



# Community Health Worker (CHW) Voluntary Certification and AHCCCS Reimbursement

October 14, 2022



## Welcome to CHW/CHR Information Session

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

Please use the chat feature for questions or raise your hand.



Thank you.

# CommunityCares Closed-Loop Referral System

- Contexture and Unite Us will be holding roadshow demos of the new statewide Closed-Loop Referral System, CommunityCares
  - The system will enable health care providers to refer members to social services to improve their health outcomes.
- The roadshows will provide:
  - The program's purpose and goals,
  - A live demonstration of the system, and
  - An opportunity for questions and answers.
- To sign up visit [www.eventbright.com](http://www.eventbright.com) and search for "CommunityCares."
- All are welcome to attend!

Do you know that anyone in  
Arizona can access crisis services?



# How to access the crisis line in your area

## North GSA

**Counties: Coconino, Gila, Mohave, Navajo, Yavapai:**  
Health Choice Arizona: **1-877-756-4090**

## Central GSA

- **Maricopa County:** Mercy Care **1-800-631-1314**

## South GSA

- **Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Pinal, Santa Cruz, Yuma:**  
Arizona Complete Health - Complete Care Plan  
**1-866-495-6735**

## Tribal

- **Ak-Chin Indian Indian Community:**  
**1-800-259-3449**
- **Gila River Indian Community:**  
**1-800-259-3449**
- **Salt River Pima Maricopa Indian Community:**  
**1-855-331-6432**
- **Tohono O'odham Nation:**  
**1-844-423-8759**

# Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

## Need to report a change?

The screenshot shows the Health-e-Arizona PLUS user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red box. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and email. Below this is 'My Medical Assistance' with a table showing one entry: AHCCCS Medical Assistance starting on 09/01/2021. At the bottom, 'My Applications' shows a table with one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a View link.

Name	Program	Begin Date	End Date
	AHCCCS Medical Assistance	09/01/2021	

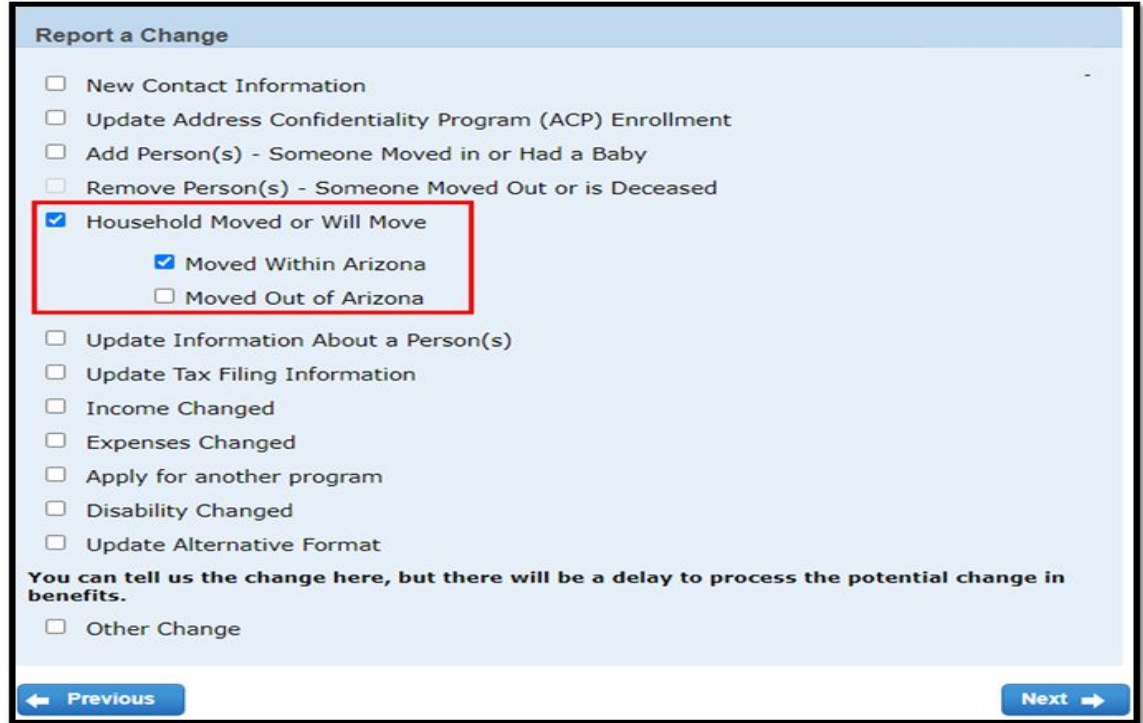
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a laptop displaying the website. The URL [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) is shown in a search bar at the top. The main text reads 'UPDATE YOUR INFORMATION TODAY!' followed by the instruction: 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' Below this is a section for 'INDIVIDUAL AND FAMILY' with a photo of a family and the text 'Connecting individuals and families to coverage, plans and services.' The AHCCCS logo is at the bottom left.

Log in or create an account today at [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)

# Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.



**Report a Change**

- New Contact Information
- Update Address Confidentiality Program (ACP) Enrollment
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or is Deceased
- Household Moved or Will Move
  - Moved Within Arizona
  - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Expenses Changed
- Apply for another program
- Disability Changed
- Update Alternative Format

**You can tell us the change here, but there will be a delay to process the potential change in benefits.**

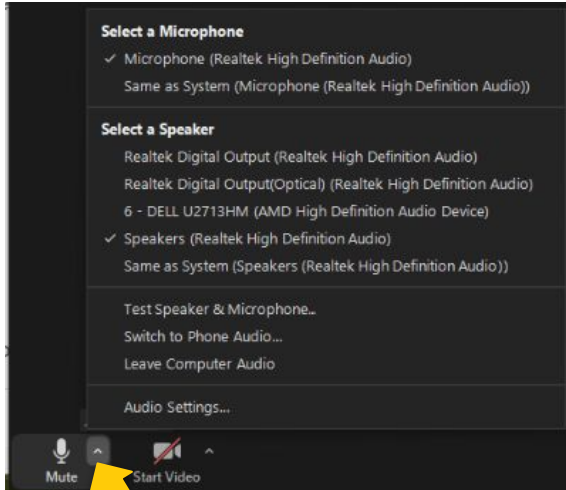
- Other Change

← Previous Next →

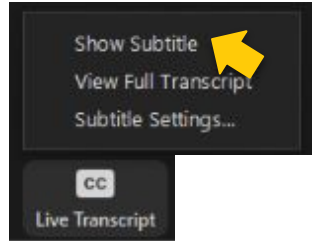
# Zoom Webinar Controls

Navigating your bar on the bottom...

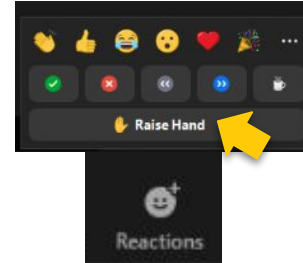
Audio Settings



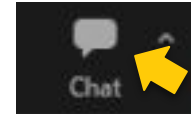
Turn on Closed Captioning



Raise Hand



Chat



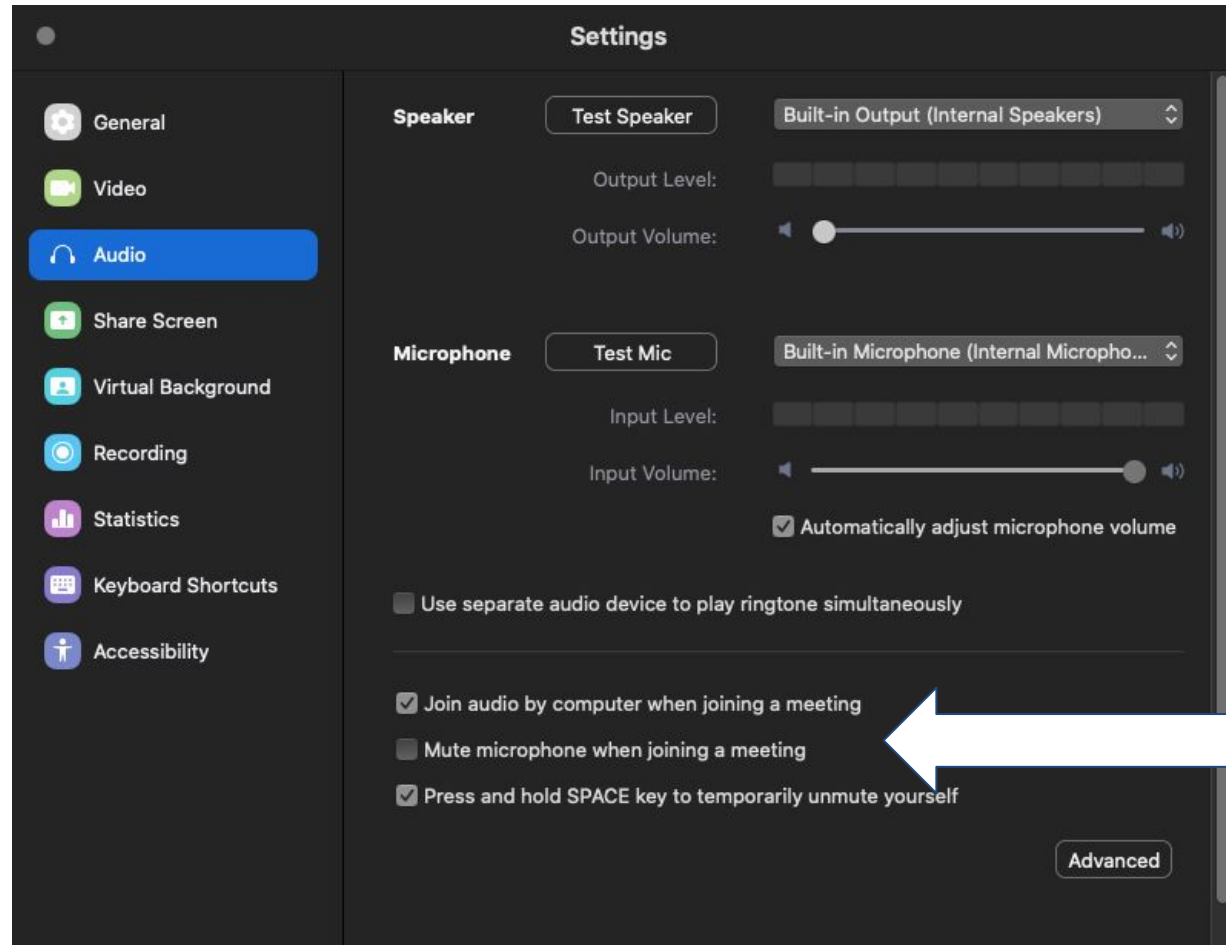
## KEYBOARD SHORTCUTS TO RAISE HAND

**Windows:** Alt+Y to raise or lower your hand

**Mac:** Option+Y to raise or lower your hand



# Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio section. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', and sliders for 'Output Level' and 'Output Volume'. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', sliders for 'Input Level' and 'Input Volume', and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). An 'Advanced' button is located at the bottom right. A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

**Settings**

- General
- Video
- Audio**
- Share Screen
- Virtual Background
- Recording
- Statistics
- Keyboard Shortcuts
- Accessibility

**Speaker** Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

**Microphone** Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

# This Meeting Is Being Recorded

**The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.**

**Please disconnect from this meeting if you do not agree to these terms.**

# Agenda

- Community Health Worker/Community Health Representative Overview
- CHW Voluntary Certification Update
- CHW State Plan Amendment (SPA) Update
- Operational Considerations
- Discussion/Stakeholder Input
- Questions
- Announcements

# What is a Community Health Worker or Community Health Representative?

- A frontline public health worker who is a trusted member of and has an unusually close understanding of the community served.
  - This trusting relationship enables the CHW to be a liaison between health and social services and the community, facilitate access to services, and improve the quality and cultural competence of service delivery.
  - CHWs build individual and community capacity by increasing health knowledge and self-sufficiency through activities such as outreach, community education, informal counseling, social support and advocacy.
- Their goal is to help people:
  - Navigate a complex health care system,
  - Encourage preventive care (as mammograms, cervical cancer screenings, and immunizations),
  - Manage chronic illnesses (blood sugar, follow treatment plans, and lower blood pressure),
  - Maintain healthy lifestyles, and
  - Assist people in receiving the care they need in culturally and linguistically relevant ways.

# CHW/CHR Role in the Member Care Delivery System



# CHWs/CHRs in Arizona

- Arizona has a long-standing CHW/CHR workforce in communities and organizations across the state.
- At least 5 AHCCCS contracted health plans (MCOs) currently use CHWs for nearly the full range of CHW core competencies.
  - Health plans pay for CHW/CHR using administrative funds but cannot count these costs as medical services or submit encounters to AHCCCS.
- 19 of the 22 tribes in Arizona employ CHRs.
  - CHRs have traditionally been funded through the IHS system.
  - CHRs currently make up roughly 30% of the CHW workforce in Arizona.



# CHW Voluntary Certification Update

# CHW Voluntary Certification Rule

- The CHW Voluntary Certification rules were approved by the Governor's Regulatory Review Council (GRRRC) and filed with the Secretary of State on September 7, 2022.
- The rules do not go into effect until November 6, 2022.
- The ADHS Special Licensing Department plans to begin accepting applications on November 7, 2022 through an online portal.



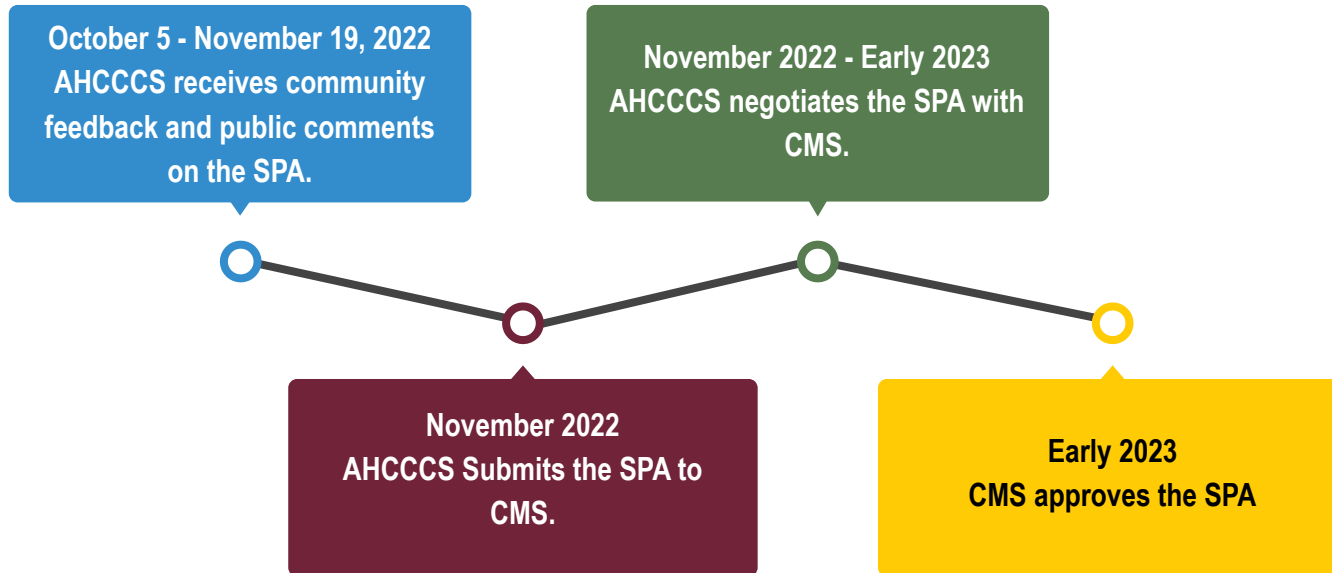


# CHW State Plan Amendment (SPA) Update

# Overview of State Plan/ State Plan Amendments (SPAs)

- Each state has a Medicaid state plan that describes how the state will administer its Medicaid program.
- States must follow broad federal rules in order to receive federal matching funds, but have flexibility to design their own version of Medicaid within the federal statute's basic framework.
- In order to alter a State Plan, states must submit State Plan Amendments (SPAs), and receive approval from CMS.

# Projected Timeline - SPA Processing



# CHW SPA Language

Certified Community Health Workers (CHW) acting within their scope of practice as defined in state law may provide AHCCCS-covered patient education and preventive services.



# Operational Considerations

# Proposed Reimbursable Service Codes

- 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 billed in 30 minutes increments.
  - 98960- education and training provided for an individual patient for each 30 minutes of service.
  - 98961- for a group of two to four patients.
  - 98962- or a group of five to eight patients.

# Reimbursement Pathways

## Phase 1

CHW/CHR obtains certification



CHW/CHR is employed by a currently registered provider.



CHW/CHR delivers a covered service within their scope of practice.



Registered provider submits a claim for the covered service provided by the CHW/CHR.



## Phase 2

CHW/CHR obtains certification



CHW/CHR is employed by a CHW/CHR organization.



CHW/CHR delivers a covered service within their scope of practice.



CHW organization submits a claim for the covered service provided by the CHW/CHR.



**Medicaid Claim Reimbursement**

# Proposed List of Providers for Phase 1

- Federally Qualified Health Center (FQHC)
- Community/Rural Health Center
- Doc General Provider
- Hospital
- Clinic
- Chiropractor
- Naturopath
- Habilitation Providers
- Physicians Assistant
- Registered Nurse Practitioner
- DO-Physician Osteopath
- Dialysis Clinic
- Optometrist
- BH Outpatient Clinic
- Integrated Clinic
- MD-Physician
- Dentist
- Attendant Care Providers



# Questions for Open Discussion

- What prospective services do you provide to your clients?
- Which services would you recommend being reimbursable?
- Which reimbursement model do you anticipate using?
- What is unclear about how CHWs/CHRs will be reimbursed by AHCCCS?
  - Do you foresee your program needing any technical assistance?
- Do you predict any barriers to submitting reimbursement claims to AHCCCS?
- Are there additional service codes AHCCCS should consider for reimbursement?

# Follow & Support AHCCCS on Social Media

facebook

twitter

 Instagram

LinkedIn

 YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

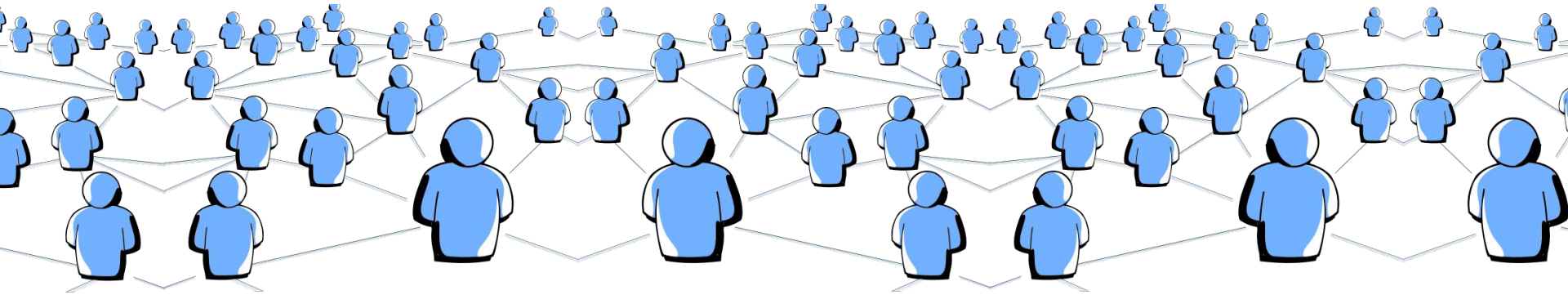
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

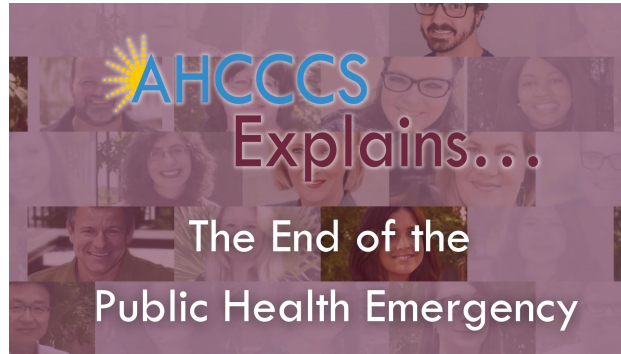
[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

# Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Future RBHA Competitive Contract Expansion](#)



***Please take the survey.***

Surveys help us better  
tailor meetings to  
your needs.