

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

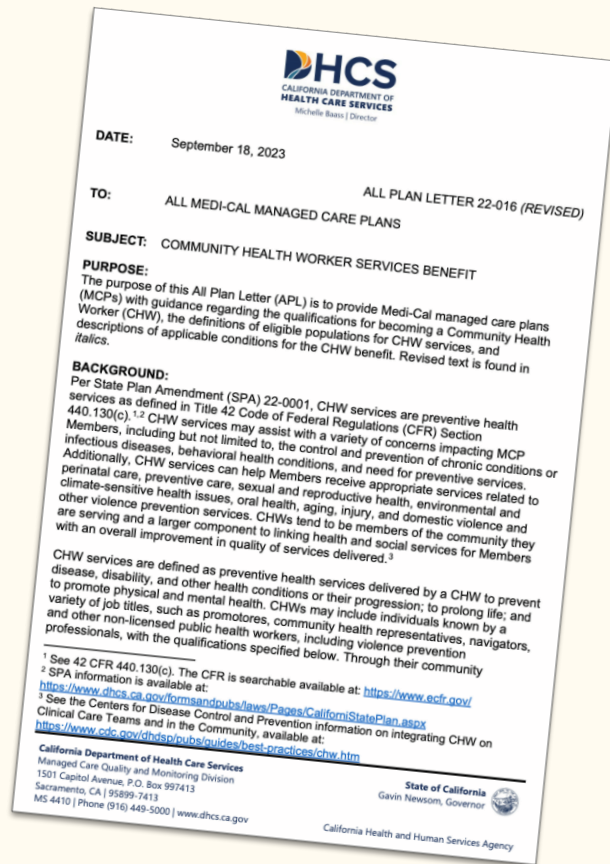
[DHCS - CHW Preventative Services](#)



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](#)



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** (duplicative 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.





- 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**



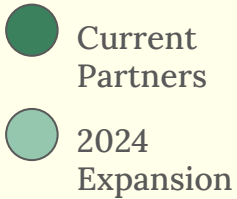


45+

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

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

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.pear suite.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



Pear Suite

Contact Us to Learn More!

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CONTACT US!

- **PATH Collaborative Meetings**
 - June 12, 2024 @ 11AM
- **Email us: 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>