

## Community Service Agencies and Community Health Worker Organizations – Services and Requirements

Many organizations offer services to AHCCCS members in the community that may be reimbursable by AHCCCS. AHCCCS encourages providers offering these services (described in the table below) to enroll with AHCCCS in order to receive reimbursement for these vital services being provided to AHCCCS members. To enroll, follow the steps below:

- 1) Obtain the required certifications noted in the table below.
- 2) Submit an enrollment application in the AHCCCS Provider Enrollment Portal (APEP).
- 3) Respond to any requests from AHCCCS regarding the enrollment application.
- 4) Receive a notice from AHCCCS Provider Enrollment regarding the application. If enrollment is approved, you may start submitting claims for reimbursement of services provided in accordance with AHCCCS reimbursement policies.

The table below describes services provided by Community Service Agencies and Community Health Worker Organizations.

	<b>Community Service Agency (CSA)</b>	<b>Community Health Worker Organization (CHWO)</b>
<b>Description</b>	CSAs support behavioral health recovery, functional improvement, and community integration.	CHWOs support public health goals by addressing social determinants, improving health literacy, and bridging community–health system divides.
<b>Services Provided</b>	<p>Community Service Agencies provide non-medical, hands-on services that support daily living and independence. These agencies often serve members with long-term health needs or disabilities. Services may include:</p> <ul style="list-style-type: none"> <li>• Behavioral Health Prevention/Promotion Education and Medication Training and Support Services (Health Promotion).</li> <li>• Comprehensive Community Support (Supervised Day).</li> <li>• Home Care Training Family (Family Support).</li> <li>• Ongoing Support to Maintain Employment.</li> <li>• Personal Care.</li> <li>• Psychoeducational Service (Pre-Job Training and Development).</li> <li>• Psychosocial Rehabilitation Living Skills Training Services.</li> <li>• Self-Help/Peer Services (Peer Support).</li> <li>• Supervised Behavioral Health Day Treatment and Day Program.</li> <li>• Transportation.</li> </ul>	<p>CHW organizations focus on education, prevention, and support to help members stay healthy and manage their care. Services may include:</p> <ul style="list-style-type: none"> <li>• Help members understand their health conditions</li> <li>• Support members in following care plans</li> <li>• Connect members to community resources, such as food, housing, and transportation</li> <li>• Help members prepare for doctor visits</li> <li>• Provide health education using plain language</li> </ul>

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	<b>Community Service Agency (CSA)</b>	<b>Community Health Worker Organization (CHWO)</b>
<b>Certification Requirement</b>	Credentialing approval through an AHCCCS or an AHCCCS Managed Care Organization (MCO) as specified in <a href="#">AHCCCS Medical Policy Manual (AMPM) chapter 965</a>	There is no organizational license for a CHWO. Instead, the individual Community Health Workers employed by the organization must be certified through the Arizona Department of Health Services
<b>AHCCCS Enrollment</b>	All providers must enroll through the <a href="#">AHCCCS Provider Enrollment Portal</a> . Enrollment requirements can be found in the Provider Enrollment Policy Manual, chapter <a href="#">A3-Community Service Agencies</a> . Reimbursement for services cannot be provided until after enrollment is approved.	All providers must enroll through the <a href="#">AHCCCS Provider Enrollment Portal</a> . Enrollment requirements can be found in the Provider Enrollment Policy Manual, chapter <a href="#">CH – Community Health Worker Organizations</a> . Reimbursement for services cannot be provided until after enrollment is approved.