

**310-W – CERTIFIED COMMUNITY HEALTH WORKER/COMMUNITY HEALTH REPRESENTATIVE**

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**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 [Program](#) (FESP<sup>1</sup>). (For FESP, 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 [the](#) 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 ACOM and AMPM Dictionary](#)<sup>2</sup> for common terms found in this Policy, including:

<del>ARIZONA DEPARTMENT OF HEALTH SERVICES (ADHS)</del>	<del>CONTRACTOR</del>	<del>FEDERALLY QUALIFIED HEALTH CENTERS (FQHC)</del>
<del>MEDICAID</del>	<del>MEMBER</del> <sup>3</sup>	

<sup>1</sup> [Adding complete title of program.](#)

<sup>2</sup> [Revised to update name and link.](#)

<sup>3</sup> [Removed as terms can be found the in AHCCCS ACOM and AMPM Dictionary.](#)

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~~<sup>4</sup>. 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.<sup>5</sup> R9-16-802, may provide AHCCCS-covered member education and preventive services, as outlined in Section B of this Policy, to eligible members.

The members eligible to receive CHW/CHR services shall meet at least one of the following<sup>6</sup>:

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

The 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.

<sup>4</sup> Removed due to legal recommendation since this is not in statute

<sup>5</sup> Removing symbols and periods from various Federal and State citations to ensure accessibility for all individuals in compliance with Section 504 of the Rehabilitation Act revised throughout Policy.

<sup>6</sup> Clarified they must meet one of the following conditions

**A. RECOMMENDATION/REFERRAL<sup>7</sup> REQUIREMENTS FOR CHW/CHR SERVICES**

1. The CHW/CHR services shall be medically necessary and shall be recommended/referred to by an AHCCCS-registered Provider Type (PT)<sup>8</sup>: ~~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 Eligible physicians and licensed practitioners recommending services are limited to the following Provider Types (PTs) with the category of service “COS01”:~~

- a. Physician (PTs 08 and 31),
- b. Physician Assistant (PT 18),
- c. Registered Nurse Practitioner (PT 19),
- d. Certified Nurse Midwife (PT 09),
- e. Clinical Nurse Specialist (PT CN), or
- f. Behavioral Health Professional (PTs 11, 85, 86, 87, and A4).<sup>9</sup>

~~1.2.~~ The services provided by a CHW/CHR shall only be billed by the following AHCCCS-registered PTs with which the CHW/CHR is affiliated:<sup>10</sup>

- a. 638 Tribal Federally Qualified Health Centers (FQHC)<sup>11</sup> (PT C5),
- b. Behavioral Outpatient Clinics (PT 77),
- c. Clinics (PT 05),
- d. Community/Rural Health Centers (RHCs) (PT 29),
- e. Community Health Worker (CHW) Organizations (PT CH),
- f. Doctor of Osteopathic (DO) Medicine-Physician Osteopaths (PT 31),
- g. Federally Qualified Health Centers (FQHCs) (PT C2),
- h. Hospitals (PT 02),
- i. Integrated Clinics (PT IC),
- j. Doctor of Medicine (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~~ this Policy<sup>12</sup> for Medicaid covered services to be billed.

- 1. Medicaid eligible services provided by a certified CHW/CHR are limited to the following:
  - a. Health system navigation and resource coordination,

<sup>7</sup> Revised to align with operational processes.

<sup>8</sup> Revised to provide clarity on who may recommend/refer for CHW services.

<sup>9</sup> Added provider types that are eligible to recommend/refer for CHW services.

<sup>10</sup> Revised to provide clarity on who may bill for CHW services.

<sup>11</sup> Throughout Policy adding the meanings behind acronyms.

<sup>12</sup> Revised as Policy standards are to not point to a particular section.

- ~~a.~~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~~
- ~~b.~~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.

The 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) ~~of this Policy~~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 Resources](#) webpages.
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.