

310-W – CERTIFIED COMMUNITY HEALTH WORKER/COMMUNITY HEALTH REPRESENTATIVE¹

EFFECTIVE DATE: [UPON PUBLISHING²](#)

APPROVAL DATE: [11/09/23³](#)

I. PURPOSE

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS/CHP (CHP), and DES/DDD (DDD) Contractors; Fee-For-Service (FFS) Programs including: American Indian Health Program (AIHP), DES/DDD Tribal Health Program (DDD THP), Tribal ALTCS, TRBHA, and all FFS populations, excluding Federal Emergency Services (FES). (For FES, refer to AMPM Chapter 1100). This Policy establishes requirements for services provided by certified Community Health Workers/Community Health Representatives (CHWs/CHRs). For services to be eligible for Medicaid reimbursement, the CHW/CHR shall complete certification obtained through Arizona Department of Health Services (ADHS).

The Contractor shall ensure providers maintain proof of certification for CHW/CHRs.

II. DEFINITIONS

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in this Policy including:

ARIZONA DEPARTMENT OF HEALTH SERVICES (ADHS)	CONTRACTOR	FEDERALLY QUALIFIED HEALTH CENTERS (FQHC)
MEDICAID	MEMBER	

¹ [A new policy establishing requirements for Certified Community Health Worker/Community Health Representative services. It provides covers services eligible for reimbursement when performed under the direction of an eligible AHCCCS registered provider. The Policy was developed in alignment with the AHCCCS State Plan, the 2018 Arizona House Bill 2324 amending A.R.S. § 36-6-7.1](#)

² [Effective Date of the Policy](#)

³ [Date Policy was presented at APC](#)

For purposes of this Policy, the following terms are defined as:

**COMMUNITY HEALTH
WORKER/COMMUNITY
HEALTH REPRESENTATIVE
(CHW/CHR)**

A non-physician, frontline public health worker who is a trusted member of and/or has an in-depth understanding of the community served, often because they are from those communities. This generally means they have deep connections with the vulnerable communities they serve, including experience-based knowledge on how to build individual and community capacity, how to effectively outreach and educate the community, and how to deliver culturally appropriate health education and information. A CHW/CHR serves as a liaison between health, social services, and the community to facilitate access to services, improve the quality and cultural competence of service delivery, and facilitate coordination of services to improve physical and behavioral health outcomes.

Community Health Worker is an umbrella term used to encompass many different job descriptions including Community Health Representatives, Patient Navigators, Promotors de Salud, Community Health Advisors, and Cultural Health Navigators.

III. POLICY

A certified Community Health Worker/Community Health Representative (CHW/CHR), who obtains certification through the Arizona Department of Health Services (ADHS) as specified in A.A.C. R9-16-802, may provide AHCCCS-covered member education and preventive services, as outlined in Section B, to eligible members.

Members eligible to receive CHW/CHR services shall:

1. Have a chronic condition, or
2. Be at risk for a chronic condition, or
3. Have a documented barrier (e.g., disability, social isolation, language) that is affecting the member's health.

Documentation of at least one of the above conditions or barriers shall be included in the member's medical record in order for CHW/CHR services to be reimbursable by AHCCCS or the Contractor.

A. RECOMMENDATION REQUIREMENTS FOR CHW/CHR SERVICES

The CHW/CHR services shall be medically necessary and shall be recommended by an eligible physician or other licensed practitioner of the healing arts acting within the scope of authorized practice under State law and are limited to the below.

1. Eligible physicians and licensed practitioners recommending services are limited to the following Provider Types (PTs) with the category of service “COS01”:
 - a. 638 FQHC (PT C5),
 - b. Behavioral Outpatient Clinics (PT 77),
 - c. Clinics (PT 05),
 - d. Community/Rural Health Centers (RHCs) (PT 29),
 - e. Community Health Worker Organizations (PT CH),
 - f. DO-Physician Osteopaths (PT 31),
 - g. Federally Qualified Health Centers (FQHCs) (PT C2),
 - h. Hospitals (PT 02),
 - i. Integrated Clinics (PT IC),
 - j. MD-Physicians (PT 08),
 - k. Physician’s Assistants (PT 18), and
 - l. Registered Nurse Practitioners (PT 19).

B. SERVICES PROVIDED BY A CERTIFIED CHW/CHR

A certified CHW/CHR shall work under the direction of one of the eligible AHCCCS-registered providers referenced in Section III(A) above for Medicaid covered services to be billed.

1. Medicaid eligible services provided by a certified CHW are limited to the following:
 - a. Health system navigation and resource coordination,
 - b. Health education and training, including services to train and/or increase the member’s awareness of methods and measures that have been proven to be effective in avoiding illness and/or lessening the effects of an illness. The content of the education shall be consistent with established healthcare standards, or
 - c. Health promotion and/or coaching to provide information and training to members that enables the member to make positive contributions to their health status.

Services that meet the above requirements shall be documented in the member’s medical record as specified in AMPM Policy 940.

C. CERTIFICATION AND EDUCATION TRAINING REQUIREMENTS FOR CHW/CHR

For eligible AHCCCS-registered providers to obtain Medicaid reimbursement for Medicaid covered services provided by a CHW/CHR, the CHW/CHR shall complete certification obtained through ADHS. A certified CHW/CHR shall engage in continuing education and maintain up-to-date training standards as specified in A.A.C. R9-16.806.

D. BILLING REQUIREMENTS

The eligible AHCCCS-registered providers, as referenced in Section III (A) above, seeking Medicaid reimbursement for CHW/CHR services shall do all of the following:

1. Ensure that the CHW/CHR maintains a current certification as specified in A.A.C. R9-16-805.
2. Bill only for services provided by a certified CHW/CHR as specified in this Policy, the AHCCCS FFS Provider Billing Manual, and/or the Medical Coding resource webpage.
3. Maintain accurate and current records of all CHW/CHR certification documentation.
4. Provide proof of certification of employed CHWs/CHRs upon request by the Contractor or AHCCCS.