

Innovative Partnerships: El Sol and Health Net's Community Health Worker (CHW) Benefit Journey



July 16, 2024 | 12:00-1:30pm PST

Webinar Housekeeping

Before we begin, a review of features available to those attending:

- » **This webinar is being recorded.** A recording of the webinar and slide materials will be emailed to all registrants next week.
- » **Live captions** are available. The icon to enable them is in the control panel at the bottom of your Zoom window.
- » **Chat** may be used by anyone to introduce themselves, share information, and more.
- » **Q&A** can be used to submit questions to the presenters. Responses may occur live during the event or replied publicly for the benefit of other attendees to see.





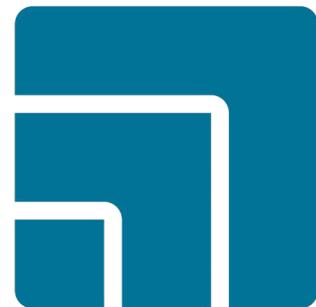
Today's Learning Objectives

- » To learn about the Medi-Cal CHW Benefit added by the Department of Health Care Services (DHCS)
- » To highlight successful CHW partnerships between managed care plans (MCPs) and community-based organizations (CBOs) that employ Community Health Workers/ Promotores/ Representatives (CHW/P/R) to provide CHW services
- » To share important lessons for CBOs and MCPs that are considering contracting to implement the CHW services

Today's Hosts



California
Health Care
Foundation



community
health synergy

Poll



- 1. What type of organization are you affiliated with?**
- 2. What region(s) does your organization serve? Select all that apply.**
- 3. What is your level of familiarity with the Medi-Cal CHW Benefit?**

Medi-Cal CHW Benefit

- » Available as a Medi-Cal benefit as of July 1, 2022.
- » Available in fee-for-service (FFS) and managed care delivery systems.
- » CHWs include Promotores, Community Health Representatives, navigators, and other non-licensed public health workers, including Violence Prevention Professionals.
- » CHWs are trusted members of their community who help address chronic conditions, preventive health care needs, and health-related social needs.



[Learn more about the
CHW Benefit here](#)

CHW/P/R Services Pathway



24 Managed Care Plans (MCPs) in California



Community-Based Organizations (CBOs) as CHW/P/R Employers (who apply and are approved in PAVE* system) = Supervising Provider



CHW/P/Rs Provide Covered CHW/P/R Services for Medi-Cal members:

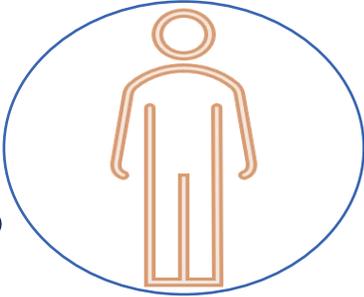
- Health Education
- Health Navigation
- Screening and Assessment
- Individual Support or Advocacy

*PAVE = [Provider Application and Validation for Enrollment online enrollment portal](#). Providers who successfully enroll through the Medi-Cal FFS enrollment process are eligible to contract with Managed Care Plans.

CHW/P/R Billing Scenarios

1 patient
=\$26.66/unit

Billing code
98960



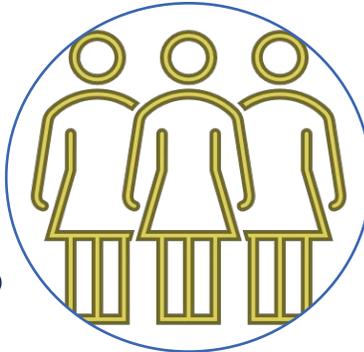
Scenario 1: The CHW provides health education services for **1 patient** for **2 hours** (4 units).

The provider is reimbursed for this service at a rate of \$26.66/unit x 4 units.

The provider is reimbursed at \$106.64 (\$26.66 x 4 units)

Group 2-4
patients
=\$12.66/unit

Billing code
98961



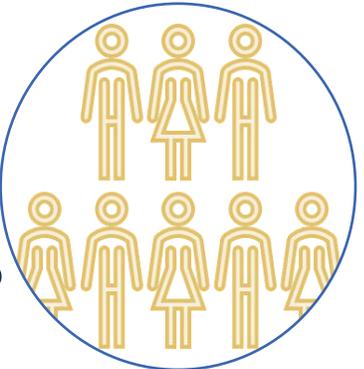
Scenario 2: The CHW provides health education services for **3 patients** in a group setting for **2 hours** (4 units).

The provider is reimbursed for each patient at \$50.64 (\$12.66 x 4 units).

The total reimbursement for 3 patients in that group comes out to \$151.92 (\$50.64 x 3 patients)

Group 5-8
patients
=\$9.46/unit

Billing code
98962



Scenario 3: The CHW provides health education services for **8 patients** in a group setting for **1.5 hours** (3 units).

The provider is reimbursed for each patient at \$28.38 (\$9.46 x 3 units).

The total reimbursement for 8 patients in that group comes out to \$227.04 (\$28.38 x 8 patients)

*1 unit = 30 min

Bright Spot: El Sol - Health Net Partnership



Speakers



Alex Fajardo
Executive Director



Rosaicela Estrada
Community Health
Worker



Dorothy Seleski
Senior Vice President



- » **Mission:** Transforming the health of the communities we serve, one person at a time
- » **Values:** Accountability • Courage • Curiosity • Trust • Service
- » **Overview of CHW/P/R Benefit Program:**
 - Currently contracting with **50 organizations** serving as Supervising Providers.
 - These organizations represent **more than 650 CHWs**, providing **services in 14 California counties**.

Menu of Challenges



» The need for CHWs to assist Medi-Cal members exceeds the supply of CHWs



» While many CBOs have people who provide CHW services, they don't have the administrative capacity to engage with health plans



» Activating CBOs where members already seek services to also offer CHW services (e.g., food banks, shelters, barbershops, laundry services at schools)

CHW Benefit Partnership



**El Sol = Supervising Provider
for 20-30 CHWs**



**El Sol's Goal:
Serving 6,000 Medi-Cal members**



**El Sol = Training &
Technical Assistance
Provider to 40
CHW/P/R Employers**





- » **Mission:** To empower vulnerable communities to lead healthy lives with access to health care; safe, affordable housing; opportunities for education; and the leadership skills to eliminate disparities
- » **Vision:** Community residents thriving in healthy environments served by skilled community health workers and promotores de salud who serve as catalyst for change.
- » **Overview of CHW/P/R Workforce:** El Sol sees CHWs as experts on their communities and the community sees them as one of them. CHWs go beyond “Services Providers” or “Navigators”. CHWs transform systems, structures and serve as agents of change.
- » **El Sol’s CHW/P/R Services:**
 - Health Education
 - Screening and Assessment
 - Health Navigation
 - Individual Support and Advocacy

Menu of Challenges



- » Contracting/ billing hurdles for CBOs, need for capacity building



- » Transforming CBO to the benefit without losing who we are

Recipes for Success



» Trust building
between Health Net
and El Sol



» Inviting the CHW/P/R
and the team to
develop the project
approach



» Create a
sustainability plan
and strong analysis
of the cost of the
project

Recipes for Success



» MCP investment in capacity building



» Streamlined systems to reduce barriers for CBOs

- Claims submission process
- Support to adopt CBO focused IT platform
- Support for administrative hubs



» Provider Incentives to encourage CHW providers to participate and clinical providers to use CHW services



» Develop Financial Tools to Accelerate CBO revenue model shift from grant based to claims based

Successes + Outcomes



» Through our training grants, over **500 new CHWs** will be trained



» **54 CBOs** representing **over 260 CHWs** have adopted the CBO IT platform to document services and bill MCPs



» **Five CBOs** are scheduled to conduct campaigns to engage **more than 1,500 members** to close critical care gaps



Successes + Outcomes



» **48** CBOs have received Technical Assistance + CBO Capacity Assessment for Medi-Cal CHW Services Benefit.



» **145** CHWs trained on CHW Foundation training + **25** CHWs trained on Health Net Care Coordination Training



» **Developed** the Structure to Launch CHW Benefit with Health Net and serve **197** members within a week.

CHW/P/R Voice



- » Develop the project structure in partnership with CHWs



- » Create spaces of co-learning and co-teaching
- » There is not one group that knows and one that does not



- » Reflect between quantity vs. quality when implementing the CHW Benefit

Advice for Managed Care Plans



» **Honor CHW/P/R's true essence**, lived experiences, & breadth of capabilities



» **Increase trust** of non-clinical community-embedded organizations to implement CHW/P/R services



» **Treat CBOs as integral to the delivery system**, the same as hospitals, independent doctors, FQHCs



Advice for Community-Based Organizations



» **Culture shift** from traditional grants-based model to a claims based revenue model to sustain CHW/P/R workforce programs



» Pursue the **PATH TA Marketplace** for technical assistance support (paid by the state)



CHW Benefit Partnership Principles



» CHWs are integral in serving as continuity of care champions for primary care and social health systems



» CBOs & MCPs must have Mutual Respect and Trust



» CBOs benefit from Capacity Building and Support



» Fair and Flexible Contracting is necessary to reflect true cost of service delivery & unique needs of CBOs



» Innovative partnership models allow for strengths of both CBOs and MCPs to be leveraged for maximal impact

Q&A Session



What questions or thoughts do you have for today's presenters?

Please use the Q&A button on your Zoom window.

Poll



- 1. How do you prefer to learn about the CHW Benefit?**
- 2. What support do you need to effectively use the CHW Benefit?**

Share Your Journey With Us!



If you are a CBO, MCP, or other type of entity interested in serving as a guest speaker for our webinar series, please contact us!

rhodora@communityhealthsynergy.com

Calendly: www.calendly.com/book_with_chs

Upcoming TA Sessions and Webinars



Coming Soon: August 2024

CHW Benefit TA Session on
Billing for the CHW Benefit

Coming Soon: August 2024

CHW Benefit Bright Spot Webinar:
Anthem and CBO Partners

Thank you for attending!

Contact us at any time with further questions

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