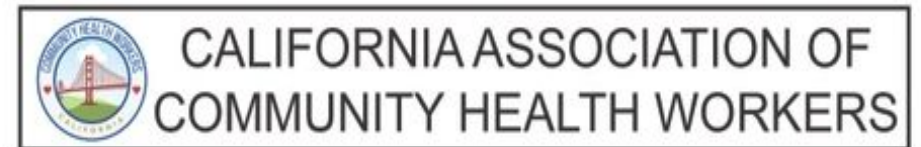




California Association of Community Health Workers (CACHW)



Today's Presentation

Presenter: Pear Suite and BluePath Health

What It Takes to the CHW Medi-Cal Benefit - A CBO Readiness Check

We will continue our discussion of the CHW Medi-Cal reimbursement from the perspective of agency readiness to contract with Health Plans to start this process.



California Association of Community Health Workers (CACHW)

- **Vision:** A multiculturally inclusive Community Health Worker (CHW) learning collaborative that advances the CHW role and scope of practice and amplifies their voices in achieving health equity and social justice within the full spectrum of practice settings in California.
- **Mission:** To promote sustainable integration and professional recognition of the Community Health Worker workforce through partnerships, leadership development, education, training, capacity building, community organizing, and policy advocacy.



CACHW's Community of Practice (CCOP)

First Friday of the Month from 12-1pm PST

- **Next Meeting:** April 3rd
- **Topic:** Health Worker Program Cuts (Tentative)



Volunteer Board Members

- Monique Allen (President)
- Lucia Gonzalez Cloud (Vice President)
- Felipe Flores (Membership/Outreach)
- Silvia Ortega (Treasurer)
- Darouny Somsanith (Secretary)



Agenda

- **Welcome!**
- **CACHW's mission & vision**
- **Ice breaker: If you can pick any song that represents you right now, what would it be and why?**
- **Presenters: Pear Suite, BluePath Health, with All My Usos and Spotlight Health Project**
- **Closing: Q&A**



Presenters



Denise Octavia Smith
Head of Workforce Innovation
PEAR SUITE



Colby Takeda
CEO and Co-founder
PEAR SUITE



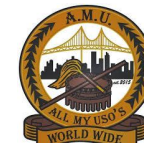
John Weir
Managing Director
BLUEPATH HEALTH



Yoseline Lopez-Mejia
Founder
SPOTLIGHT HOPE PROJECT



Christine Mauia
Executive Director
ALL MY USOS






Medi-Cal CHW Reimbursement in California

CHW Benefit in California

5 Main Components:

1. **Supervising Provider**
2. **CHWs** that meet the minimum requirements
3. **Managed Care Organization (MCOs)** contract
I.e. Anthem, Health Net, Molina
4. **CHW services** with eligible **Medi-Cal Members**
5. Ability to **submit claims** for reimbursement

**DHCS**
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES
Michelle Bass | Director

DATE: September 18, 2023

TO: ALL PLAN LETTER 22-016 (REVISED)
ALL MEDI-CAL MANAGED CARE PLANS

SUBJECT: COMMUNITY HEALTH WORKER SERVICES BENEFIT

PURPOSE:
The purpose of this All Plan Letter (APL) is to provide Medi-Cal managed care plans (MCPs) with guidance regarding the qualifications for becoming a Community Health Worker (CHW), the definitions of eligible populations for CHW services, and descriptions of applicable conditions for the CHW benefit. Revised text is found in *italics*.

BACKGROUND:
Per State Plan Amendment (SPA) 22-0001, CHW services are preventive health services as defined in Title 42 Code of Federal Regulations (CFR) Section 440.130(c).^{1,2} CHW services may assist with a variety of concerns impacting MCP Members, including but not limited to, the control and prevention of chronic conditions or infectious diseases, behavioral health conditions, and need for preventive services. Additionally, CHW services can help Members receive appropriate services related to perinatal care, preventive care, sexual and reproductive health, environmental and climate-sensitive health issues, oral health, aging, injury, and domestic violence and other violence prevention services. CHWs tend to be members of the community they are serving and a larger component to linking health and social services for Members with an overall improvement in quality of services delivered.³

CHW services are defined as preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health. CHWs may include individuals known by a variety of job titles, such as promotores, community health representatives, navigators, and other non-licensed public health workers, including violence prevention professionals, with the qualifications specified below. Through their community

¹ See 42 CFR 440.130(c). The CFR is searchable available at: <https://www.ecfr.gov/>
² SPA information is available at: <https://www.dhcs.ca.gov/formsandpubs/laws/Pages/CaliforniaStatePlan.aspx>
³ See the Centers for Disease Control and Prevention information on integrating CHW on Clinical Care Teams and in the Community, available at: <https://www.cdc.gov/dhdp/pubs/guides/best-practices/chw.htm>

California Department of Health Care Services
Managed Care Quality and Monitoring Division
1501 Capitol Avenue, P.O. Box 997413
Sacramento, CA | 95899-7413
MS 4410 | Phone (916) 449-5000 | www.dhcs.ca.gov

State of California
Gavin Newsom, Governor

California Health and Human Services Agency

Effective July 1, 2022 - More details at [DHCS All Plan Letter \(APL\) 22-016](#)

Top 5 Challenges

1

NAVIGATING THE
HEALTH POLICY MAZE

2

SECURING
PAYOR CONTRACTS

3

FILLING THE
TECHNOLOGY GAP

4

OVERCOMING
SUPERVISION HURDLES

5

SUBMITTING
COMPLIANT CLAIMS



CHW Requirements



Lived experience **and** one of the two pathways:

- **CHW Certificate:** Valid certificate of completion of a curriculum that attests to demonstrated skills and/or practical training with the CHW role. Must include field experience.
- **Work Experience:** 2,000 hours of experience as a CHW in a paid or volunteer role within the past 3 years. With this route, CHWs must complete a certificate program within 18 months.
(Minimum of 6 hours of continuing education training annually)

**There is currently no standardized training criteria that has been set by DHCS*

Covered Services.

- **Health Education** – Providing the member information and instruction about health topics, addressing barriers to physical and mental health care
- **Health Navigation** – Providing referrals, support, and/or information to help the member improve their health and understand broader health care delivery systems
- **Screening and Assessment** – Screen for unmet needs and connect the member to resources
- **Individual Support or Advocacy** – Member assistance following an exacerbation of a health condition or preventing injury or violence, includes peer support

**Can be provided in person or virtually, and in either individual or group settings*

Who is it for? Medi-Cal members with...

- Diagnosis of one or more chronic health conditions (including behavioral health) or a suspected mental disorder or substance use disorder that has not yet been diagnosed
- Medical indicators of rising risk for chronic disease (ex. Elevated blood pressure)
- Stressful life event presented during the *Adverse Childhood Events* screening
- Presence of known risk factors; intimate partner violence, tobacco use, excessive alcohol use, and/or drug misuse
- Unmet social needs, such as housing or food insecurity
- One or more visit to a hospital emergency department (ED) within the last six months
- One or more hospital inpatient stay (including stays at a psychiatric facility) within the previous six months, or being at risk of institutionalization
- One or more stays at a detox facility within the previous year
- Two or more missed appointments within the previous six months
- Need for support in health system navigation or resource coordination services
- Need for recommended preventive services; immunizations, annual visits, and well child care visits for children

***Members cannot already be enrolled in Enhanced Care Management**
(duplicative)

Reimbursement

CHWs can be reimbursed for services based on time spent with a client
30-minute increment = 1 unit

CPT 98960	1 patient	\$26.66 per unit
CPT 98961	2-4 patients	\$12.66 per unit
CPT 98961	5-8 patients	\$9.46 per unit

- Maximum frequency is four units (two hours) daily per beneficiary
- Some health plans offer a higher enhancement reimbursement rate

Why Readiness Matters

“By failing to prepare, you are preparing to fail.”

-Benjamin Franklin



Readiness – The Basis For Successful Innovation

The Value of Readiness



Builds shared understanding of **motivation, capacity and priorities** for the organization



Identifies potential **barriers** before they become risks or limitations



Maximizes investments made in new programs/initiatives and **Reduces** potential for **failure**

Four Categories to Consider

Organizational



Technology



Operational



Workforce

Not Ready

Moderately Ready

Implemented



What Readiness Prepares You For

- Contract delivery and commitments
- Day-to-day operations and coordination of clients
- Using technology effectively
- Getting paid correctly and showing value
- Managing growth and capacity

Turning opportunity into sustainable, well-run services that meet requirements, support the team, and improving client outcomes



How Readiness Impacts Teams



California Health Care Foundation (CHCF) Funded Evaluation

Goal

- Understand **common themes** associated with readiness for CBOs and how the assessment tool helps organizations **target and prioritize actions** in preparation for implementation.

Process

- Compile completed surveys through March 20, 2026.
- Interviews with 10-15 CBOs to understand application of the assessment.
- Analysis of information and report out of findings to CHCF for further publication.
- Share results at a future CACHW community of practice.

Next Steps

- Please complete the readiness assessment (all responses will be de-identified for purposes of the evaluation).
- Pear Suite will follow up with organizations that complete the assessment.



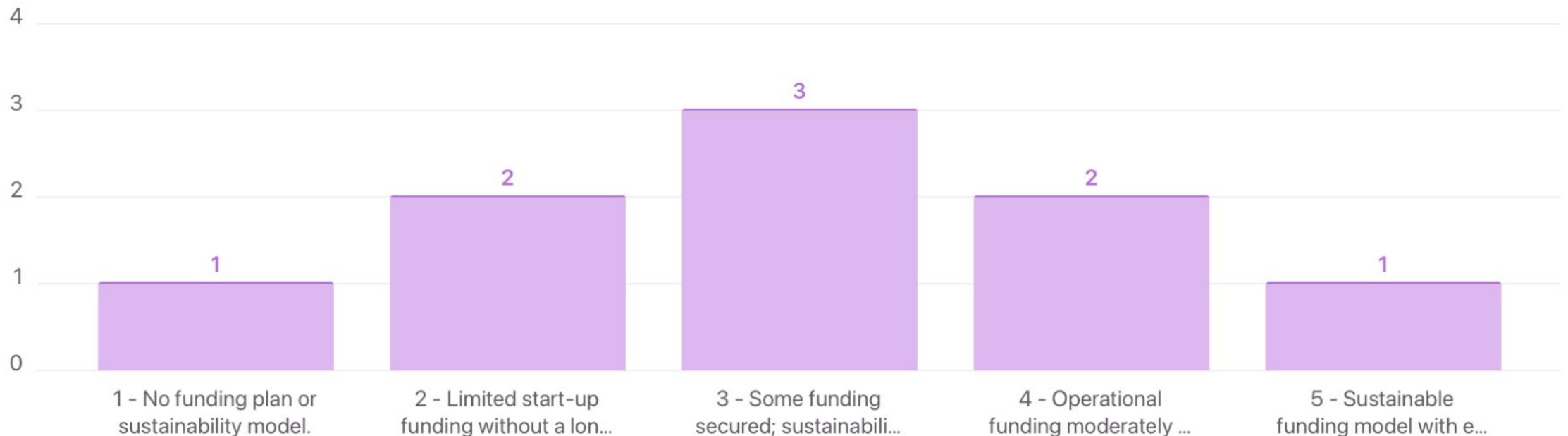
CBO Billing Assessment: Emerging Trends: Organizational Readiness

A- 4g
B-

Financial Sustainability – Does the organization have sufficient funding and resources to sustain care management operations beyond initial launch?



9 out of 9 people answered this question.

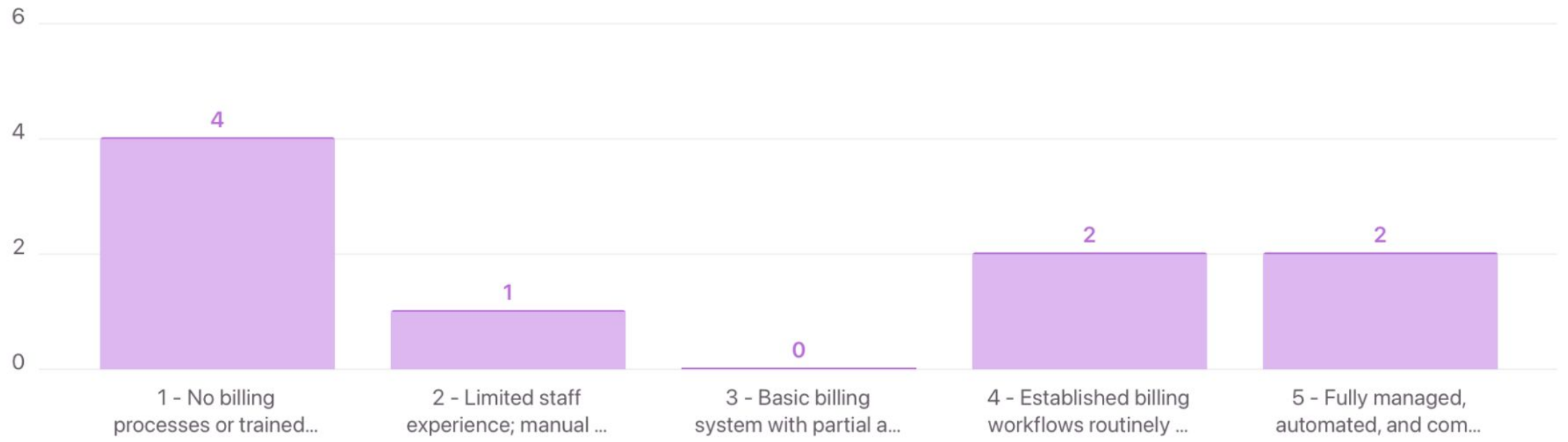


CBO Billing Assessment: Emerging Trends: Technology Readiness

5c Billing Readiness – Does your organization have systems to manage eligibility checks, apply CPT codes and modifiers, submit claims (CMS-1500, 837P), and track status of payments?



9 out of 9 people answered this question.



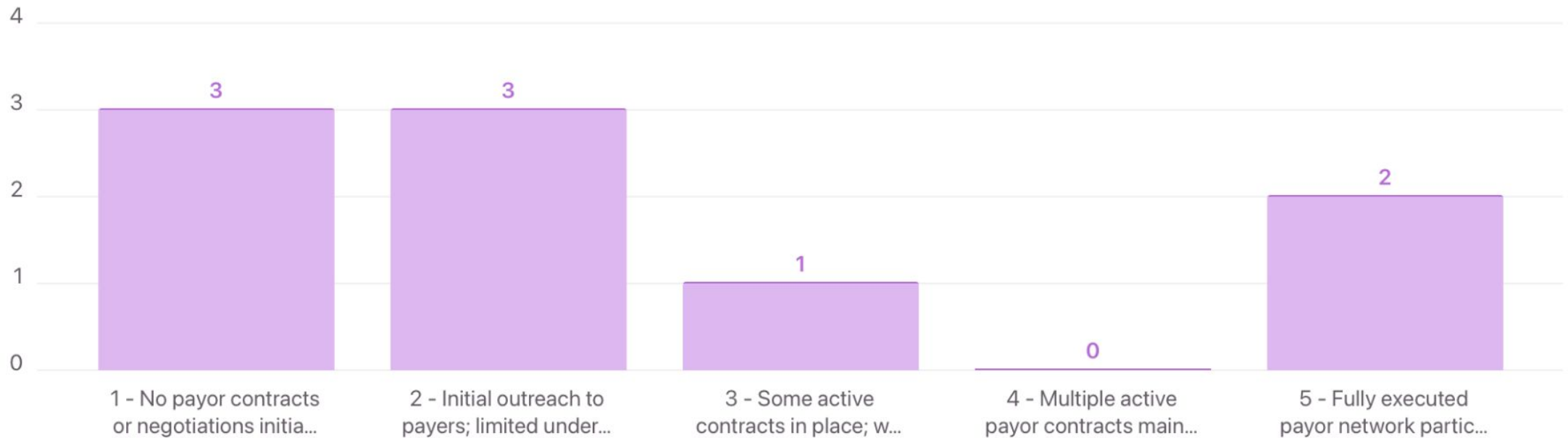
CBO Billing Assessment: Emerging Trends: Operational Readiness

A= 6a

Payor Contracting – Does your organization contract with payors, including negotiation of rates and ensuring contractual compliance?



9 out of 9 people answered this question.



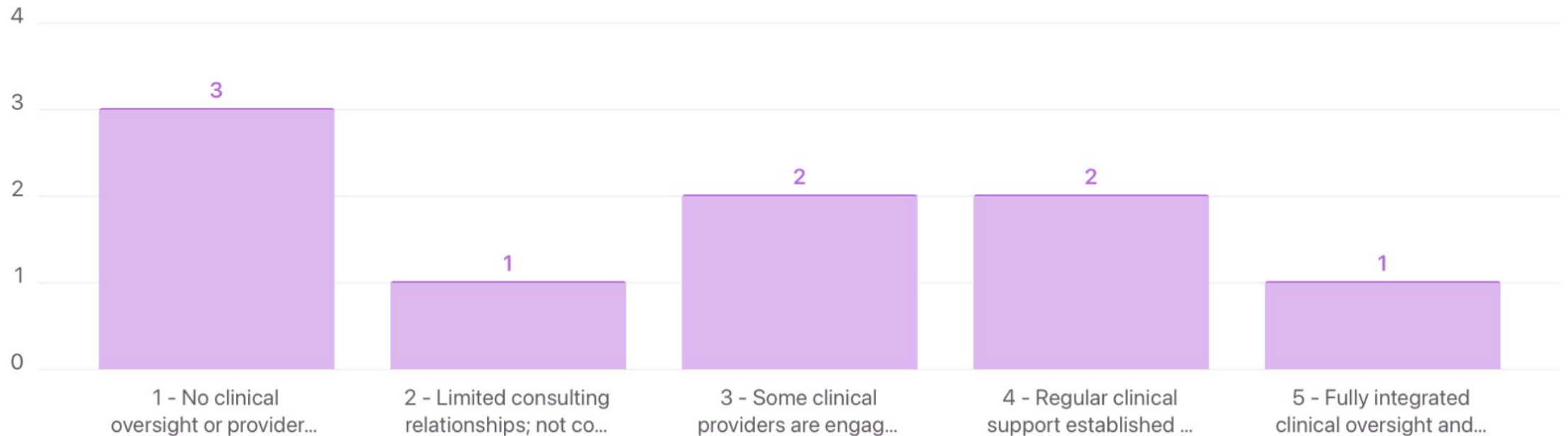
CBO Billing Assessment: Emerging Trends: Workforce Readiness

7d

Clinical Support Personnel – Does your organization have access to licensed clinical providers (MD, DO, NP, PA, RN, etc.) who can review care plans and conduct required evaluation where required?



9 out of 9 people answered this question.



Use Your CBO Assessment Results to Help your CBO Grow with Our Free Resources



Pear Suite

Solutions ▾

Network ▾

About ▾

1. Support the organizational leaders in planning and policy development.
2. They can help your team better integrate the services of CHWs and other team members and partners.
3. They can guide you to strengthen your technology and data processes.
4. Prepare your organization to understand Medicaid billing, claims and more!

COMMUNITY BASED ORGANIZATION RESOURCES

Assessment

Pear Suite and the California Health Care Foundation (CHCF) are working together to help Community-Based Organizations (CBOs) like yours. We have released a new CBO Readiness Assessment. This tool helps your team see what they need to better support the delivery of high quality, efficient and effective services to people enrolled in Medicaid in your community.

If you have not completed the CBO Assessment, please click on the button below to learn more!

[CBO Readiness Assessment](#)

All My Usos

Our Mission

- Supporting under-resourced and marginalized communities
- Centering Pacific Islander families in the Bay Area
- Strengthening families & developing community leaders
- Creating pathways for long-term, sustainable change

Our Vision

- Thriving, resilient communities
- Moving families from survival to stability
- Rooted in love, connection & cultural strength
- Planting seeds of healing & empowerment



Becoming Community Health Workers



July 2023: Hired 7 peer health leaders

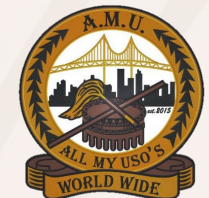
August 2023 - June 2024: 6 peer health leaders and 2 staff enrolled the Community Health Worker certificate program at City College of San Francisco (1 already had a CHW cert.)

August 2023 - June 2024: Held bi-monthly trainings for staff and peer health leaders to focus on Pacific Islander health perspectives

Training Topics: Community Health in the Pasifika community, grief and mental health, leadership skills, facilitation

January 2024: Hired part time coordinators to support programming

July 2024: Launched and adopted PearSuite; received continued training through today



CBO Assessment - PearSuite

Prior to PearSuite: Organization utilized Google Drive as the main domain of collecting data

What we scored:

- Organizational Readiness - 45/50
- Technology Readiness - 27/50
- Operational Readiness - 23/50
- Workforce Readiness - 36/50

After Implementing PearSuite:

- Organizational Readiness - *increased*
- Technology Readiness - *increased*
- Operational Readiness - *increased*
- Workforce Readiness - *increased*

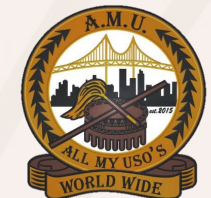


Organizational Data (Since July 2024):

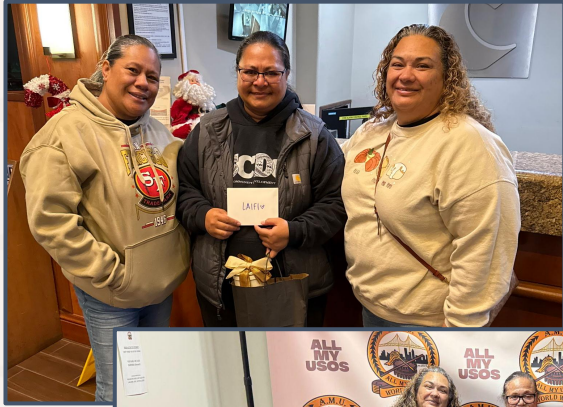
Serviced - 4,000+; CHWs managed in PS 1,345 and assessed 145

Active Cases (continue care/support) - 135

Medi-Cal - *Generated 191 Bills to Medi-Cal*



Present Day - Community Health Workers



- Client Assessments

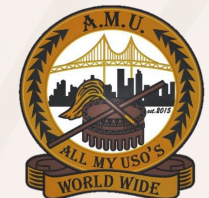
- allows participants to get connected to direct health related programs aligned with their needs.
- allowed us to understand the needs of the Pasefika and greater community
- Identify family and individual needs
- Provide direct services related to grief and healing (holistic way of receiving care)

Medi-Cal CHW Benefit

- Strengthens and refines our documentation practices
- Supports clients in navigating the health system (confirming PCP assignment, identifying barriers attending appointments, and connecting them to appropriate direct services)
- Diversifying our funding source

Lessons Learned

- Learning how to pivot and expand our clientele through relationship building/networking with larger organizations.
- Expanding and refining workflow that fits our organizational needs
- Need more capacity and funding: **limited staffing and unable to bill for the full scope of services**





SPOTLIGHT **HOPE** PROJECT

Serving Butte County and the North Valley

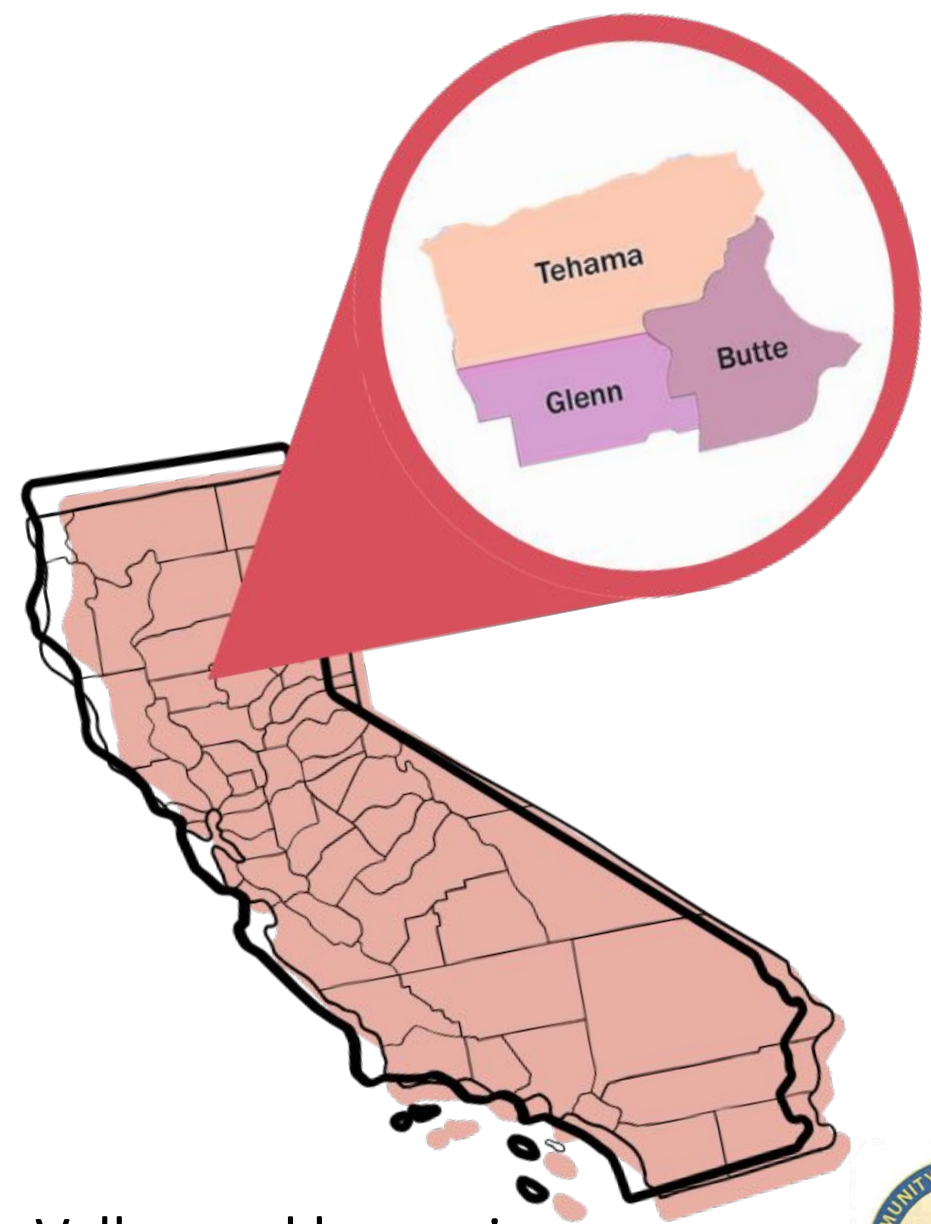
Bridging the gap between our rural community
& healthcare access through trusted CHW/P

CHW/P-led Project

- Community Rooted Care Navigation
- CBO Consulting
- Community Health Outreach & Education

Vision for 2026:

Expanding Spotlight Hope's footprint across the North Valley and becoming a regional hub for CHW/P/Rs Capacity Building





Starting Point

We had "Vision without Direction."

- Workflows lacked consistency
- 1 out of 2 CHWs were trained
- 0 out of 3 Promotoras had formal training
- Countless hours without financial compensation
- Fueled only by the needs of our neighbors





Current "Pre-State."

Moving from Volunteer only project to a Reimbursable medical service

- Have NPI for Billing
- Pending PAVE Portal Enrollment
- 2 out of 2 CHWs are trained (Touro University)
- 2 out of 3 Promotoras are trained (Touro University)

We have the workflows and the community need & demand, Yet limited financial resources to hire staff before the first check arrive





The Pear Suite assessment acted as our mirror. Helped identified three areas for growth we had yet to consider

Strength

Workforce Readiness

Areas of Growth

1. Organizational Readiness
2. Technology Readiness
3. Operational Readiness



Q&A

Possible Collaboration Opportunities

- Being a Presenter at CCOP
- Sending out CACHW and CCOP announcements to the CHWs/Promotores in your network
- Being a potential advisor to the Board
- Buying pins at CHW/Promotores to support CACHW



CALIFORNIA

**ASSOCIATION
COMMUNITY
HEALTH
WORKERS**



CHWs go by many names

- PROMOTORAS DE SALUD
- COMMUNITY HEALTH REPRESENTATIVES
- CARE CO-ORDINATORS
- PATIENT NAVIGATORS
- MANY MORE.....

"We are stronger together"

Contact: info@CACHW.org
<https://cachw.org/>

JOIN NOW



0 (453x275)



Style E



Style F

info@CACHW.org

THANK YOU!!

Please join us for our next Community of Practice meeting via Zoom on Friday, April 3rd from 12-1pm.

