



Community Health Worker
Collaborative of South Dakota

**GROWING, DEVELOPING
AND SUSTAINING THE
COMMUNITY HEALTH
WORKER WORKFORCE**



LEARNING OBJECTIVES

Growing, Developing, and Sustaining CHWs

Recall the definition and scope of work of a CHW

Understand a basic overview of Medicaid reimbursement for CHWs in South Dakota

Discover how CHWs can assist providers, care team members and community-based organizations in helping patients/clients overcome barriers to their health

A woman with long dark hair, wearing a dark turtleneck sweater, is sitting in a chair and smiling while taking notes on a notepad with a pen. She is in a meeting with other people whose backs are to the camera. The scene is overlaid with a semi-transparent green filter.

WHO IS A COMMUNITY HEALTH WORKER?

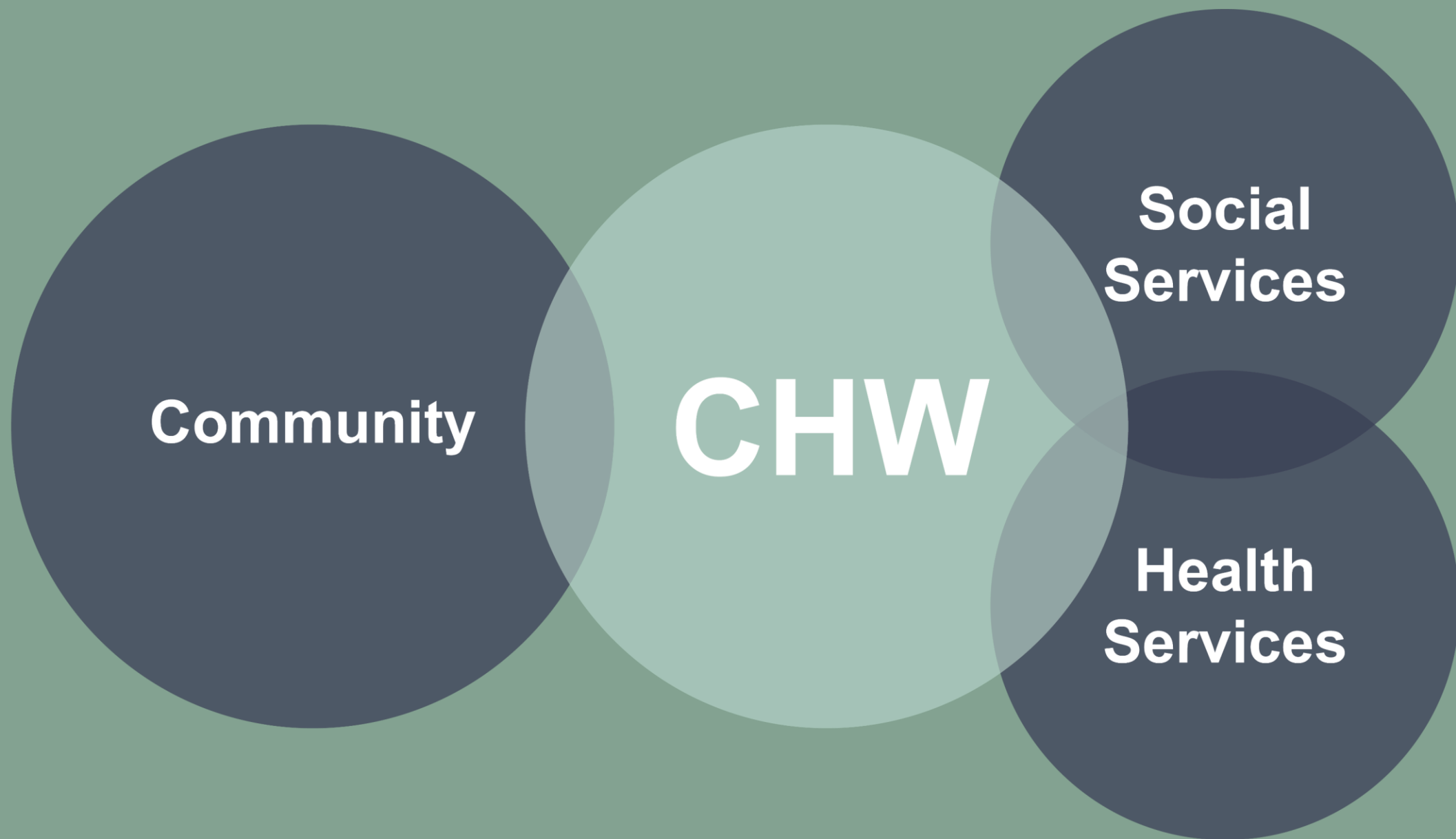
WHO IS A CHW?

American Public Health Association (APHA)

“A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.

This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.”

- APHA 2023



COMMUNITY HEALTH WORKER TITLES

CHWs in South Dakota

- **Certified CHW** – A Certified CHW is an individual who has completed an approved CHW training program and applied for and received CHW Certification in South Dakota. A Certified CHW in South Dakota works under the APHA definition of a CHW.
- **Community Health Representative (CHR)** – A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the APHA definition of a CHW and the IHS definition of a CHR.



SCOPE OF WORK

South Dakota-Specific

CHW SCOPE OF WORK

South Dakota-Specific

- **Health system navigation and resource coordination**, including helping a patient find providers to receive a service, helping a patient make an appointment for a service, arranging transportation to a medical appointment, attending an appointment with the patient for a medical service, and helping a patient find other relevant community resources such as a support group.
- **Health promotion and coaching**, including providing information or education to patients that makes positive contributions to their health status, such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.
- **Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects**, such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.



CHW REIMBURSEMENT

South Dakota Medicaid

QUALIFYING CONDITIONS AND/OR QUALIFYING BARRIERS

Qualifying Conditions

- Asthma
- Cancer
- COPD
- Depression
- Diabetes
- Heart Disease
- High Blood Pressure
- High Cholesterol
- Mental Health Conditions
- Obesity
- Musculoskeletal and neck/back disorders
- Prediabetes
- High Risk Pregnancy
- Substance Use Disorder
- Tobacco use
- Use of multiple medications (6 or more classes of drugs)

Qualifying Barriers

- **Geographic distance from health services**
- **Lack of phone** (results in the individual going to the emergency department instead of scheduling a medical appointment)
- **Cultural/language communication barriers**

CHW SCOPE OF WORK

South Dakota Medicaid-Specific (Detailed)

- **Health system navigation and resource coordination**, including helping a recipient find Medicaid providers to receive a service, helping a recipient make an appointment for a Medicaid-covered service, arranging transportation to a medical appointment, attending an appointment with the patient for a covered medical service, and helping a recipient find other relevant community resources such as a support group.
- **Health promotion and coaching**, including providing information or education to recipients that makes positive contributions to their health status, such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.
- **Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects**, such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.

REIMBURSEMENT RATES

CHW Services

- **CHW Services are provided in units**
 - 1 Unit = 30 Minutes
 - 2 Units = 60 Minutes
- **1 Hour = \$61.78 in reimbursement**
- **Limitations**
 - Limit 4 Units of service per day
 - Up to 5 Units can take place in the clinic setting (before transitioning to home, community, telehealth, or telephone encounters)
 - 104 Units of service per year

CPT Code	Rate*	Service Type
98960	\$30.89	1 patient 1 unit
98961	\$15.45	2-4 patients 1 unit
98962	\$10.81	5-8 patients 1 unit

ADDITIONAL REQUIREMENTS

SD Medicaid Reimbursement

- CHW Services must be provider ordered (MD/DO, PA, NP, CNM or Dentist).
- Individual CHWs must be employed and supervised by an enrolled CHW agency.
- As of January 1, 2023, all CHWs must be Certified CHWs.
- Services must take place in the home or community setting, unless attending a medical appointment with a patient (with the exception of up to 5 Units).
- Transportation is not a reimbursable service.
- Medicaid Expansion – July 1, 2023
- See Billing and Policy Manual for complete information.

SOUTH DAKOTA MEDICAID
BILLING AND POLICY MANUAL
Community Health Worker VERSION
March 21

COMMUNITY HEALTH WORKER SERVICES

ELIGIBLE PROVIDERS

In order to receive payment, all eligible servicing and billing provider's National Provider Identifiers (NPI) must be enrolled with South Dakota Medicaid. Servicing providers acting as a locum tenens provider must enroll in South Dakota Medicaid and be listed on the claim form. Please refer to the [provider enrollment chart](#) for additional details on enrollment eligibility and supporting documentation requirement.

South Dakota Medicaid has a streamlined enrollment process for ordering, referring, and attending physicians that may require no action on the part of the provider as submission of claims constitutes agreement to the South Dakota Medicaid Provider Agreement. South Dakota Medicaid does not enroll individual community health workers (CHW). A community health worker (CHW) agency is required to be enrolled with South Dakota Medicaid to be reimbursed for services.

Individual CHWs must be employed and supervised by an enrolled CHW agency. CHW agencies must complete a supplemental provider agreement addendum and submit their written policies and procedures outlined in the supplemental agreement addendum as part of the provider enrollment process.


The staff training policy must identify a process to certify that the individual has completed the Indian Health Service Community Health Representative basic training or a CHW program approved by the South Dakota Board of Technical Education, the South Dakota Board of Regents, or a CHW training program approved by the State. A complete list of programs approved by the State can be found in the Approved CHW Curriculum section. The agency will ensure that each CHW receives a minimum of 6 hours of training annually thereafter.

The staff training policy must include identification of the processes and timelines for new staff orientation and annual staff training. The new employee orientation must occur before the employee enters an individual's home unsupervised. New employee orientation must include a training on local providers and health resources.

The agency must conduct fingerprint-based criminal background check (FCBC) or other State approved background check to screen for abuse, neglect, and exploitation for all employees hired to work in homes of individuals. The supplemental agreement includes the fitness criteria used to determine whether the background check is deemed to have been passed or failed. The agency must routinely check the Office of the Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) and System for Award Management (SAM) to ensure that new hires and current employees are not excluded from participating.

ELIGIBLE RECIPIENTS

PAGE | 1

 South Dakota
Department of
Social Services



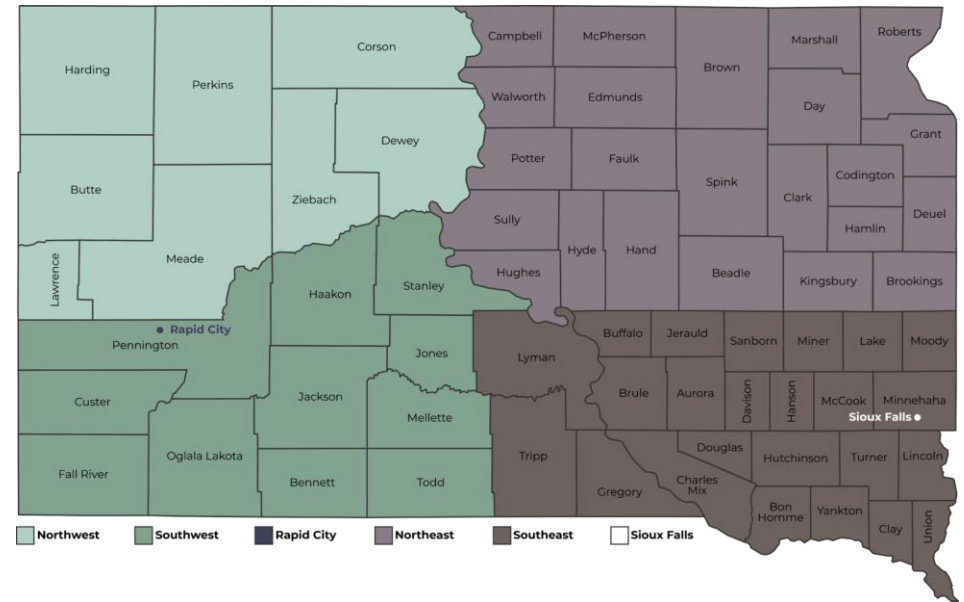
STATUS OF CHW WORKFORCE IN SD

Overview – March 2023

SOUTH DAKOTA

Current CHW Programming and Locations

- As of March 1, 2023:
 - 115 practicing or in training CHWs (includes January students)
 - 85 practicing CHRs
 - ~40 CHW positions forecasted for Spring/Summer 2023
- Goal of 300 CHWs and CHRs by June 1, 2024











CAREER COMPARISON

CHWs vs. Other Professions

CAREER COMPARISON

CHWs vs. 10 Professions

- Compare CHWs and 10 other professions
- CHWs compliment the work of other professionals (i.e., nurses, social workers)
- CHWs work with other professionals (i.e., EMTs)
- Individuals can cross-train into the CHW role

	Community Health Worker (CHW)	Emergency Medical Technician (EMT)
Position Summary 	<p>A CHW is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. [1]</p>	<p>EMTs provide out-of-hospital emergency medical care and transportation for critical and emergent patients who access the emergency medical services (EMS) system. EMTs have the basic knowledge and skills necessary to stabilize and safely transport patients ranging from non-emergency and routine medical transports to life-threatening emergencies. [5]</p>
Training and Prerequisites 	<ul style="list-style-type: none"> • Completion of an approved CHW Training Program by the SD Department of Social Services. [2] • The CHW Agency process will include the process utilized to hire individuals qualified to act as a CHW following certification that the individual has completed the Indian Health Service Community Health Representative basic training, a CHW program approved by the South Dakota Board of Technical Education or the South Dakota Board of Regents, or a CHW training program approved by the State. [3] 	<ul style="list-style-type: none"> • Complete state-approved EMT training program • Possess a valid CPR certificate • Qualify the NREMT examination • 18 years old or older with high school diploma or GED • Pass criminal background screening [7]
Certificates/Licensure 	<ul style="list-style-type: none"> • No certificate or license is required in SD. 	<ul style="list-style-type: none"> • Must obtain valid South Dakota license through SDDOH. [7] • Advanced Emergency Medical Technicians required to attend a state-approved, competency based training course in addition to the EMT training program. [9]
Typical Supervisors 	<ul style="list-style-type: none"> • CHWs are primarily supervised by a clinic manager, nursing manager, or other organizational manager. [5] 	<ul style="list-style-type: none"> • Supervised by EMT supervisor, nurse, or physician. [10]
Median Hourly Wage (National) <small>[4],[8]</small>	 <p>Community Health Worker (CHW) – \$20.19</p>	 <p>Emergency Medical Technician (EMT) – \$17.62</p>

A woman with long dark hair, wearing a dark jacket, is smiling and looking towards the camera. She is sitting at a table in a library, with bookshelves filled with books visible in the background. The image has a green tint.

NORTH DAKOTA

CHW and CHR Development in North Dakota

NORTH DAKOTA

House Bill 1028

- A BILL for an Act to create and enact a new chapter to title 43 of the North Dakota Century Code, relating to the regulation of community health workers; to provide for a community health worker task force; to provide a statement of legislative intent; to provide for a report to the legislative assembly; and to provide an appropriation.
 - Bill has passed ND House
 - Bill is currently in ND Senate

<https://www.ndlegis.gov/assembly/68-2023/regular/bill-video/bv1028.html>



CHW SUCCESS STORIES

SUCCESSSES ACROSS SD

CHW SUCCESS STORIES

Sturgis EMS and All About U Adoptions





CHW SUCCESS STORY
Brookings Health System

SAVE THE DATE *CONFERENCE*

- 1-5 PM CT Monday and 8-3:30 PM CT Tuesday
- 3 Breakout tracks
 - CHWs/CHRs
 - Supervisors
 - CHW and CHR Allies

CHWSD

2ND ANNUAL
SOUTH DAKOTA
CHW CONFERENCE

**MAY
15 & 16
2023**

Sioux Falls Convention Center
More information,
an agenda, and
registration to come

SAVE
THE
DATE



THANK YOU

COMMUNITY HEALTH WORKER COLLABORATIVE OF SD

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