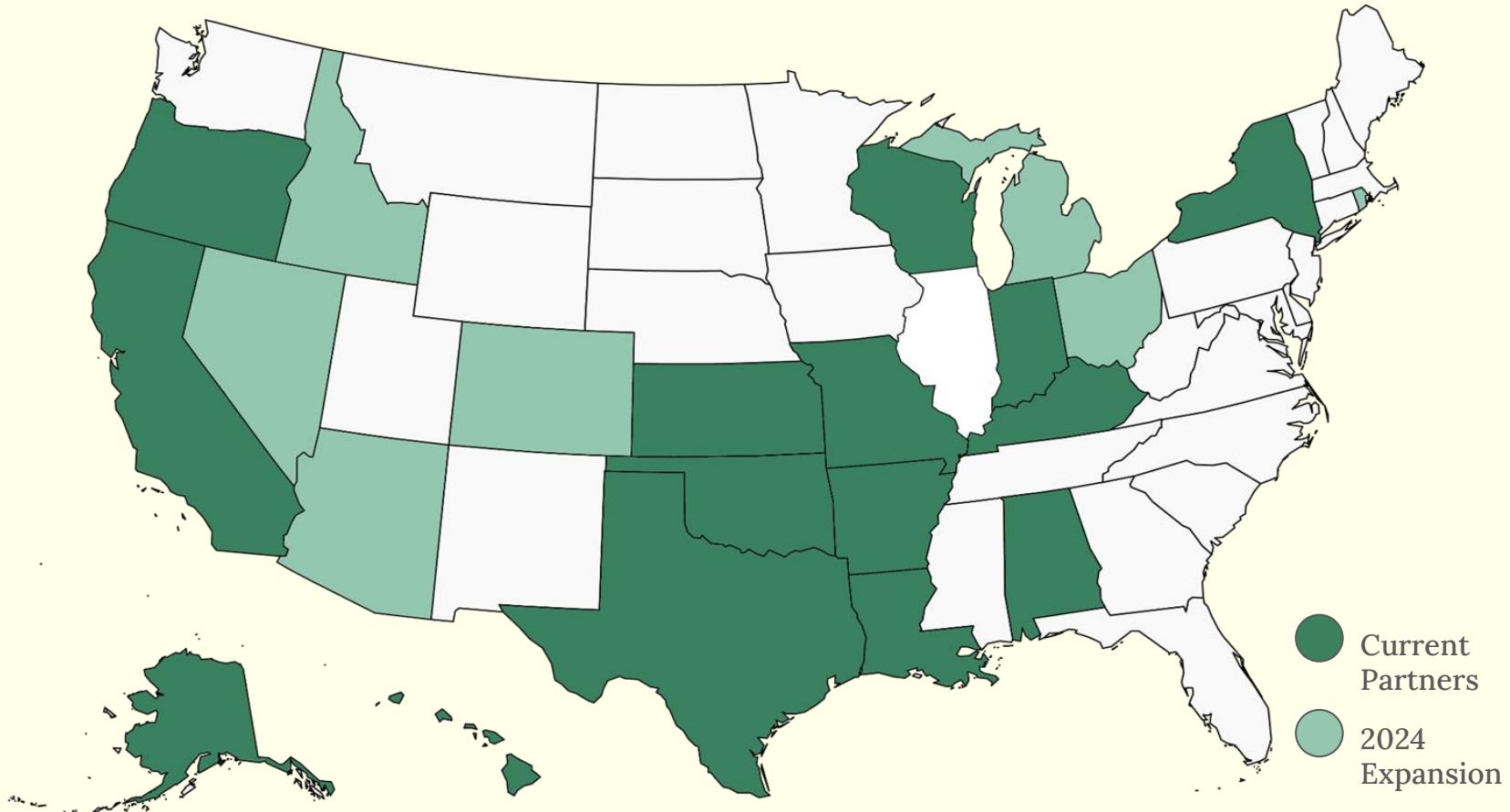


# 45+

Partners

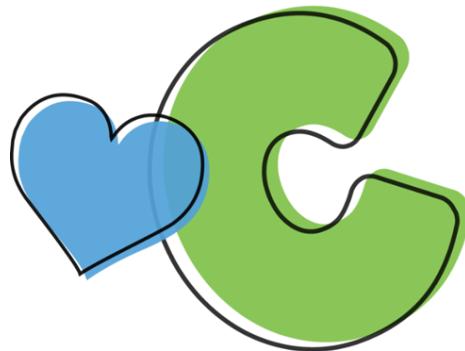


Currently contracted with **10** **health plans** with access to over 5 million Medi-Cal members.



# Industry Partners





# Caring California

powered by  Pear Suite

**FREE Training Series for frontline health  
& community workers**

*[CaringCalifornia.com](http://CaringCalifornia.com)*

 **Pear Suite**

 **transform  
health**

## For Individuals

- Medicaid Billing for CHWs
- Managing Stress
- Cross-Cultural Communications
- Motivational Interviewing
- LGBTQ+ Affirming Care
- Re-Entry Support
- Working with Diverse Communities
- Leadership Development
- Electronic Documentation

## For Organizations

- Partnering with Health Plans
- Program Development
- Evaluation
- Business Modeling
- Managing Teams
- Complex Case Management
- ...and more!

# Earn a Stipend!

Earn <b>\$500</b>	<i>Earn an extra</i> <b>+\$750</b>	Earn an extra <b>+\$1,500</b>
Complete <b>15 hours</b> of training	Complete a total of <b>30 hours</b> of training	Complete <b>30 hours</b> of training <i>and</i> <ul style="list-style-type: none"><li>• have worked 40+ hours as an <u>eligible provider</u> <i>or</i></li><li>• Registered for <u>licensing/certification</u> and/or <u>higher education</u> to become a provider</li></ul>

Online learning &  
Self-paced



# REGISTER TODAY



# Free Training for CHWs

Attention CHWs: Join Caring California & Caring4Cal today!

We urgently need your skills to meet the rising demand for CHW's in Home & Community Based Services (HCBS) settings. Our program offers free comprehensive training with the opportunity to earn up to \$2750 by participating. Make a difference in your community and improve lives. Join us today and be part of the solution!



## Pear Suite

Caring California is powered by Pear Suite, Inc., which was founded with community in mind to improve health outcomes by addressing social determinants of health through our social navigation platform. We believe in investing in our community and health workers to help empower and progress their careers. If you want more information on the work Pear Suite does visit our website at <https://www.pearsuite.com/>

## Pre-Register for Free Today

First Name\*

Last Name\*

Username\*

Email Address\*

Phone Number\*

Current Role

Community Health Worker (CHW)

How did you hear about us?

Asian & Pacific Islander American Health Forum (APIAHF)

I acknowledge that I either already work in one of the eligible job types in an HCBS setting, that I work in one of the eligible job types in an institutional setting and intend to switch to an HCBS setting, OR I intend to become one of the eligible job types and plan to seek employment in a home- or community-based setting.



# Pear Suite

## Contact Us to Learn More!

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Pear Suite



# CONTACT US!

- **PATH Collaborative Meetings**
  - June 12, 2024 @ 11AM
- **Email us: [SacPATH@transformhc.com](mailto:SacPATH@transformhc.com)**
  - Schedule a one-on-one with us!
  - Send us community updates!
  - Send us your successes or any grievances!
  - Ask us questions!
- **Check out the PATH Collaborative website:**
  - <https://ca-path.com/collaborative>