



CABINET FOR HEALTH
AND FAMILY SERVICES

Community Health Workers
Empowering Communities, Improving Health

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.

Dental Billing Codes for CHWs



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!

Abbigail Newsome
Kentucky Department for Medicaid Services
Division of Health Care Policy
anewsome@ky.gov