

South Carolina Medicaid and the Community Health Worker

BZ Giese, RN Deputy Director
Medical Services
January 9, 2013

Goals and Objectives

- HeART Initiative
- Opportunities
- Community Health Worker Scope of Work
- Covered Services
- Partnerships
- Billing
- Data Collection and Evaluation



The HeART Initiative

HeART

- Health Access at the Right Time (HeART)
- Variety of projects to increase access to medically necessary, cost effective quality care for the state's Medicaid recipients
- Over 50 stakeholders involved

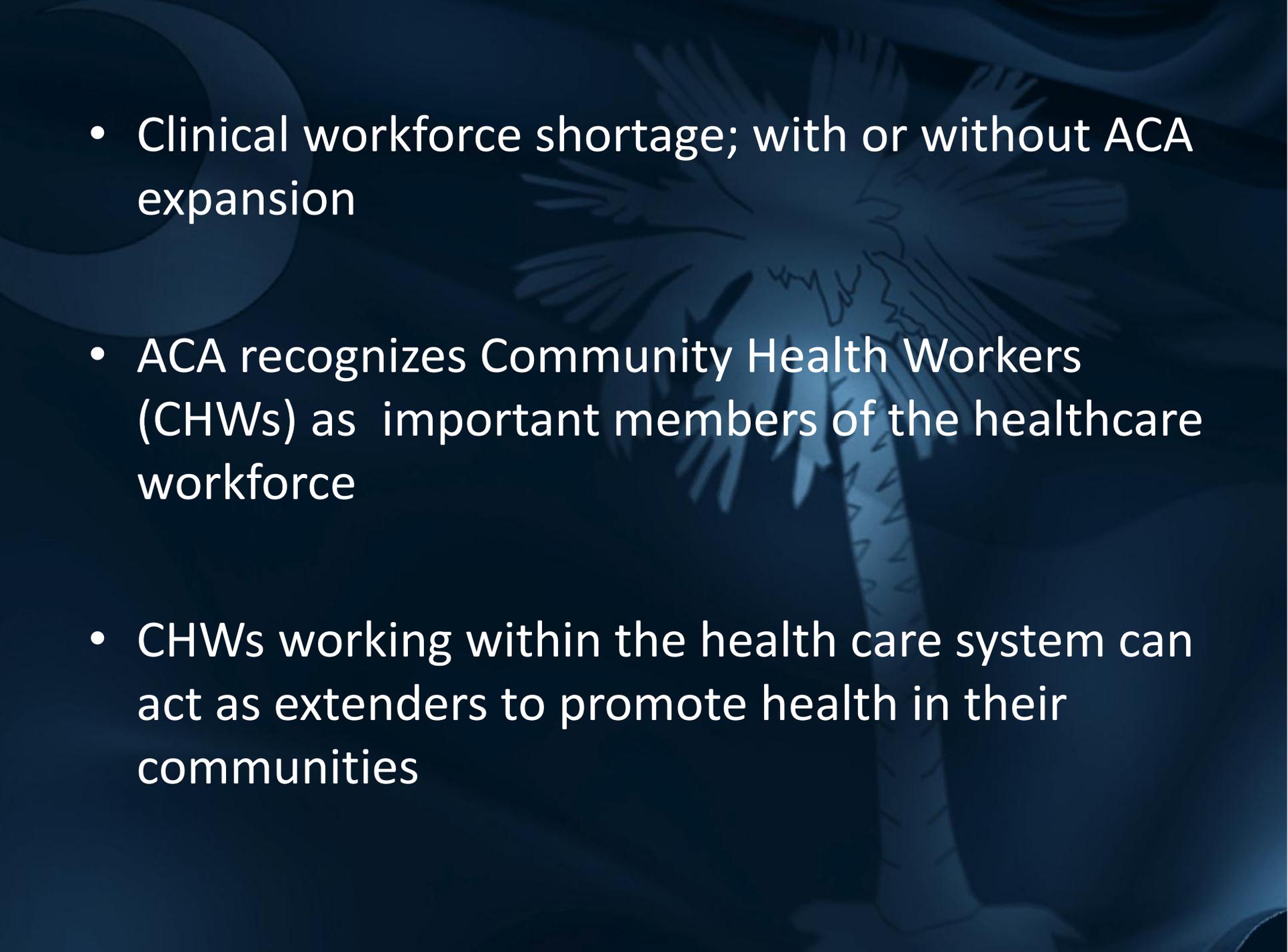
HeART Projects

Expanding access for Medicaid clients through:

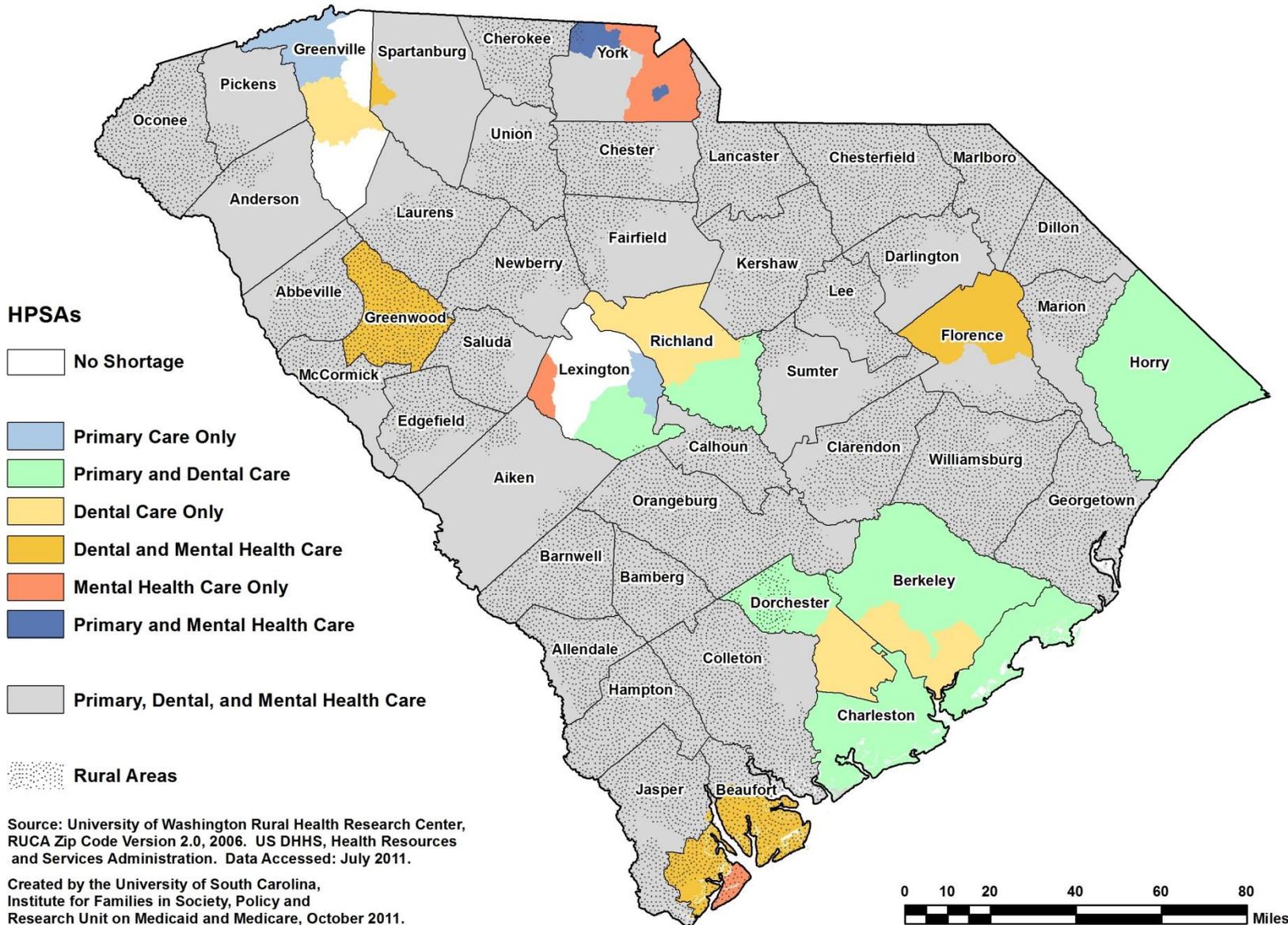
- *Community Health Workers*
- Retail Clinics
- Free Clinics
- Telemedicine
- Nurse Practitioner/Physician Assistant service reimbursement expansion

The background is a dark blue gradient. In the upper left, there is a faint, light blue crescent moon. In the center and right, there is a faint, light blue illustration of a palm tree with a textured trunk and a crown of fronds. The word "Opportunities" is centered in the middle of the image in a white, sans-serif font.

Opportunities

- 
- The background features a dark blue gradient with a faint, stylized palm tree on the right side and a circular graphic on the left. The text is presented in a clean, white, sans-serif font.
- Clinical workforce shortage; with or without ACA expansion
 - ACA recognizes Community Health Workers (CHWs) as important members of the healthcare workforce
 - CHWs working within the health care system can act as extenders to promote health in their communities

Health Professional Shortage Areas in South Carolina





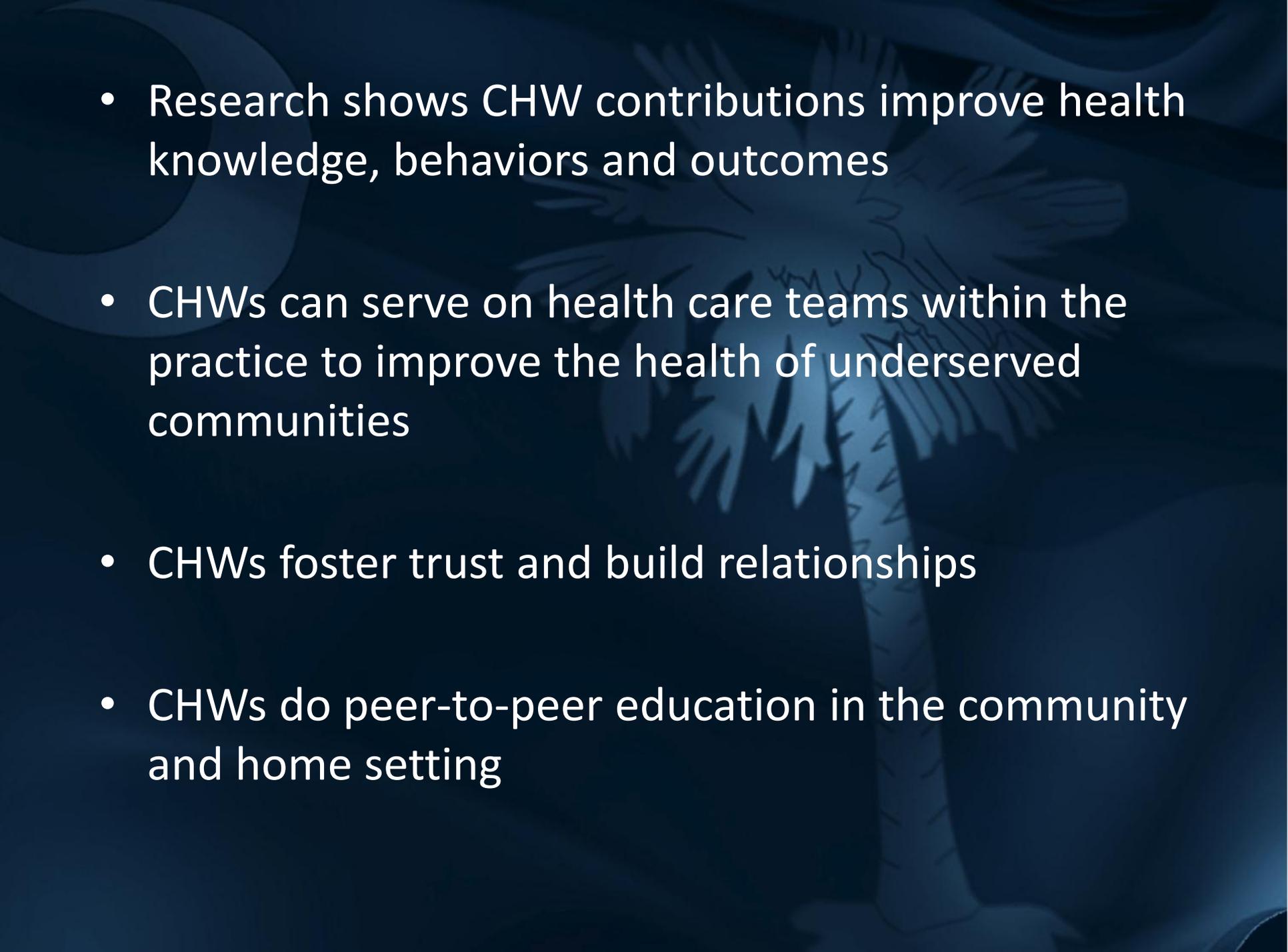
Goals of Community Health Worker Initiative

Goals

- Increase value of the PCP partnership with recipient
- To decrease emergency room visits and hospitalizations
- To improve Medicaid recipients' engagement in their healthcare management
- Reduce costs and improve health outcomes

The background is a dark blue gradient. In the upper left, there is a faint, light blue crescent moon. In the center and right, there is a faint, light blue illustration of a palm tree with a textured trunk and a large, fan-like canopy of fronds.

Why CHWs?

- 
- Research shows CHW contributions improve health knowledge, behaviors and outcomes
 - CHWs can serve on health care teams within the practice to improve the health of underserved communities
 - CHWs foster trust and build relationships
 - CHWs do peer-to-peer education in the community and home setting



Community Health Worker Scope of Work

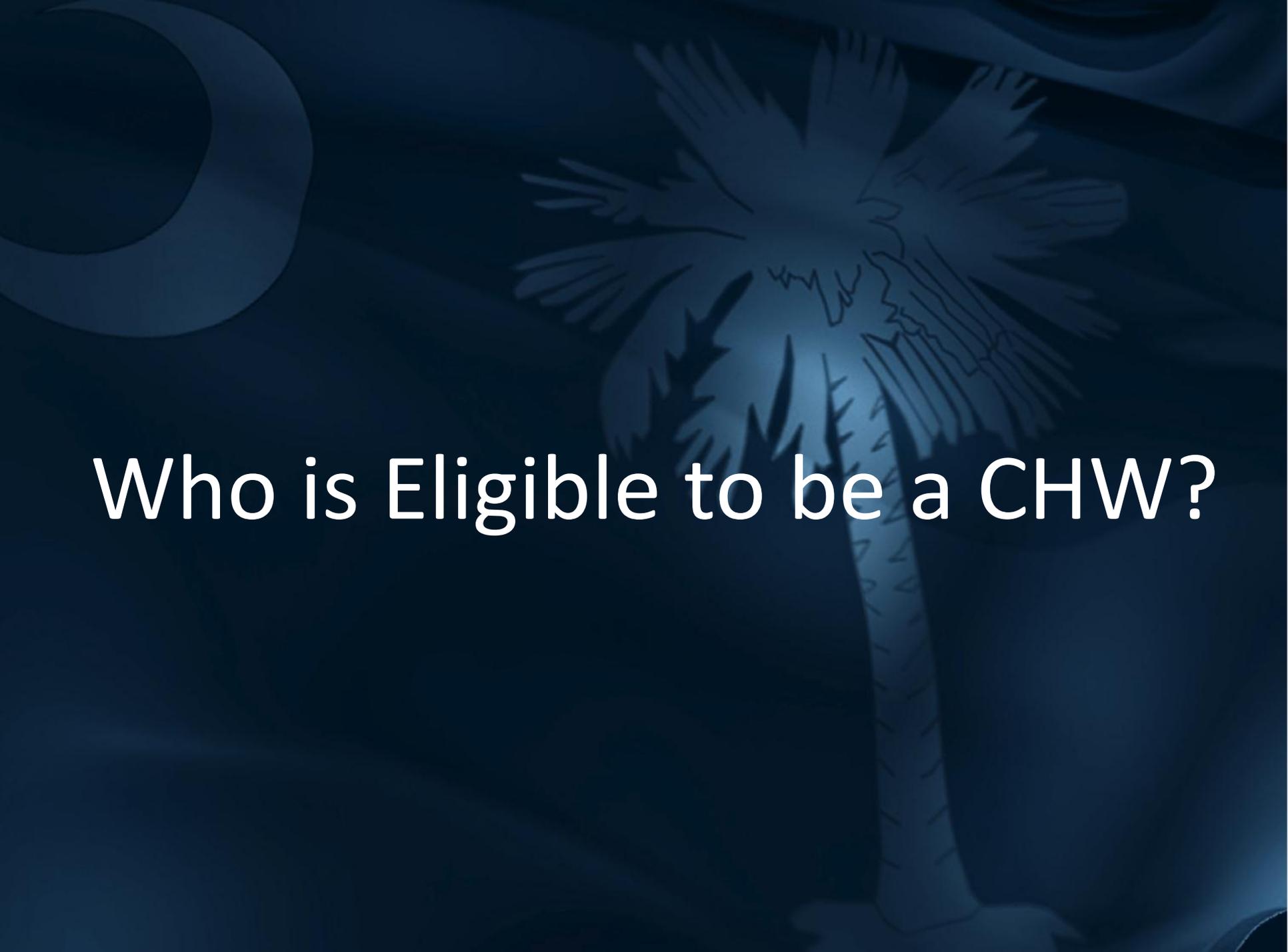
CHWs will act as members of health care delivery teams to:

- help patients make and keep appointments
- promote understanding of health care actions
- teach strategies for managing chronic disease
- promote understanding and management of prescriptions
- communicate with patients after discharge
- assist with patient risk assessment or screenings
- ID patients at risk for poor compliance

Examples of Non-Covered Services

Non covered services include but are not limited to the following:

- social services such as enrollment assistance, case management, or advocacy delivered by a CHW
- interpreter services
- services to non-Medicaid patients



Who is Eligible to be a CHW?

The employer of a CHW must document the CHW is:

- A member of the community to be served
- At least 18 years of age, and a high school graduate/GED
- Legally available to work in the U.S. and can pass a SLED background check

Additional recommendations include:

- Interested in health, able to work with medical staff; understands confidentiality requirements
- Comfortable with home visiting

The background is a dark blue gradient. On the left side, there is a large, light blue crescent moon. In the center-right, there is a stylized palm tree with a textured trunk and a crown of fronds. The word "Training" is centered in the middle of the image in a white, sans-serif font.

Training

Training

- Midlands Technical College will administer curriculum and certify
- Six week training program includes classroom and in office/community curriculum covering the South Carolina recognized core competencies such as working in the community, health coaching and basic medical knowledge
- “Grandfathering” will be considered

The background is a dark blue gradient. In the upper left, there is a stylized crescent moon. In the center and right, there is a stylized palm tree with a textured trunk and a large, fan-like canopy. The word "Partnerships" is centered in white text.

Partnerships

Primary Care Practices Partnership

- PCP is defined as: Pediatrics, Ob-Gyn, Family Practice, Internal Medicine
- 20 practices will be selected for CHW rollout
- Selected Primary Care Practices receive a \$6,000 grant
 - Use to fund CHW curriculum
 - Remaining funds to be used for CHW integration into practice

MCO Partnership

Managed Care Organizations (MCOs)

- Must establish a link to at least one of the 20 identified primary care practices in which to anchor the CHW
- May hire a CHW directly to work in one or across practices
- May contract with a Community Based Organization for a CHW
- Payment to MCO is through incentive paid quarterly based on encounter data that could be shared with providers
- The MCO providers cannot bill the MCO directly for the S code services if the MCO has provided the CHW

The background is a dark blue gradient. In the upper left, there is a faint, light blue crescent moon. In the center and right, there is a faint, light blue illustration of a palm tree with a textured trunk and a large, fan-like frond. The text "Selection Factors" is centered in the middle of the image in a white, sans-serif font.

Selection Factors

Selection Factors

- Geographic location mix
- Patient mix--ages, ethnic diversity, gender
- Areas of need—low socioeconomic status, high chronic disease levels, health care shortage areas
- Percent of clinic population served by Medicaid
- Mix of types of PCPs: Pediatrics, Ob-Gyn, Family Practice, Internal Medicine
- Capacity to provide monthly reports



Expectations for Partnerships

Expectations for Partnerships

- Identify a CHW candidate
- Decide on type of partnership
- Determine Clinical Supervisor within the practice
- Manage the grant
- Identify Community Resources
- Attend quarterly meetings
- Complete reporting requirements
- Participate in evaluation activities



Coding and Eligibility

Coding and Eligible Medical Services

- Identified CMS approved CPT codes for CHW services
- PCPs contracted with MCOs can bill the CPT codes to the MCO if the MCO has not employed a CHW for that practice
- Physician or Nurse Practitioner will bill under their NPI
- CPT codes will cover individual or group sessions

The background is a dark blue gradient. On the left side, there is a large, light blue crescent moon. In the center-right, there is a stylized palm tree with a textured trunk and a crown of fronds. The word "Reporting" is centered in the middle of the image in a white, sans-serif font.

Reporting

PCP Billing and Reporting

- Billing will be based on per units of 30 minutes each; limits of per day, per month per patient are being determined.
- To bill the recipient's record must contain:
 - A Physician Order for services signed by a provider with number of units order and whether group or individual
 - Documentation of date of service, start and end time, group or individual service, number of participants if a group, summary of services or session content, CHW signature and printed name.
 - Specific quality measures will be determined based on patient population and disease categories

Reporting

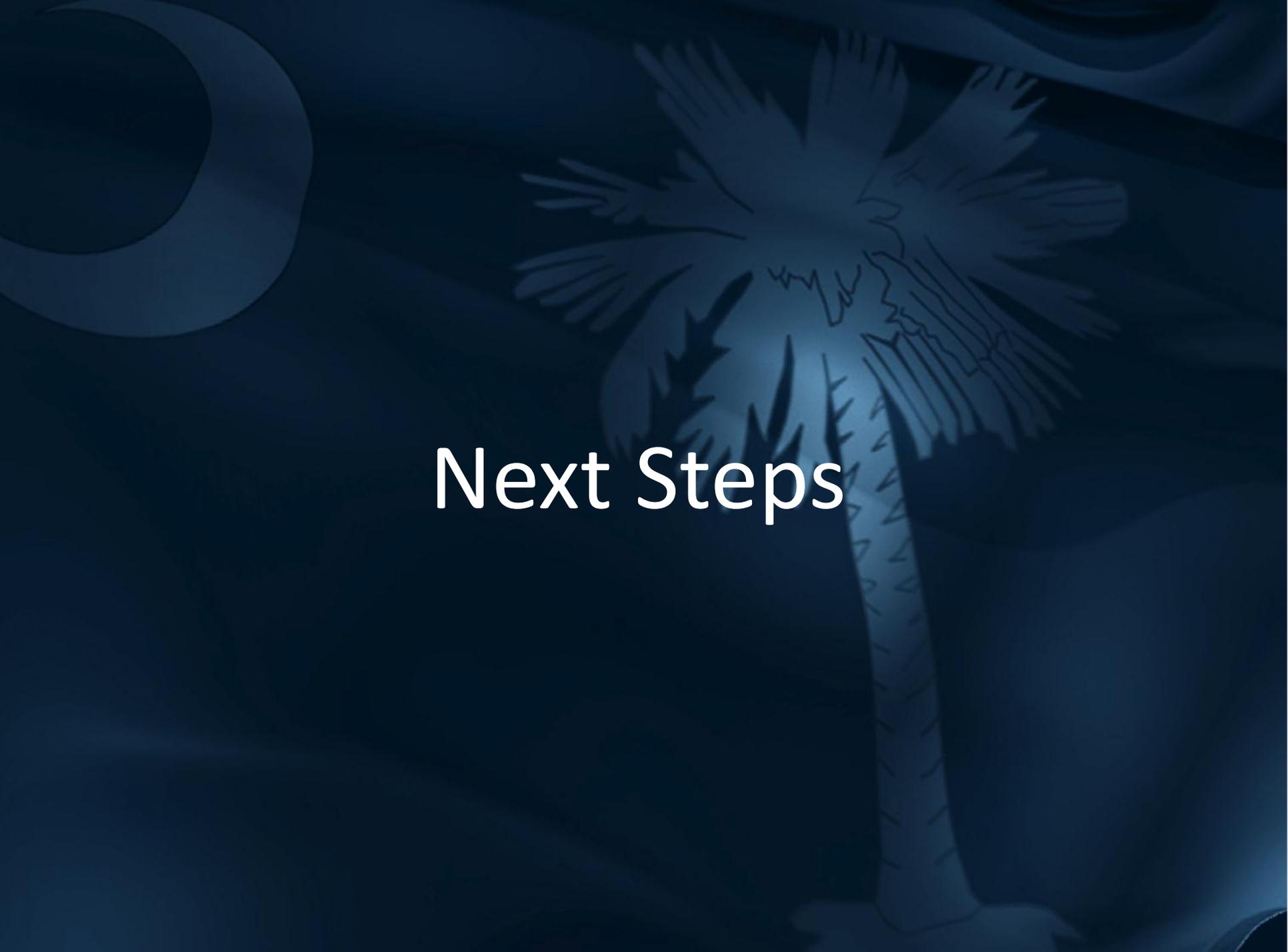
- MCOs must record patient encounters by the CHW
- Templates for standard quality measures will be provided to PCPs and MCO/MHNs; particular quality measures for specific populations will be developed with MCOs/MHNs
- MCOs must submit monthly reports on CHW activities to receive a quarterly incentive



Data Collection and Evaluation

Data Collection and Evaluation

- SCDHHS tracks the billing codes of CHW activities for FFS and MCOs
- In addition to HEDIS quality measures other outcomes measures will be utilized
- Surveys will be implemented to assess provider and CHW satisfaction, skill development and lessons learned
- Monthly reports to DHHS Coordinator will also be required

The background is a dark blue gradient. On the left, there is a large, light blue crescent moon. In the center-right, there is a stylized palm tree with a textured trunk and a crown of fronds. The text "Next Steps" is centered in the middle of the image.

Next Steps

Next Steps

- Grant application forms are available today and on the SCDHHS website
- A FAQ section will be posted on SCDHHS website
- Interested practices must submit an application by January 15, 2013
- Finalists to be interviewed will be announced February 1
- Following additional review, selected practices will be announced March 1
- CHW Curriculum starts March 15th

The background is a dark blue gradient. In the upper left, there is a stylized crescent moon. In the center, there is a stylized palm tree with a textured trunk and a crown of fronds. The word "Questions?" is written in white, sans-serif font, centered horizontally and partially overlapping the palm tree's trunk.

Questions?