

A group of young children, likely at a community event, are smiling and looking towards the camera. They have colorful face paint on their cheeks, including a red bird and a butterfly. The background is slightly blurred, showing other people and a blue wall.

# Healthy Communities

Allie Larson, Greater Twin Cities United Way

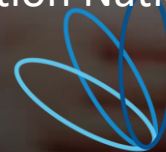
Megan Ellingson, CHW Solutions

November 12, 2018

San Diego, CA, American Public Health Association National Conference



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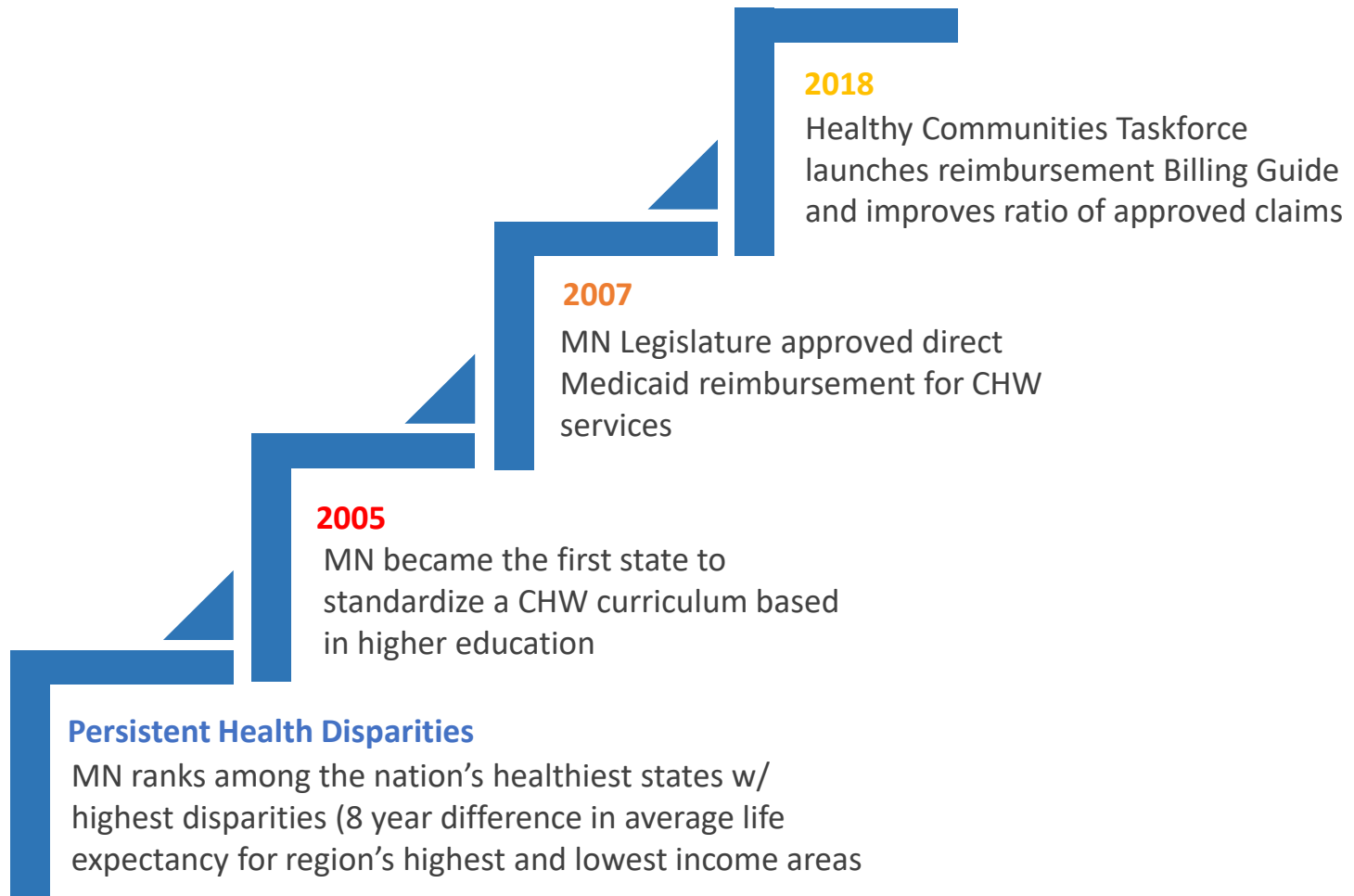
# Healthy Communities:

5-year, \$2.5M partnership with the Medtronic Foundation (2013-2018) aimed at improving health outcomes for people living with chronic disease through the use of Community Health Workers (CHWs)

The Healthy Communities project takes a two pronged approach:



# Community Context:



# Demonstration Results:

**728**  
patients

**21-102**  
years old

**17**  
languages

Patients showed significant reductions in emergency room visits, inpatient admissions, and hospital readmissions

Patients reported feeling happier, improved physical health, improved independence, and improved diet and medication management

Slight increase in no-show rates suggests effective appointment connection/ more work needed to reduce barriers to attendance



# Taskforce:

Originally convened to advise the Demonstration (invite only), the Taskforce evolved to tackle systems-level issues and to coordinate statewide advocacy (expansive membership including healthcare providers, payers, government, and nonprofit partners)

## Two work groups:



# Financial Sustainability Results:

Clarified provider  
identification numbers

Worked w/DHS on  
Provider Manual updates

Secured  
reimbursement for  
groups >8



Assessed  
claims data

Tested CBO  
reimbursement

Launched CHW  
Billing Guide



# Billing Guide



## Healthy Communities Task Force Information and Resources for Community Health Workers Services, Billing and Care Models January 2018

### Introduction and Purpose

This report was prepared by the Financial Sustainability Work Group of the Healthy Communities Task Force under the direction of Greater Twin Cities United Way, with support from the Medtronic Foundation. Its purpose is to be a tool for organizations who currently employ Community Health Workers as members of their patient care team or are considering doing so. It provides information on CHW services, care models and billing.

Organizations participating and contributing to the work of the CHW Reimbursement Subcommittee were: CHW Solutions, Dakota County Public Health Agency, Greater Twin Cities United Way, HealthEast, Hennepin County Medical Center, Minnesota CHW Alliance, Minnesota Department of Human Services, Minnesota Visiting Nurses Association, MS Strategies, LLC Nobles County, Northern Dental Access, Ottertail County, People Incorporated, and WellShare International.

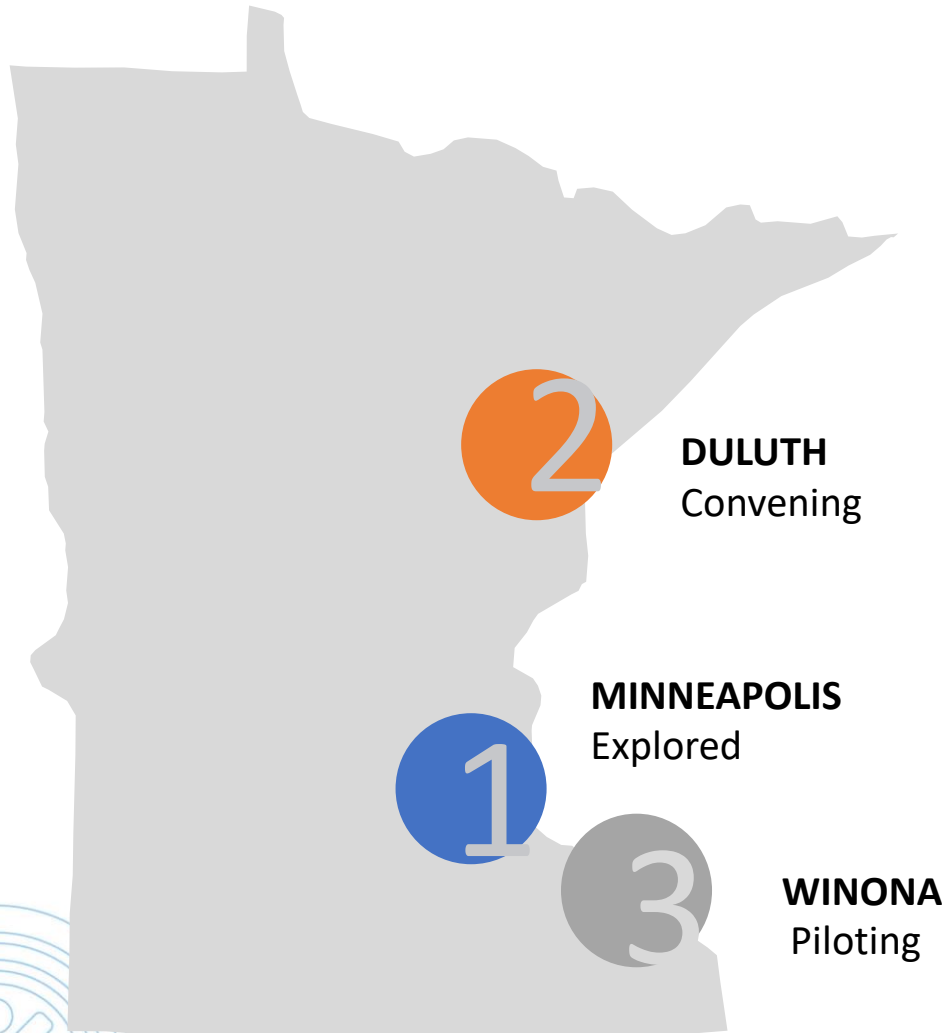
This report covers primarily services that are covered and billable under Minnesota Health Care Programs ("MHCP") which includes Medical Assistance (also known as Medicaid) and the MinnesotaCare program. This report contains general information that is not applied to specific facts and circumstance and therefore should not be relied upon exclusively when making decisions about CHS services and billing without consulting other resources, confirming if any changes were made since the time this report was published, and obtaining the advice and assistance of a qualified professional with knowledge of the relevant facts, laws, regulations and CHW reimbursement and billing requirements. Other sources to consult include the DHS Community Health Worker Provider Manual and the MDH Community Health Worker T

### Description of a CHW

According to the DHS Provider Manual, "A community health worker (CHW) is an educator who works with MHCP recipients who may have difficulty understanding cultural or language barriers. CHWs extend the reach of providers in underserved communities, reducing health disparities, enhancing provider communication and overall quality measures. Working in conjunction with providers, CHWs can bridge gaps in communication and institutional



# HUB Pathway Results:



HUB model identifies and addresses risk factors of individuals in a community, treats those factors through evidence-based interventions or “Pathways” and braids funding for outcomes-based payments on completion of the Pathways





# CHW Solutions

Community Health Worker services made easy

## Direct CHW Services

- MN CHW Certificate
- Part-time, hourly contracted CHWs
- Test and incubate ideas

## On-Contract Services

- Clinical oversight (physician Medical Director)
- Claims processing
- For agencies w/ CHWs that don't have these services in-house

## Consulting and Technical Assistance

- Agencies getting started with CHWs
- Agencies starting to bill for CHW services
- State and local public health guidance toolkits

[www.chwsolutions.com](http://www.chwsolutions.com)

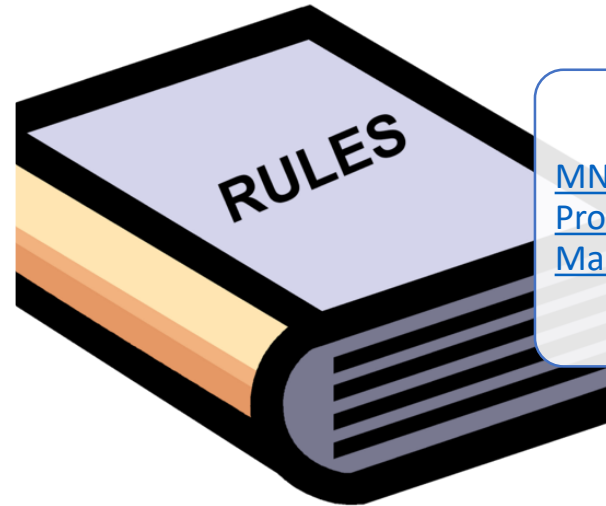
# Minnesota CHW Reimbursement

## What's Available?



- 30-minute units:
- 98960 (1:1): \$19.92
- 98961 (2-4): \$9.70
- 98962 (5-8): \$6.87
- 98962 U9 (9 or more): \$4.07

## What's Required?



[MN DHS CHW  
Provider  
Manual](#)

- Patients on MN Health Care Programs
- Health education and self-management support
- Face-to-face time only (clinic, home or community)
- 1:1 and groups
- MAX 2 hrs/day and 12 hrs/month
- MN CHW certificate
- Order for CHW services from MD, NP, dentist, PHN or mental health professional
- General supervision from MD, NP, dentist, PHN, mental health professional or RN
- Follow best practices
- Documentation



[www.chwsolutions.com](http://www.chwsolutions.com)

# What are Standing Orders?



- Used to deliver services to an identified population that meet at-risk criteria, without necessarily seeing a clinical provider first.
- “Standing orders are often based on national clinical guidelines, but practices may customize those guidelines based on their own patient population or care environment.”\*

\*University of California, San Francisco’s Center for Excellence in Primary Care  
<http://cepc.ucsf.edu/standing-orders>

Example templates at  
[www.chwsolutions.com](http://www.chwsolutions.com)



# CHW Services Delivered Under Standing Orders

Ordering provider (MD, APRN, PHN, Dentist, Mental Health Professional, RN) develops and signs standing orders

Defines criteria for at-risk clients to be served

Outlines protocol for CHW service delivery

Clients identified

Referral from client's provider

For clients not referred, assessment tool administered to determine if client meets risk criteria in standing orders

CHW delivers patient education and self-management support services

Best practices and protocols outlined in the standing orders are followed

CHW communicates with clients' primary care provider about CHW services

# Examples of Success with CHW Billing



## CHW Solutions Direct CHW Services

- Minneapolis School Based Clinics (pediatric obesity 1:1)
- Neighborhood HealthSource (patients with diabetes referred from FQHC)



## Community-based Mental Health

- People Incorporated (multiple sites in Twin Cities metro area)



## Local Public Health

- Otter Tail County (hypertension and prediabetes home visiting)



## Contracted Clinical Oversight and Claims Processing

- Volunteers of America MN and WI (public housing high-rise residents)
- YWCA Minneapolis (pediatric obesity groups)



# Thank you!



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