

Community Health Workers

The MCO shall cover services rendered to enrollees by qualified community health workers (CHW) meeting the criteria and policy outlined below.

Community Health Worker Qualifications

A qualified Community Health Worker is defined as someone who:

- ❖ Has completed state-recognized training curricula approved by the Louisiana Community Health Worker Workforce Coalition; or
- ❖ Has a minimum of 3,000 hours of documented work experience as a CHW.

The MCO shall require providers who employ CHWs to verify and maintain and provide documentation, as requested by LDH, that qualification criteria are met.

Eligibility Criteria

The MCO shall cover CHW services if an enrollee has one or more of the following:

- ❖ Diagnosis of one or more chronic health (including behavioral health) conditions;
- ❖ Suspected or documented unmet health-related social need; or
- ❖ Pregnancy.

Covered Services

Covered services include:

- ❖ Health promotion and coaching. This can include assessment and screening for health-related social needs, setting goals and creating an action plan, on-site observation of enrollees' living situations, and providing information and/or coaching in an individual or group setting.
- ❖ Care planning with the enrollee and their healthcare team. This should occur as part of a person-centered approach to improve health by meeting an enrollee's situational health needs and health-related social needs, including time-limited episodes of instability and ongoing secondary and tertiary prevention.
- ❖ Health system navigation and resource coordination services. This can include helping to engage, re-engage, or ensure patient follow-up in primary care; routine preventive care; adherence to treatment plans; and/or self-management of chronic conditions.

Services must be ordered by a physician, advanced practice registered nurse (APRN), or physician assistant (PA) with an established clinical relationship with the enrollee. Services must be rendered under this supervising provider's general supervision, defined as under the supervising provider's overall direction and control, but the provider's presence is not required during the performance of the CHW services.

The MCO shall not restrict the site of service which may include, but is not limited to, a health care facility, clinic setting, community setting, or the enrollee's home. The MCO shall permit delivery of the service through a synchronous audio/video telehealth modality.

The MCO shall reimburse only the CPT procedure codes in the 'Education and Training for Patient Self-Management' section that are provided by CHWs. The MCO shall direct CHWs to follow CPT guidance.

Coverage Limitations

The MCO shall not cover the following services when provided by CHWs:

- ❖ Insurance enrollment and insurance navigator assistance;
- ❖ Case management;
- ❖ Direct provision of transportation for an enrollee to and from services; and
- ❖ Direct patient care outside the level of training an individual has attained.

The MCO shall reimburse a maximum of two hours per day and ten hours per month per enrollee.

Reimbursement

The MCO shall reimburse CHW services "incident to" the supervising physician, APRN, or PA.

The MCO shall require a CHW who provides services to more than one enrollee to document in the clinical record and bill appropriately using the approved codes associated with the number of people receiving the service simultaneously. This shall be limited to eight unique enrollees per session.