



CHW Billing and Financing: Practical Strategies

Peer Learning Sessions

June 2026



90-Minute Peer Learning Session

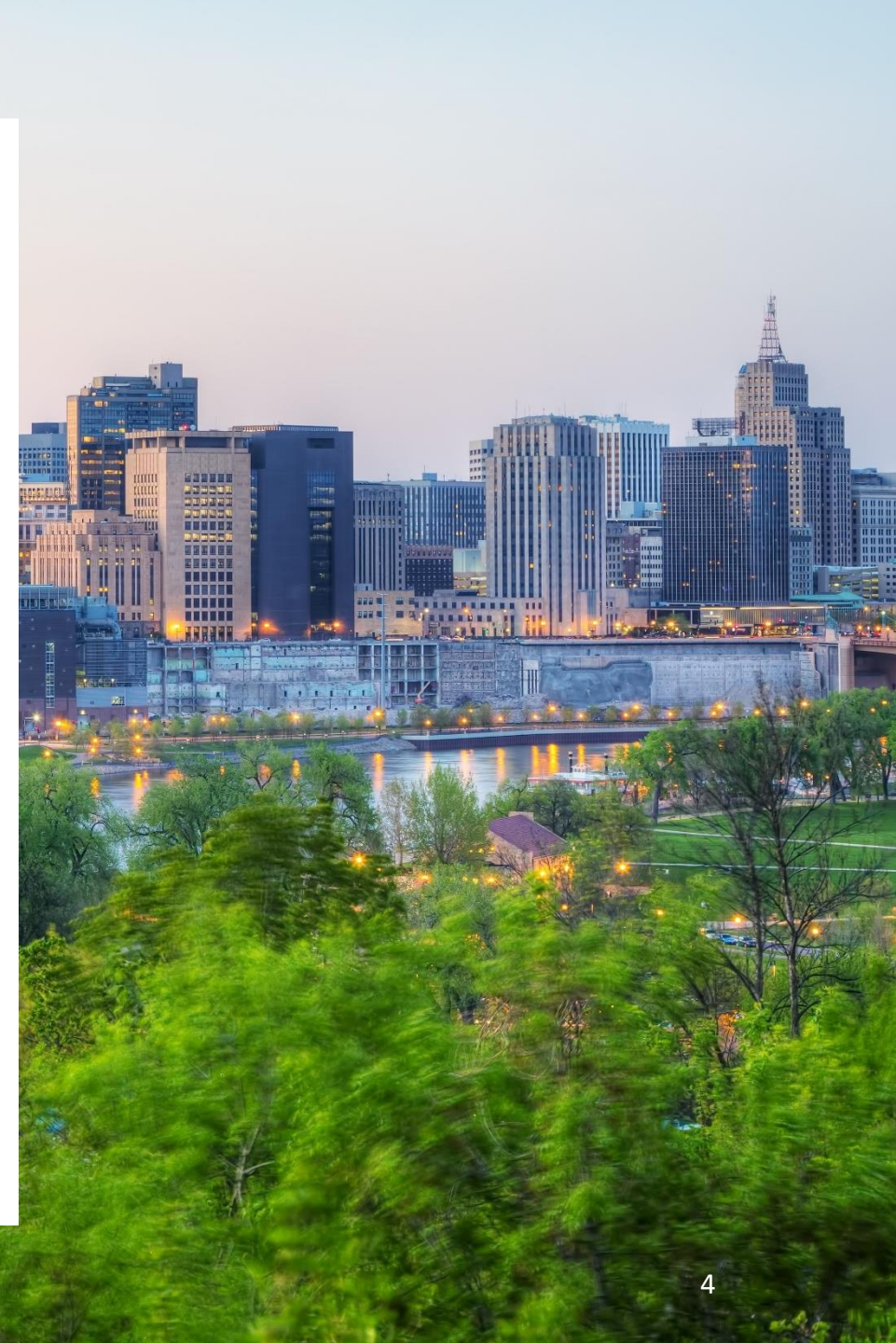
10 minutes	Introductions, Background, Purpose
10 minutes	CHW Billing Toolkit Overview
10 minutes	Cost Modeling Tool Tutorial and Case Study
55 minutes	Peer Learning: Five Steps to CHW Billing
5 minutes	Resources and Closing

CHW Billing Training Resources

- **CHW Billing Toolkit Webinar, “Explore New Tools for Understanding Billable Community Health Worker Services”**
 - **Slides:** <https://www.health.state.mn.us/facilities/hchomes/collaborative/documents/chwtoolkit.pdf>
 - **Recording:** <https://www.youtube.com/watch?v=ofYdkqA2BzA>
- **CHW Billing Webinar, Part two: Tools for billing Minnesota Community Health Worker services**
 - <https://www.health.mn.gov/communities/commhealthworkers/employers.html#bill>
- **CHW Billing Peer Learning Sessions for Local Public Health and Tribal Health Organizations**
 - **Thursday, June 18, 2026, 10:30 AM - NOON**
 - To Register: <https://us02web.zoom.us/meeting/register/bCx7w5QOT6GArwBtPoEnfw>
- **CHW Billing Peer Learning Sessions for Dental Organizations**
 - **Thursday, June 18, 2026 9:00 AM - 10:30 AM**
 - To Register: <https://us02web.zoom.us/meeting/register/bhy7JAYxSnudDuEWLbY4PQ>

Today's Speakers

- Kristen Godfrey Walters, CHW Initiatives and Engagement Director, MN Department of Health
- Megan Curran de Nieto, Co-Founder, CHW Solutions
- Megan Ellingson, Co-Founder, CHW Solutions
- Eric Snyder, Principal, Excelsior Bay Group (CHW Solutions sub-contractor)



CHW Billing Toolkit Overview

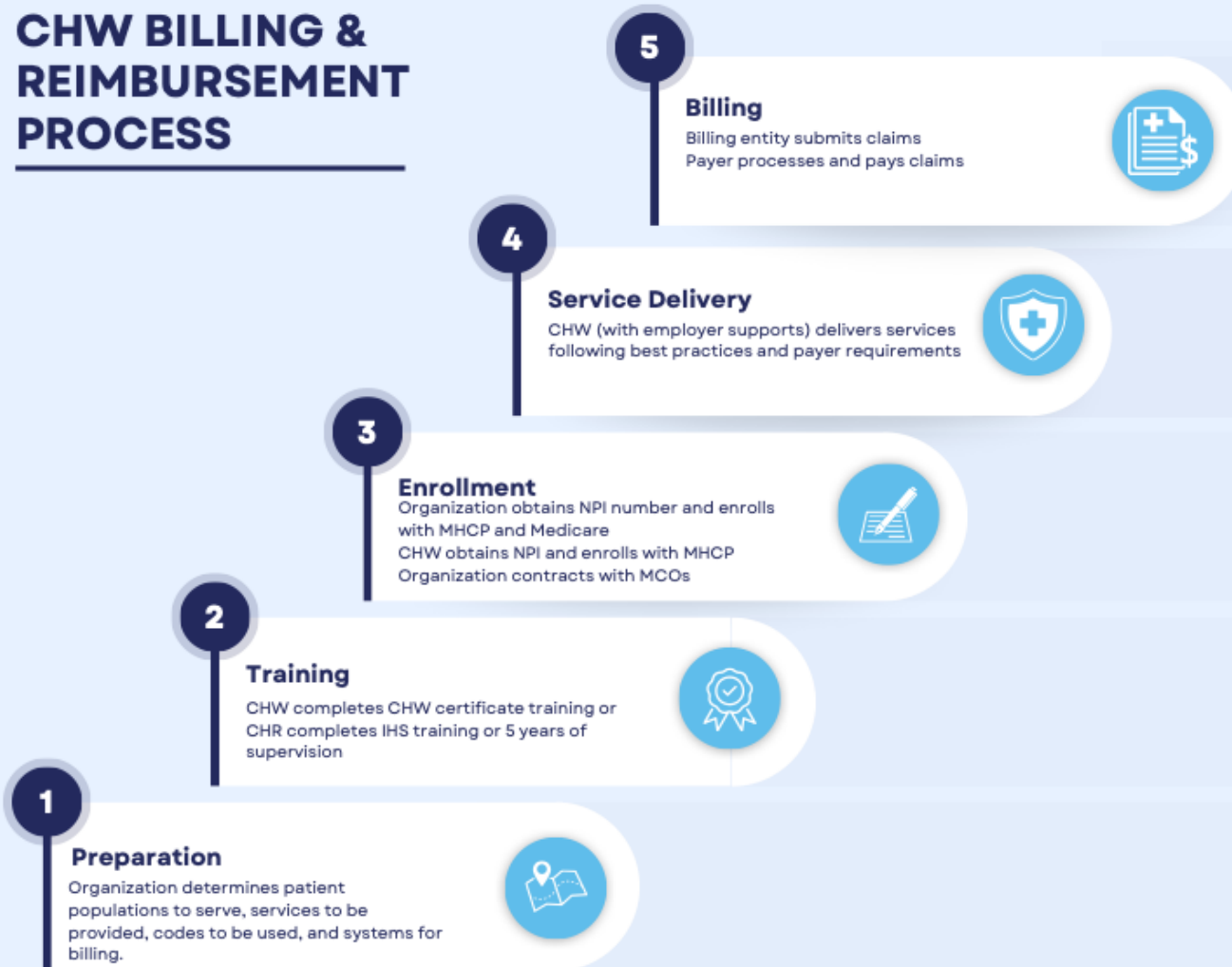
Minnesota Department of Health CHW Billing Toolkit

<https://www.health.state.mn.us/communities/commhealthworkers/employers.html>

1. Grid: CHW Medical Billing Payment Models, Codes and Payers
2. CHW Billing Process Steps
3. Workflows and Checklists (clinics, community-based organizations, hubs)
4. Interactive CHW Services Cost Modeling Tool
5. Appendices (including Managed Care Organization contracting tips, EXAMPLE enrollment forms for MN Health Care Programs, and MUCH MORE!)

Five Steps to CHW Billing

CHW BILLING & REIMBURSEMENT PROCESS



Organizational Uniqueness – Community Based Organizations

What is unique about CBOs and CHW billing?

- Deep experience and mission serving communities
- Experience with grant funding to braid with reimbursement
- Need to decide if you're going to enroll your organization with DHS or partner with another enrolled organization
- Less likely to have:
 - Experience with medical billing
 - A DHS enrolled provider for general supervision of CHWs (ordering provider)
 - An Electronic Health Record (EHR)
 - Data privacy policies and practices (including HIPAA)

Five Steps to CHW Billing: STEP ONE - Preparation

Think about:

1. What populations will be served by your CHW team?
 - a) What are the demographics of your patient populations? (Medicaid/MA, Medicare, dual eligibles)
 - b) Which payers offer MA coverage in the counties your organization serves? (see DHS map handout)
2. What CHW services will be provided and where?
 - a) Will your services be individual (1:1) or will you offer groups?
 - b) What encounter locations fit your populations served? (home visits, community locations, office, grocery store tours, telehealth, mobile unit)
3. Which CPT codes will be used?
 - a) Health Education (98960, 98961, 98962, 98962 U9)
 - b) Community Health Integration (CHI) (G0019, G0022)
4. What systems will be used for billing?
 - a) EHR, clearinghouse (integrated with your EHR or stand alone?), payer portals, MNITS.

Five Steps to CHW Billing: STEP ONE – Preparation

DHS Health Plan Maps by County:

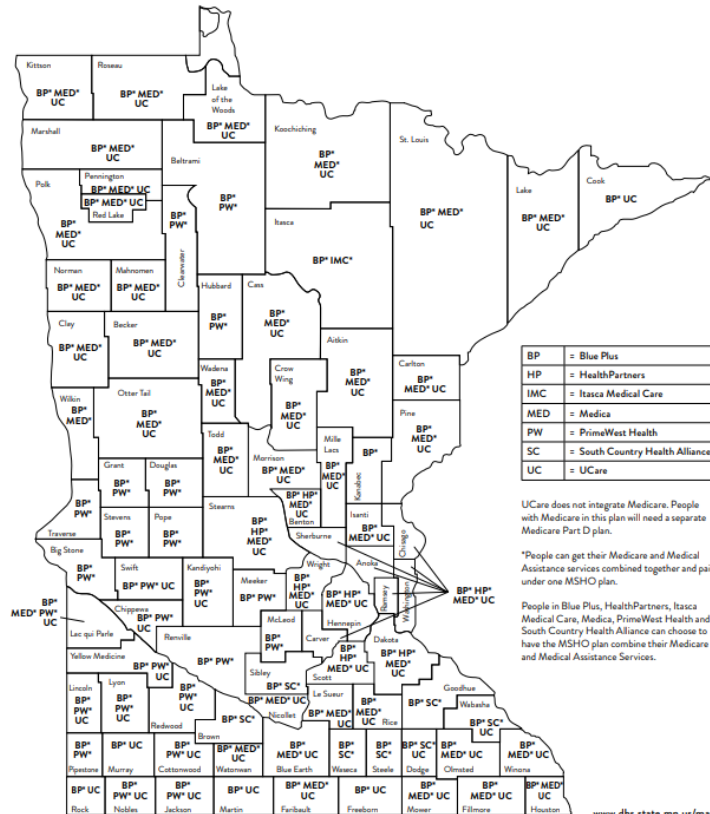
https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS16_141267



Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+) Health Plan Choices by County

Effective January 1, 2026 - December 31, 2026

DHS-4840-ENG 12-25



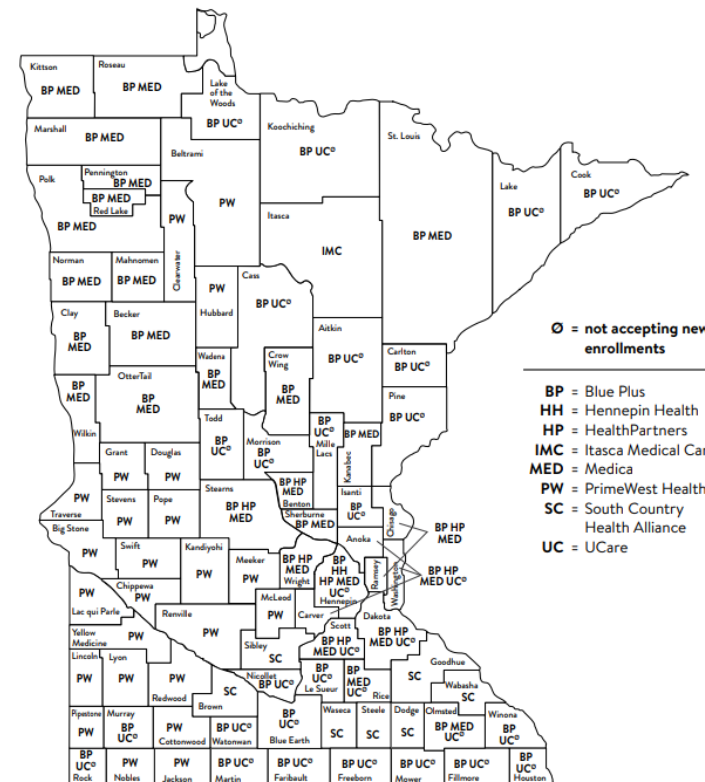
www.dhs.state.mn.us/maps



Families and Children Prepaid Medical Assistance Program (PMAP) Health Plan Choices by County

Effective January 1, 2026 to December 31, 2026

DHS-4324-ENG 12-25



www.dhs.state.mn.us/maps

Cost Analysis Tool

The Cost Analysis Tool is a spreadsheet organized by tabs that allow the user to model their program details including:

- Service delivery & Billing Revenue (patient population(s), program mix, payor mix, service mix, reimbursement rates)
- Productivity (number of CHWs roles, percentage of time that is assumed to be billable, number of cases served)
- Program Costs (CHW salaries/benefits/technology, Clinical and Administrative oversight, general operating overhead)
- Other sources of income (grants, internal transfers, other programs (MNSure Navigation, etc))

Cost Analysis Tool Continued

The Cost Analysis Tool was created to allow users to “plug in” their unique CHW program details to:

- Calculate their team’s billable productivity
- Understand likely levels of revenue generated by claims reimbursement
- Estimate the direct and indirect costs associated with offering their CHW program; and
- Identify the need for additional income (grants, internal transfers, etc) to make the program operationally and financially sustainable.

Cost Analysis Tool – Scenario

CHW Organization:

- Serving 100 MA-eligible patients per year
 - 10 covered by “straight MA”
 - 90 covered by MCOs (reimbursing @ 200% base MA rate)
- Providing 1-on-1 Health Education services
 - Average of 2 hours per month, over 6 months (24 units per patient, per year)
- Employing 2 full-time CHWs
 - Assuming CHWs earn \$23/hour + benefits and are billable 50% of their time

Five Steps to CHW Billing: STEP 2 - Training

Think about:

1. Will your CHWs be hired with their certificates already in hand or will they need to enroll in the Minnesota CHW Certificate Training? NOTE: If you work for a Tribal Health organization, Community Health Representatives (CHRs) can complete IHS training or 5 years of supervised experience.
2. Will your organization pay for the tuition?
3. What school will you send your CHWs to?
 - a) 16-17 credit certificate offered at five schools
 - b) Northwest Technical College, Minnesota West Community & Technical College, Normandale Community College, Anoka Technical College, St. Catherine University
 - c) Click [HERE](https://mnchwalliance.org/resources-for-chws/chw-education-opportunities-2/) to see the list of schools: (<https://mnchwalliance.org/resources-for-chws/chw-education-opportunities-2/>)
 - d) CHW certificate programs are offered in-person, online (synchronous and asynchronous), and hybrid. Contact each school to find out how they are offering classes.

Five Steps to CHW Billing: STEP 2 - Training

Think about: organizational training recommendations

1. HIPAA and FWA
2. Working with the Ordering Provider and clinical teams
3. Motivational Interviewing
4. Best practices and documentation
5. Fidelity to workflows
6. Condition-specific training (MCD Global Health Training <https://chwtraining.mcd.org>).
7. Minnesota Department of Health free CHW online courses on chronic conditions: <https://www.health.state.mn.us/communities/commhealthworkers/courses.html>
8. Safety and infection control
9. Mental Health First Aid, Psychological First Aid, Stress First Aid
10. MN CHW Alliance Trainings and Apprenticeship

Five Steps to CHW Billing: STEP 3 - Enrollment

Think about: organizational provider enrollment

Your organization must be enrolled with MHCP to bill for CHW services, or partnering with another MHCP enrolled organization.

1. Organization obtains Type 2 NPI using NPPES ([National Plan and Provider Enumeration System \(https://nppes.cms.hhs.gov/\)](https://nppes.cms.hhs.gov/))
2. Enroll your organization with MHCP in the DHS the Minnesota Provider Screening and Enrollment Portal (MPSE). [To learn about how to enroll as a new organizational provider:](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mpse-0604)
(https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mpse-0604)
3. If enrolling with Medicare, enroll your organization with using PECOS : [Medicare Provider Enrollment, Chain, and Ownership System](https://www.cms.gov/medicare/enrollment-renewal/providers-suppliers)
(<https://www.cms.gov/medicare/enrollment-renewal/providers-suppliers>)

Five Steps to CHW Billing: STEP 3 - Enrollment

Think about: CHW provider enrollment with MHCP

1. Who will help the CHWs complete enrollment documents and apply for their Type 1 NPI? Does your organization already use the MPSE portal on MNITS?

1. CHWs obtains Type 1 NPI using NPES: [National Plan and Provider Enumeration System \(https://npes.cms.hhs.gov/\)](https://npes.cms.hhs.gov/)
2. CHW enrolls with MHCP: [Click here to access the DHS Provider Manual with specific details about enrolling CHWs:](#)
3. Complete the required DHS provider enrollment forms
 - a) DHS-4016 Individual Provider Enrollment Application
 - b) DHS-4138 FFS and MCO In-Network Provider Agreement
 - c) DHS-5308 Community Health Worker Provider Assurance Statement
 - d) DHS-6806 Telehealth Provider Assurance Statement (optional)

Five Steps to CHW Billing: STEP 3 - Enrollment

Think about: organizational enrollment with MCOs

1. AFTER you are fully enrolled with MHCP, and receive your Welcome Letter, you can start the contracting process with the MCOs.
2. Each MCO has specific contracting and credentialing requirements. Contact each MCO that you would like to be contracted with to inquire about how to start the process.

Five Steps to CHW Billing: STEP 4 - Service Delivery

Think about: documentation

1. How will you establish documentation procedures that include the required DHS data points? (see the [DHS CHW Provider Manual](#) for requirements)
2. Who will help create smart phrases, drop down menus, check boxes, etc to streamline documentation, save time, ensure consistency, and keep “free hand narrative” to a minimum?
3. How will you pay CHW staff for non-billable time such as documentation?
4. How will you provide training on following established documentation practices to avoid pitfalls of excessive narrative and stay on track to document mainly the required documentation points?

Five Steps to CHW Billing: STEP 4 - Service Delivery

Think about: service delivery details

1. What services you are providing and which codes you are billing?
 - a) CHW: 98960, 98961, 98962, 98962 U9 modifier
 - b) CHI: G0019, G0022
2. Where will you document your CHW encounters?
3. How will you monitor your CHW documentation and service delivery?
4. What kind of support, mentoring, and training you are going to provide for your CHWs?

Five Steps to CHW Billing: STEP 5 - Billing

Think about: claims submission

1. What clearinghouse will you use?
2. Who on your team will review claims for accuracy of information and completeness before submission?
3. How will your team reconcile payments?
4. Let's discuss troubleshooting. This can be time consuming and complicated.
 - a) How will you address denials and rejections?
 - b) What is your plan to keep an eye on rejections? (Rejections do not enter into the payer's adjudication system and won't appear on EOBs.)
 - c) How will your claims workflow address timely filing?

Questions and Answers

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Megan Nieto, meganniето@chwsolutions.com

Eric Snyder, elsnyder@excelsiorbaygroup.com

Appendices

How to get involved



Adopt strategies and measures in the road map and logic model



Participate in surveys, environmental scans, and share success stories



Get involved in implementation work groups



Share resources and information with partners

Work Groups led by MN CHW Alliance and MDH CHWI

❖ CHW Models Implementation

- Noon-1pm, Fourth Thursday of the month
- Contact: Vonyee@mnchwalliance.org

❖ Measurement

- Noon-1pm, Third Tuesday of the month
- Contact: Rachel@mnchwalliance.org

❖ Sustainable Funding & Policy

- 2-3pm, Third Tuesday of the month
- Contact: Anne.Ganey@mnchwalliance.org

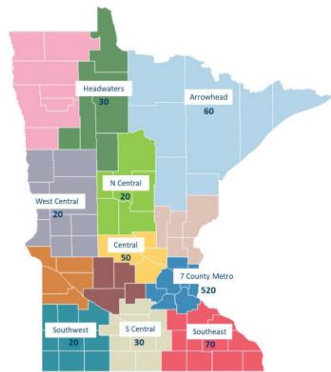
❖ Training & Workforce Development

- 2-3pm, First Tuesday of the month
- Contact: Shandy.Mangra@mnchwalliance.org

MDH CHW Initiatives Resources

MINNESOTA COMMUNITY HEALTH WORKER INITIATIVES IN MINNESOTA

CHW Labor Estimates by Economic Development Region



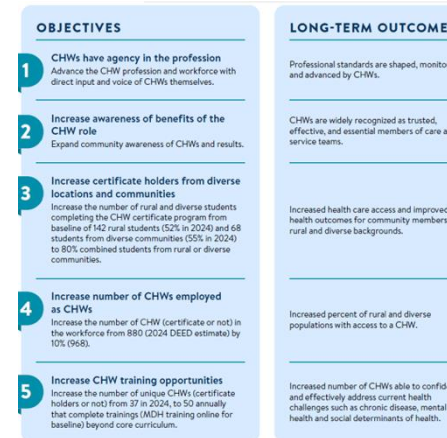
2024 MDH Environmental Scan of the CHW Field

<https://www.health.mn.gov/communities/commhealthworkers/workforce.html>



MDH CHW Online Training Modules

<https://www.health.mn.gov/communities/commhealthworkers/courses.html>



CHW Logic Model 2024-2028

<https://www.health.state.mn.us/communities/commhealthworkers/docs/logicmodel2025.pdf>



Community Health Worker Billing Toolkit

<https://www.health.mn.gov/communities/commhealthworkers/docs/billingtoolkit.pdf>

MN CHW Alliance: CHW & CHW Employer Resources

mnchwalliance.org

CHWs

- Annual Leadership Institute
- CHW Circle – Monthly Peer Learning
- CHW Training
- CHW Platform and Registry
- Tuition Assistance and student support

Employers

- Registered Apprenticeship
- Organizational Readiness Assessments
- Supervisor Roundtable
- Consulting
- Employer Training
- Technical Assistance