Discussion Outline

- Introduction
- CHW Services
- Implementation and Billing
- Questions
Implementation

- Engaging Stakeholders
- No Show Issue and CHW Solution
- Statute and Regulation Change
- Systems changes
- Training MCOs
- Provider FAQs
- Budget Impact
Services Provided

- Preventive Planning
- Health Promotion and Education
- Facilitate Provider Communication and Coordination
- Appointment Management – No Show Reduction
- Resource for Other Services
Prevention Planning

Individualized

Prevention Planning for Patients
Health Promotion and Education

• Explanation of procedures
• Home Care
• Benefits Overview
Provider Coordination

- Find Medicaid providers for covered services.
- Make appointments for Medicaid covered services.
- Arrange transportation to a medical appointment.
- Attend an appointment with the recipient for a covered service.
- Help a recipient find other relevant community resources such as support groups.
Appointment Management

- Understand No Show Causes
- Increase transportation services usage
- Education on Appointment Management
Resource for Other Services

• Direct Patients to Governmental and Community Programs.
• Educate Patients on Support Groups
• Connect Patients with other providers and groups
CDT Code D9994

Rate is $22.53 per patient/per time frame

30 minutes/per CHW.
Limitations

• Limited to two (2) units per member per week and no more than 104 units per calendar year.

• Limitations are per provider group:
  • Physicians 104 per Year
  • Dentist 104 per Year
  • Optometrist 104 per Year
  • Etc.

• There is no requirement the provider must see the patient first. However, the patient’s file should clearly document the need for the service.
Future Changes

The Department of Medicaid Services will work with dentists on future changes to permit billing for groups.
Thank you for allowing me to share information about the important role of community health workers in improving access to health care in our communities.

Let’s Connect!
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