



Community Health Worker (CHW) Medi-Cal Benefit

Stakeholder Meeting
February 4, 2022

DHCS Benefits Division



Agenda

Agenda Items

1.	Welcome and introductory comments (10 minutes)	<ul style="list-style-type: none">René Mollow, MSN, RN, Deputy Director, Health Care Benefits and EligibilityLisa Murawski, Chief, Benefits Division
2.	Review draft State Plan Amendment (SPA) pages Version 2.0 (80 minutes)	DHCS Staff and Workgroup Members
3.	Discuss stakeholder feedback and other comments on draft SPA pages (25 minutes)	DHCS Staff and Workgroup Members
4.	Discuss next steps for SPA submission (10 minutes)	DHCS Staff and Workgroup Members
6.	Wrap-up and Next Steps (5 minutes)	DHCS Staff



State Plan Amendment (SPA)

- DHCS has updated the SPA in response to stakeholder comments.
- The SPA provides a broad framework to define the benefit.
- DHCS will further define the benefit in the Medi-Cal provider manual.



SPA Revisions

- Definition of services
- Ways to demonstrate qualifications
- Services not included
- Addition of violence prevention



Definition of Services

Uses federal definition:

- CHW services are preventive health services, as defined in 42 CFR 440.130(c), for individuals who need such services to prevent disease, disability, and other health conditions or their progression; prolong life; and promote physical and mental health and well-being.



Definition of Services (cont.)

Added:

- CHWs are trusted members of their community who help address chronic conditions, preventive health care needs, and health-related social needs within their communities.



Definition of Services

Two broad categories of services:

CHW preventive services may be provided in an individual or group setting and are related to health and health promotion, which may include, but are not limited to:

- Health education
- Health navigation



Health Education

Health education promotes the recipient's health or addresses barriers to health care, including providing information or instruction on topics that may include, but are not limited to:

- control and prevention of chronic or infectious diseases;
- behavioral health conditions;
- perinatal health conditions;
- sexual and reproductive health;
- environmental health;
- child health and development;
- oral health conditions; or
- injury or violence prevention.



Health Education (cont.)

- The content of health education must be consistent with established or recognized health care standards.
- Health education may include coaching and goal-setting to improve an individual's health or ability to self-manage health conditions.



Health Navigation

Health navigation, whereby a CHW provides information, training, referrals, or support to assist beneficiaries with:

- Accessing health care, understanding the health care system, or engaging in their own care.
- Connecting to community resources necessary to improve health, address health care barriers, or address health-related social needs, including, but not limited to, food and nutrition, housing security, economic support, and legal services.



Health Navigation (cont.)

- Health navigation may include serving as a cultural liaison or assisting a licensed health care provider to create a care plan, as part of a health care team.
- Health navigation may include screening and assessment that does not require a license, and that assists beneficiaries with connecting to appropriate services to improve their health.



Services Not Included

Clinical case management/care management that requires a license	Delivery of medication, medical equipment, or medical supply
Child care	Respite care
Chore services, including shopping and cooking	Services that duplicate another covered Medi-Cal service
Companion services	Socialization
Employment services	Transportation
Helping a recipient enroll in government programs or insurance*	

*Under review



Preventive Definition

- Pursuant to 42 CFR Section 440.130(c), CHW services are provided as preventive services and must be recommended by a physician or other licensed practitioner of the healing arts within their scope of practice under state law.
- CHW services do not include services that require a license.



Supervisors

- CHWs must be supervised by either a community-based organization or a licensed provider, clinic, or hospital.
- DHCS will make community-based organizations (CBOs) a new provider type
 - CBOs will not need a National Provider Identifier



Qualifications: Certificate Pathway

- A certificate of completion that attests to demonstrated skills and/or practical training in core competencies
- Includes any such certificate issued by the State of California or a state designee
- Training programs shall include an internship or field-experience requirement for completion.



Qualifications: Certificate Pathway (continued)

Core competencies (no change from prior version):

- Communication,
- Interpersonal and relationship building,
- Service coordination and navigation,
- Capacity building,
- Advocacy, education and facilitation,
- Individual and community assessment,
- Professional skills and conduct,
- Outreach,
- Evaluation and research,
- Basic knowledge in public health principles and social determinants of health, as determined by the supervising provider.



Qualifications: Work Experience Pathway

- 2,000 hours working as a CHW in a paid or volunteer position within the previous three years, and demonstrated skills and practical training in core competencies, as determined by a supervisor.
- A CHW demonstrating qualifications through the Work Experience Pathway, who does not have a certificate of completion as described above, shall earn a certificate of completion within one year of the first CHW visit provided to a Medi-Cal beneficiary.



Qualifications: Violence Prevention-Only Pathway

- For individuals providing CHW violence prevention services only, a Violence Prevention Professional (VPP) Certification issued by Health Alliance for Violence Intervention is needed.
- A CHW providing services other than violence prevention services shall demonstrate their qualification through either the Certificate Pathway or Work Experience Pathway.



Responses to Stakeholder Comments



Determining Qualifications

- The hiring supervisor will review a CHW's qualifications against the criteria approved in the State Plan
- The hiring supervisor can be a CBO, managed care plan, clinic, hospital, or enrolled Medi-Cal provider
- The hiring supervisor has flexibility to determine if the CHW meets the qualifications



Services

- DHCS is not proposing a specific cap on services in the State Plan.
- Individuals who need ongoing CHW services could have the services identified in a care plan developed by a team that can include CHWs.
- Not all CHW services would require a care plan.



What are Chronic Conditions?

- Conditions that last one year or more and require ongoing medical attention or limit activities of daily living or both.*
 - Examples: hypertension, diabetes, heart disease, cancer, arthritis, asthma, dementia, depression, HIV, substance use disorders, and stroke
- 7 in 10 Americans have at least one chronic condition.

**Centers for Disease Control and Prevention definition*



Potential Future Discussion Issues

Remember:

**Not all items will be addressed
or included in the State Plan.**

Additional guidance will be provided:

- Provider manual
- Provider bulletins
- All-plan letters



Potential Future Discussion Issues (continued)

- Payment methodology
- CHWs and peer support specialists
- Family and caregiver services
- Content-specific CHW training
- Managed care plans:
 - Ability to recommend CHW services
 - CHW services and California Advancing and Innovating Medi-Cal, Enhanced Care Management, and Community Supports
 - Ensuring beneficiary access to CHW services



Upcoming Schedule

- DHCS expects to submit the SPA by March 31, with a goal of receiving federal approval prior to the July 1, 2022, effective date.
- Prior to SPA submission, DHCS will:
 - Consider any additional updates to the SPA based upon stakeholder feedback received by **February 18**
 - Publish a tribal notice 35 days prior to SPA submission
 - Publish a public notice 30 days prior to SPA submission
- Post the draft SPA on the DHCS website within 10 business days after submission to CMS



Contact Information

Written comments are welcome:

CHWBenefit@dhcs.ca.gov

<https://www.dhcs.ca.gov/community-health-workers>