



## Part II: Understanding Billing for CHW Services in MN

Minnesota Department of Health | Health Care Home Learning Collaborative Webinar

September 12, 2024, Noon -1pm

PROTECTING, MAINTAINING AND IMPROVING THE HEALTH OF ALL MINNESOTANS

# Learning Objectives

After the webinar, participants will be able to:

1. Identify new opportunities for CHW services billing through Minnesota Health Care Programs to advance health equity in your organization
2. Describe the definitions, overview of services, billing and documentation requirements for Community Health Integration and Principal Illness Navigation services
3. Have questions answered and locate resources for CHW services billing through Minnesota Health Care Programs

# CHW Definitions

“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 CHW 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.

A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.”

- American Public Health Association

**“CHWs are not defined by training or licensure  
but by who they are and what they do”**

*Shreya Kangovi, Penn Center for CHWs*

# CHW Education in MN – CHW Certificate Program



- Competency-based CHW academic certificate program
- 16 credits - includes coursework and internship
- High school diploma or GED required at some schools
- Stand alone program or as an educational pathway with public health, health and social services professions
- Offered at five accredited post-secondary schools.
- Required for Medicare and MHCP billing in MN
- No board of licensure or certification for CHWs in MN

# Community Health Worker Training Program (CHWTP) Funded by HRSA

Goal: To expand the public health workforce through training of new CHWs and extending knowledge of existing CHWs



**CHW Awareness**



**CHW Certificate Program  
Scholarships**



**Registered  
Apprenticeship Program**



**CHW Upskilling Training**



Coming Soon!  
Dementia  
Oral Health

# Free CHW Training Modules – MDH Learning Center

Trainings can be accessed through the [MDH e-learning center \(www.health.state.mn.us/about/tools/learningcenter.html\)](http://www.health.state.mn.us/about/tools/learningcenter.html).



## Helping Clients with Asthma – A CHW Approach

Learn about basic physiology, signs and symptoms of asthma; describe medications, correct use of inhalers and spacers/holding chambers, and how to identify asthma triggers.

## CHW Role in Diabetes Care

Learn about diabetes and how CHWs can play a vital role in managing this serious chronic health condition

## Heart Health Conditions: Education for CHWs

A short 10-minute course for CHWs that reviews the risk factors for heart health conditions and what can be done to reduce a client's risk

## Stroke Care for CHWs

A short 10-minute course for CHWs that reviews the risk factors for stroke and what can be done to reduce a client's risk

## Arthritis Management for CHWs

CHWs roles in supporting patient arthritis management including understanding risk factors, management, treatment, and referral



# MNCHWA -CHW Scope of Practice in MN

- Role 1: Bridge gap between communities and health/social service systems
- Role 2: Help patients navigate health and human services systems
- Role 3: Advocate for individual and community needs
- Role 4: Provide direct services: health screenings, health education and self-management, support groups
- Role 5: Build individual and community capacity

Source: MNCHWA CHW Roles (<https://mnchwalliance.org/accordions/roles-of-community-health-workers/>)

# CHW Health Care Team Roles



## Navigator

Cultural and language specific care coordination and navigation of the healthcare and human services system



## Community Connector

Address social determinants of health; screen and connect patients to healthcare and community resources; outreach and connection to services.



## Bridge/Advocate

Serve as a bridge between the patient and care team; serve as an advocate for individual and community



## Health Coach/Educator

Support patients in setting and achieving goals to improve health; identify and eliminate barriers to care; provide health education

Settings: clinic, ED, hospital, home, community, public health



# Medical Reimbursement of CHW Services in MN

**Minnesota Health Care Programs (MHCP) has covered CHW Education services since 2009:**

- “Diagnosis–related health education” ordered by an authorized provider and billed under general supervision of an eligible provider

**As of 2024, MHCP will cover new Social Determinant of Health (SDOH) related services defined by Medicare and performed by CHWs**

- Services are intended to “**address unmet SDOH needs that affect the diagnosis and treatment of the patient’s medical problems.**”
- **Covered services include** assessment & planning, system navigation, facilitating access to resources, care coordination, health education, self-advocacy, social & emotional support, health coaching or motivation to reach care plan goals

**As a result of this expansion of coverage for Medicare defined codes, the covered CHW services in MN are more closely aligned with the MN CHW scope of practice.**

## Disclaimer:

- The following information on CHW billing was compiled based on emerging information on Medicare and MHCP billing and reimbursement.
- Please refer to CMS, MN DHS, and your organizational billing guidance for detailed and timely information.

# Highlights of the 2024 Medicare Physician Fee Schedule

- **Social Determinants of Health (SDOH) Risk Assessment** - Review of the individual's SDOH needs or identified social risk factors influencing the diagnosis and treatment of medical conditions, including but not limited to food, transportation, housing insecurity, and unreliable access to public utilities.
- **Community Health Integration (CHI) Services** – Services to address unmet SDOH needs that affect the diagnosis and treatment of the patient's medical problems. Services include person-centered planning, health system coordination, promoting patient self-advocacy, and facilitating access to community-based resources to address unmet social needs.
- **Principal Illness Navigation (PIN) Services** - Services to help people who are diagnosed with high-risk conditions (for example, dementia, HIV/AIDS, and cancer) identify and connect with appropriate clinical and support resources.

# SDOH Risk Assessment

- **SDOH risk assessment refers to a review of the individual's SDOH needs or identified social risk factors influencing the diagnosis and treatment of medical conditions.**
  - New stand-alone G-code, G0136: Administration of a standardized, evidence-based SDOH assessment, 5–15 minutes, not more often than every 6 months.
- **Use a standardized, evidence-based SDOH risk assessment tool** to assess for **Housing** insecurity, **Food** insecurity, **Transportation** needs, **Utility** difficulty
  - Some tools include CMS Accountable Health Communities Tool, Protocol for Responding to & Assessing Patients' Assets, Risks & Experiences (PRAPARE), and instruments identified for Medicare Advantage Special Needs Population Health Risk Assessment.
- **Completed during an evaluation and management (E/M) or Annual Wellness Visit (AWV) visit**, including telehealth
  - (E/M) visit can include hospital discharge or transitional care management services
  - Includes behavioral health office visits, such as psychiatric diagnostic evaluation and health behavior assessment and intervention
  - **Serves as the initiating visit for Community Health Integration and Principal Illness Navigation services**

# Community Health Integration Services

Services to provide tailored support and system navigation to **address the health-related social need(s)** that **present as a barrier to the diagnosis and treatment of the presenting problem** raised during the initiating visit. CHI services include items like:

- Person-centered assessment and planning
- Health care access/health system navigation
- Facilitating access to community-based resources
- Practitioner, home and community-based care coordination
- Health education
- Patient self-advocacy promotion
- Facilitating behavioral change
- Facilitating and providing social and emotional support
- Leveraging lived experience to meet treatment goals

# CHW Services and Coverage: Medicare & MHCP

Services	Description	Billing Practitioner	Rendering Provider (services performed by)	Codes	MHCP – FFS & MCOs	Medicare FFS	Medicare Advantage
<b>CHW Education</b>	Diagnosis-related patient education services. Service involves teaching the patient how to self-manage health or oral health, using education or training consistent with established or recognized health care standards	MHCP Enrolled Providers: APRN, Clinic, Community health clinic, CAH, Dentist, Family planning agency, FQHC, Hospital, IHS facility, MHPs, Physician, PHN clinic, RHCs, Tribal health facility	DHS enrolled CHWs	98960: 1 patient 98961: 2–4 patients 98962: 5–8 patients 98962 U9: groups > 8	Yes	No	No
<b>Community Health Integration (CHI)</b>	<b>Addressing the SDOH need(s)</b> interfering with, or presenting a barrier to, diagnosis or treatment of the patient’s problem(s).	Medicare enrolled physician, NP, CNS, CNM, or PA that performs initiating visit	Auxiliary personnel, <b>including CHWs</b>	G0019: First 60 min/mo. G0022: Addl 30 min/mo.	Yes	Yes	2025
<b>Principal Illness Navigation (PIN)</b>	Health <b>care navigation</b> as part of the treatment plan for a serious, <b>high-risk disease</b>	Medicare enrolled physician, NP, CNS, CNM, or PA that performs initiating visit	Auxiliary personnel, <b>including care navigators.</b>	G0023: First 60 min/mo. G0024: Add’l 30 min/mo.	*Yes	Yes	2025
<b>Principal Illness Navigation – Peer Support (PIN-PS)</b>	PIN services for patients with a serious, <b>high-risk behavioral health condition.</b>	Medicare enrolled physician, NP, CNS, CNM, or PA that performs initiating visit	Auxiliary personnel, <b>including peer support workers.</b>	G0140: first 60 min/mo. G0146: Add’l 30 min:	*TBD	Yes	2025
<b>CHI and PIN services performed by a FQHC/RHC</b>		FQHC/RHC	Auxiliary personnel	G0511	*No	Yes	
<b>SDOH Risk Assessment</b>	<b>SDOH risk assessment</b> include but not limited to food, transportation, housing, public utilities, etc.	Medicare enrolled physician, NP, CNS, CNM, or PA that performs initiating visit	Billing practitioner	G0136	*Yes	Yes	2025

# CHW Services Billing Requirements

Requirements	CHW Education Codes (follow MHCP guidelines)	Community Health Integration (CHI) Codes (follow CMS guidelines)
<b>Services Covered</b>	<p>diagnosis-related patient education services for health promotion and disease management</p> <p>Does not include social services such as enrollment assistance, case management or advocacy delivered by a CHW</p>	<p>Includes services that address SDOH needs related to diagnosis and treatment</p> <p>Includes system navigation, education, advocacy, social support</p>
<b>Training</b>	Requires CHW completion of CHW Certificate Program at an eligible MN college or university and CHW enrollment with DHS as a billing provider	Defers to MN statute and DHS MHCP for CHW training and enrollment requirements
<b>Supervision</b>	General supervision by an MHCP-enrolled physician, APRN, dentist, MPH, non-enrolled PNH or RN working for an enrolled organization	General supervision provided by the Medicare enrolled billing practitioner that performs initiating visit
<b>Initiation of Services</b>	Order for services signed by an MHCP enrolled physician, APRN, dentist, MHP or non-enrolled RN or PHN working for an enrolled organization.	<p>Initiating medical visit with patients regular Medicare enrolled primary care practitioner</p> <p>Initiating visits are personally performed by the practitioner, and include:</p> <ul style="list-style-type: none"> <li>E/M visit (can't be a low-level (level 1) E/M visit)</li> <li>E/M visit provided as part of Transitional Care Management (TCM) services</li> <li>Annual Wellness Visit (AWV)</li> </ul>
<b>Visit Types</b>	Services must be provided face-to-face (including telemedicine) with the member (individually or groups)	Services include face-to-face visits (including telemedicine) as well as non-face-to-face time on behalf of the client
<b>Visit Length</b>	Billed in 30-minute increments and by group size	Billed in an initial 60-minute visit and then in 30-minute increments for individuals (no group visits)
<b>Visit Frequency</b>	limit 4 units per 24 hours; no more than 24 units per calendar month per member	Billed monthly and calculated in aggregate, no frequency limitation Only 1 practitioner may furnish and bill services each month
<b>Location</b>	outpatient, home, clinic or community	outpatient, home, clinic or community

# CHI Services Codes Key considerations

- Requires initiating visit and general supervision performed by Medicare billing practitioner
- Services can be provided by CHWs and other ancillary providers, billed as “incident to”
- Can include non-face-to-face time
- Consent and cost-sharing required
- Defer to state requirements for education and training for auxiliary personnel
- CBOs can enter a third-party contract arrangement with billing provider to provide services
- FQHCs have separate billing guidelines and codes



# Medical Record Documentation

## CHW Education Codes

- Order for services with # of units and group or individual
- Documentation of the patient education plan or training program used by the CHW
- Date of service, start and end time for the service, individual or group (and # of patients)
- Summary of the session's content
- CHWs signature and printed name
- Periodic assessment of progress and need for ongoing CHW services

## Community Health Integration (CHI) Codes

- Initiating visit documentation including date and practitioner
- Patient's unmet social needs that services are addressing
  - ICD-10 Z-codes can count as the appropriate documentation
- Patient consent
- Start time, stop time, and total time spent providing services on behalf of the beneficiary and who performed them
- Nature of the activities

# CHW Services - MHCP and CMS Rates

Code	Descriptor	Rate Type	*MHCP	**Medicare FFS
G0019	Community Health Integration services - Initial 60 min	Non-facility	59.49	79.24
		Facility	35.94	48.79
G0022	Community Health Integration services - Add'l 30 min	Non-facility	36.93	49.44
		Facility	25.03	34.05
G0511	Community Health Integration and Principal Illness Navigation	FQHC/RHC	0.00	77.00

\* MHCP Rates as of 4/10/24

\*\*CY2024 CMS rates listed are published national rates, market rate may vary

Code	Descriptor	***MHCP
98960	Self-management education & training, face-to-face, 1 patient	\$22.80
98961	Self-management education & training, face-to-face, 2-4 patients	\$10.90/person
98962	Self-management education & training, face-to-face, 5-8 patients	\$8.18/person
98962, U9 Modifier	Self-management education & training, face-to-face, groups > 8	\$8/18/person

\*\*\* MN DHS MHCP Rates as of 2/1/24

\*\*\*\*CHW Education codes listed above are not billable to CMS

# FQHC Provisions

- For MN DHS MHCP, CHW services are included in the bundled rate and therefore if submitted to MHCP would be paid at \$0.00.
- FQHCs can bill CMS for the new codes and receive reimbursement using an existing code G0511.
  - A provider visit is required every 90 days for G0511 (monthly with 90-day grace period)
  - CMS does not reimburse FQHCs for additional service time for G0511 services. Once a minimum time threshold is reached (inferred at 1 hour per calendar month), FQHCs are expected to continue furnishing services, as applicable, during the calendar month even after the minimum time threshold to bill the service has been reached.
  - Patients pay 20% coinsurance based upon the lesser of the submitted charges or the local payment rate for G0511.
  - CHI services may not be billed by FQHC practitioners while the beneficiary is receiving home health services

Source: NACHC, 2024, Partnership to Align Social Care, 2024

- National Association of Community Health Centers (NACHC). (2024) Reimbursement Tips: Community Health Integration (CHI)2.
  - <https://www.nachc.org/wp-content/uploads/2024/04/CHI-Reimbursement-Tips.pdf>
- Partnership to Align Social Care. (2024, August 14). *Partnership Stakeholder Call re: CY 2025 Physician Fee Schedule Proposed Rule*.
  - Slides: <https://www.partnership2asc.org/wp-content/uploads/2024/08/CY-2025-PFS-Stakeholder-Call-8.14.24-2.pdf>.
  - Webinar recording: <https://us06web.zoom.us/rec/share/-Qhhq53E4KFBK6ldASl7OWhW2WY389O5zx1W-aGrrlUw1lhJqLH89hyjtdRYaM0.WJMS032p5tV6MxYB>

## **Medicare - CBOs can enter a third-party contract arrangement with billing providers to provide services**

- Medicare enrolled billing practitioner must provide initiating visit, general supervision, and bill for services
- CBOs must meet documentation and communication requirements with billing practitioner

## **MHCP – Various models exist where CBOs and other organizations provide CHW services through contractual arrangements**

- Enroll as a billing provider entity with DHS (e.g. Type 49 physician billing entity)
- Contract with a clinician to meet ordering, documentation, and general supervision requirements
- Contract with clinics or a billing provider entity to provide CHW services
- Participate in and/or refer to a CHW hub model, community hub, or umbrella hub

**CHWs cannot enroll and bill independently with CMS or DHS, however, organizations can contract with CHWs, refer to CBOs, community hubs or other organizations that employ and provide CHW services**

- Sample Contract Agreements
  - <https://communityhealthintegration.info/sample-cbo-contract/>
  - <https://www.aginganddisabilitybusinessinstitute.org/adbi-resource/model-contracts-for-networks-entering-into-contracting-partnerships-with-health-care-providers-and-payers/>
- Sample Process Flows
  - <https://communityhealthintegration.info/process-flow/>
- [Resource Guide-Becoming a Medicare Fee-For-Service Provider \(aginganddisabilitybusinessinstitute.org\)](https://www.aginganddisabilitybusinessinstitute.org/adbi-resource/model-contracts-for-networks-entering-into-contracting-partnerships-with-health-care-providers-and-payers/)

# Key Takeaways

- ❖ New billing codes are available for CHW services that provide reimbursement in alignment with the role and scope of CHWs in MN
- ❖ Organizations can support the integration and expansion of CHWs through billing & reimbursement
- ❖ There is a robust structure in MN to support CHW education, training, and delivery of billable services



**Minnesota Health Care Programs  
Community Health Worker Resources**



# Minnesota Health Care Programs (MHCP) Billing Resources



[Home](#) > [Partners and providers](#) > [Policies and procedures](#) > [Minnesota Health Care Programs](#) > [Provider](#) > [Billing](#)

## Partners and providers

[Program overviews](#)  
[Policies and procedures](#)  
[Enroll with MHCP](#)  
[eDocs library of forms and documents](#)  
[News, initiatives, reports, work groups](#)  
[Training and conferences](#)  
[Contact us](#)  
[Grants and RFPs](#)  
[Licensing](#)  
[IT systems and supports](#)

## MHCP billing resources

These billing and MN-ITS resources are for fee-for-service providers enrolled in Minnesota Health Care Programs (MHCP).

### MN-ITS

- [MN-ITS home page](#)
- MN-ITS functions and general information in the [MN-ITS User Manual](#)
- [Submitting claims through MN-ITS](#)
- [User Guides for other provider applications](#)
- [Reading your remittance advice \(RA\)](#)

### General billing information

- [Billing policies in the MHCP Provider Manual](#)
- [MHCP fee schedule](#)
- [Minnesota Administrative Uniformity Committee \(AUC\) and MHCP](#)
- [National Correct Coding Initiative \(NCCI or CCI\)](#)
- [X12 External Code Lists](#)
- [MHCP rates for incarcerated individuals](#)
- [5010/D.0 compliance](#)
- [NDC search](#)

### Electronic Claim Attachments

- [Requirements for Electronic claim attachments](#)

### Calendars and reading the PCN

<https://mn.gov/dhs/partners-and-providers/policies-procedures/minnesota-health-care-programs/provider/billing/>

# On-demand Videos

The screenshot shows the Minnesota Department of Human Services website. At the top, there is a navigation bar with the logo and the text "DEPARTMENT OF HUMAN SERVICES". To the right of the logo are buttons for "Report Abuse" and "Report Fraud", and a search bar. Below the navigation bar is a horizontal menu with links for "People we serve", "Partners and providers", "General public", and "Media".

The main content area has a breadcrumb trail: "Home > Partners and providers > Training and conferences > Minnesota Health Care Programs > Provider training". On the left side, there is a sidebar menu under the heading "Partners and providers" with links for "Program overviews", "Policies and procedures", "eDocs library of forms and documents", "News, initiatives, reports, work groups", "Training and conferences", "Contact us", "Grants and RFPs", "Licensing", and "IT systems and supports".

The main heading is "MHCP provider training". Below it is a paragraph: "Minnesota Department of Human Services (DHS) trainers coordinate training for fee-for-service providers who provide services for people enrolled in Minnesota Health Care Programs (MHCP). This page is updated regularly to reflect changes in on-demand videos and online training."

The section "On-demand videos" contains a paragraph: "On-demand videos are arranged by category and provide quick instruction on a concept or technique. Click on each category to see the available videos. The running time is listed next to the video title and each video contains closed captions. Internet Explorer is not a supported browser for viewing the videos. We recommend that you use an alternative browser when playing the videos if the videos will not open in your default browser. Please complete the short [On-Demand Video Survey](#) after you have watched a video so we can continue to improve and deliver effective provider training."

Below the paragraph is a list of video categories, each with a plus sign icon:

- [Getting started and General Procedures](#)
- [MN-ITS](#)
- [Minnesota Provider Screening and Enrollment \(MPSE\) Portal](#)
- [Billing](#)

The "MN-ITS" category is expanded, showing a list of videos:

- [Registering Your MN-ITS Account](#) (6 min., 9 sec.)
- [Guide to the MN-ITS Home Page](#) (9 min., 5 sec.)
- [Using the MN-ITS Mailbox](#) (5 min., 33 sec.)
- [Functions and Features of the MN-ITS Claim Screens](#) (8 min., 36 sec.)
- [Adding Taxonomy Codes](#) for consolidated providers (5 min., 58 sec.)
- [Guide to the User Administration Section in MN-ITS](#) (7 min., 4 sec.)

A red arrow points to the "MN-ITS" category, and a red box highlights the list of videos. In the bottom right corner, there is a "back to top" button.

# Online Training

## Online training

An instructor will cover a variety of basic skills during these online training sessions, such as navigating through the DHS website, locating and using MHCP provider information, other related webpages and internet-based applications including, but not limited to, the MN-ITS application. At the end of each session the instructor will allow time for participants to ask questions.

**Note:** The Steps for Success and Waiver Services training require a prerequisite training, which you will complete online on your own.

### Request an accommodation

If you need a reasonable accommodation to participate in a training session, email [dhs.provider-workshops@state.mn.us](mailto:dhs.provider-workshops@state.mn.us) to tell us what kind of accommodation you need. We will contact you by email to confirm your request.

### Give us your feedback

Your feedback is valuable to MHCP. We will ask you to complete a short survey after you have completed your training session so we can continue to improve and deliver effective provider training. Select the link that corresponds to the month that you took your training.

[Provider Training Survey](#)

## All providers

- [Helpful Resources](#)
- [Provider Basics](#)
- [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#)

## Provider specific

- [Child and Teen Checkups \(C&TC\)](#)
- [Children's Mental Health Residential Treatment](#)
- [Chiropractic Services](#)
- [Community First Services and Supports \(CFSS\)](#)
- [Consultation Services](#)
- [Dental Services](#)
- [Doula Services](#)
- [Early Intensive Developmental Behavioral Intervention \(EIDBI\)](#)
- [Equipment and Supplies](#)
- [Federally Qualified Health Center \(FQHC\) and Rural Health Clinic \(RHC\)](#)

[back to top ↴](#)

# Minnesota Provider Screening and Enrollment (MPSE) Portal Training



[Home](#) > [Partners and providers](#) > [Training and conferences](#) > [Minnesota Health Care Programs](#) > [Provider training](#) > [Minnesota Provider Screening and Enrollment \(MPSE\) portal training](#)

## Partners and providers

- Program overviews
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- Licensing
- IT systems and supports

## Minnesota Provider Screening and Enrollment (MPSE) portal training

The Minnesota Provider Screening and Enrollment (MPSE) portal is the web-based system providers will use to submit and manage their enrollment records and requests for Minnesota Health Care Programs (MHCP). MHCP offers questions and answers sessions weekly and live instructor-led training webinars on specific topics. On this page, there is a link to the MPSE FAQ and links to online video tutorials that will walk you through specific MPSE features.

### MPSE Portal Weekly Questions and Answers Session

Questions brought to these sessions should be about navigation and general technical questions about the MPSE portal. Questions will be answered in a group setting. Instructors will not answer questions that include provider identifying information. Instructors will answer questions in the order they are received using a live demonstration in the MPSE portal whenever possible, but MPSE questions not requiring a live demonstration are also welcome.

MPSE portal questions and answers session are held weekly on Wednesdays from 1 to 2 p.m. on the Microsoft Teams platform. Click the following link to join the online meeting. There is no fee or registration required for these sessions and the link to join is the same every week.

The MPSE portal Questions and Answers session for Wednesday, Aug. 14, 2024, has been rescheduled for Thursday, Aug. 15, 2024, from 1 to 2 p.m.

[Join the MPSE Questions and Answers Session](#)

### On-demand videos

On-demand videos provide quick instruction on a concept or technique. It is best practice to watch the videos before

[back to top ↑](#)

<https://mn.gov/dhs/partners-and-providers/training-conferences/minnesota-health-care-programs/provider-training/mpse-portal-training.jsp>

# MHCP Provider Manual - Community Health Worker

Find in Table of Contents:

- Home page
- Member Evidence of Coverage
- Enroll with MHCP
- Provider Basics
- COVID-19
- Acupuncture Services
- Ambulatory Surgical Services
- Anesthesia Services
- Behavioral Health Home Services
- Certified Community Behavioral Health Clinic
- Child and Teen Checkups
- Chiropractic Services
- Clinic Services
- Community Emergency Medical Technician Services
- Community Health Worker**
- Community Paramedic Services
- Day Training and Habilitation Day Services
- Dental Services
- Early Intensive Developmental and Behavioral Intervention
- Equipment and Supplies
- Essential Community Supports
- Hearing Aid Services
- Home Care Services
- Hospice Services
- Hospital Services
- Housing Stabilization Services
- Housing Support Supplemental Services
- Immunizations and Vaccinations
- Individualized Education Program Services

## Community Health Worker (CHW)

Revised: [June 12, 2024](#)

- [Overview](#)
- [Eligible Providers](#)
- [Eligible Members](#)
- [Covered Services](#)
- [Noncovered Services](#)
- [Billing](#)
- [Definitions](#)
- [Legal References](#)

### Overview

A community health worker (CHW) is a trained health educator who works with Minnesota Health Care Programs (MHCP) members who may have difficulty understanding providers due to cultural or language barriers. CHWs extend the reach of providers into underserved communities, reduce health disparities, enhance provider communication, and improve health outcomes and overall quality measures. Working in conjunction with primary care providers, CHWs can bridge gaps in communication and instill lasting health knowledge.

CHW services are a diagnosis-related medical intervention, not a social service.

CHWs providing diagnosis-related patient education services to enrollees of managed care organizations (MCOs) must contact the MCOs for enrollment requirements and coverage policies.

CHW services that provide patient education for health promotion and disease management are covered if provided under the supervision of a physician, dentist, advanced practice registered nurse (APRN), certified public health nurse (PHN), mental health (MH) professional or registered nurse.

### Eligible Providers

Providers must have a valid certificate from the Minnesota State Colleges and Universities demonstrating that the applicant has completed an approved community health worker curriculum. CHW providers must enroll and be screened following the MHCP provider screening requirements at the time of enrollment and are within every five years to maintain their enrollment.

# Basic Instructions - 837P Professional

✕ Hide table of contents

Find in Table of Contents:

## Basic Instructions

**Revised:** March 4, 2024

Review [MHCP Billing Policy](#) for general billing requirements and guidance when submitting claims. Refer to additional billing requirements in the service specific section of the MHCP Provider Manual before you submit the claim for services.

### Log in to MN-ITS

1. [Log in](#) to MN-ITS
2. From the left menu:
  - a. Select MN-ITS
  - b. Select Submit DDE Claims (837)
  - c. Select Professional (837P)

### Submit the Claim

To submit the claim, follow the instructions in the tables below for each of the following claim screens:

- [Billing Provider](#)
- [Subscriber](#)
- [Claim Information](#)
- [Coordination of Benefits \(COB\)](#)
- [Services](#)

Validate claim before you submit using [X12](#) (formerly known as Washington Publishing Company) to make sure you:

- Completed all fields
- Can make corrections
- Can avoid denied claims

[https://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mnits\\_040101](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mnits_040101)

# Q&A

- **What successes/lessons learned do you have to share related to billing for CHW services?**
- **What opportunities do you see for HCH Clinics?**
- **What barriers do you anticipate?**
- **What additional resources or support are needed?**



# CHW Education Codes Billing Resources

- **Minnesota Health Care Program (MHCP) Provider Manual:**
  - [https://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS16\\_140357](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS16_140357)
- **MDH Health Care Home Webinar on CHW Billing, June 2024**
  - [Slides: Understanding Billing for CHW Services in MN – Medicare and Medicaid \(https://www.health.state.mn.us/facilities/hchomes/collaborative/documents/chwbillweb.pdf\)](https://www.health.state.mn.us/facilities/hchomes/collaborative/documents/chwbillweb.pdf)
  - Webinar recording : [Understanding Billing for CHW Services in MN – Medicare and Medicaid \(https://youtu.be/qyvXTAbOcmM\)](https://youtu.be/qyvXTAbOcmM)
  - [Understanding CHW Billing for Medicare and Medicaid in MN webinar FAQs: \(https://www.health.state.mn.us/facilities/hchomes/collaborative/documents/chwfaq.pdf\)](https://www.health.state.mn.us/facilities/hchomes/collaborative/documents/chwfaq.pdf)
- **[Detailed list of possible eligible CHW Education Services](#) developed by the [Healthy Communities Taskforce](#) (funded by GTCUW/Medtronic)**



# Medicare Billing Resources

## Partnership to Align Social Care

- **HRSN Codes Implementation Resources** (<https://www.partnership2asc.org/implementation-resources/>)
- The Medicare Physician Fee Schedule (PFS) Includes Codes to Address HRSNs...What Happens Next? [Webinar]
  - Recording:  
[https://us06web.zoom.us/rec/play/cuuEr\\_VSCmDPRa4KRQEkqSHwdsxSW3l1UPM7jCFWJRhqdvxa63GObbrPsf\\_uxMWAUybCAB8XpbIh2jyr.63cMV5kNxCe-iyZz?canPlayFromShare=true&from=share\\_recording\\_detail&continueMode=true&componentName=rec-play&originRequestUrl=https%3A%2F%2Fus06web.zoom.us%2Frec%2Fshare%2FbX0lrqvLcLs7GntO0SfJ8FTGRu8aZeg\\_Y4NaAi8nVOWTF5BG40AvOjxWdiQUL\\_IK.xjR8PPFJOEkwS7qz](https://us06web.zoom.us/rec/play/cuuEr_VSCmDPRa4KRQEkqSHwdsxSW3l1UPM7jCFWJRhqdvxa63GObbrPsf_uxMWAUybCAB8XpbIh2jyr.63cMV5kNxCe-iyZz?canPlayFromShare=true&from=share_recording_detail&continueMode=true&componentName=rec-play&originRequestUrl=https%3A%2F%2Fus06web.zoom.us%2Frec%2Fshare%2FbX0lrqvLcLs7GntO0SfJ8FTGRu8aZeg_Y4NaAi8nVOWTF5BG40AvOjxWdiQUL_IK.xjR8PPFJOEkwS7qz)
  - Slides: <https://www.partnership2asc.org/wp-content/uploads/2023/11/11.15.23-PFS-Webinar.pdf>
- Understanding the Medicare Physician Fee Schedule Billing Codes (Primer)
  - <https://www.partnership2asc.org/wp-content/uploads/2024/03/FINAL-Understanding-Medicare-PFS-Schedule-Primer.508.pdf>

## Centers for Medicare and Medicaid Services (CMS)

- Federal register information about the rulings on CHI (pg. 307) and PHN (pg. 361): <https://public-inspection.federalregister.gov/2023-24184.pdf>
- **Health Equity Services in the 2024 Physician Fee Schedule Final Rule:** ([https://www.cms.gov/files/document/mln9201074-health-equity-services-2024-physician-fee-schedule-final-rule.pdf-0?trk=public\\_post\\_comment-text](https://www.cms.gov/files/document/mln9201074-health-equity-services-2024-physician-fee-schedule-final-rule.pdf-0?trk=public_post_comment-text))
- **CMS Health-Related Social Needs FAQ** (<https://www.cms.gov/files/document/health-related-social-needs-faq.pdf>)

# References

- Association of State and Territorial Health Officials (ASTHO) (2024, April 9). *Changes to 2024 Medicare Physician Fee Schedule for CHI Services. Policy Cheat Sheet April 2024.* <https://www.astho.org/globalassets/resources/changes-to-2024-medicare-physician-fee-schedule-for-chi-services.pdf>
- McNeill, T. P. (2023, November 15). *The Medicare physician fee schedule includes codes to address HRSNs... what happens next?* [PowerPoint Slides]. <https://www.partnership2asc.org/wp-content/uploads/2023/11/11.15.23-PFS-Webinar.pdf>
- Medicare Learning Network (MLN), Center for Medicare and Medicaid Services (CMS). (2024, January). *MLN Booklet, Health Equity Services in the 2024 Physician Fee Schedule Final Rule.* [https://www.cms.gov/files/document/mln9201074-health-equity-services-2024-physician-fee-schedule-final-rule.pdf-0?trk=public\\_post\\_comment-text](https://www.cms.gov/files/document/mln9201074-health-equity-services-2024-physician-fee-schedule-final-rule.pdf-0?trk=public_post_comment-text)
- Minnesota Department of Human Services (DHS) (2024, February 14). *Minnesota Health Care Program (MHCP) Provider Manual, Community Health Workers.* [https://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS16\\_140357](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS16_140357)
- Minnesota Department of Human Services (DHS) (2024, February 14). *Minnesota Health Care Program (MHCP) provider news and updates.* [https://mn.gov/dhs/assets/2024-02-13-mhcp-provider-news\\_tcm1053-610835.pdf](https://mn.gov/dhs/assets/2024-02-13-mhcp-provider-news_tcm1053-610835.pdf)
- Minnesota Department of Human Services (DHS) (2024, February 14). *Minnesota Health Care Program (MHCP) fee schedule.* <https://mn.gov/dhs/partners-and-providers/policies-procedures/minnesota-health-care-programs/provider/billing/fee-schedule/mhcp.jsp>
- Partnership to Align Social Care (2024, April 3). *Understanding the Medicare Physician Fee Schedule Billing Codes for: Community Health Integration (CHI), Principal Illness Navigation (PIN), and Principal Illness Navigation – Peer Support (PIN-PS) Services–A Primer.* <https://www.partnership2asc.org/wp-content/uploads/2024/03/FINAL-Understanding-Medicare-PFS-Schedule-Primer.508.pdf>
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- National Association of Community Health Centers (NACHC). (2024) *Reimbursement Tips: Community Health Integration (CHI)2.* Retrieved from <https://www.nachc.org/wp-content/uploads/2024/04/CHI-Reimbursement-Tips.pdf>

# Community Health Worker Training Program (CHWTP)



## CHW Certificate Scholarship

**Web:** <https://mnchwalliance.org/chw-certificate-scholarship/>

**Contact:** [Scholarship@mnchwalliance.org](mailto:Scholarship@mnchwalliance.org)



## Apprenticeship & Field Experience

**Web:** <https://mnchwalliance.org/apprenticeship/>

**Contact:** [apprenticeship@mnchwalliance.org](mailto:apprenticeship@mnchwalliance.org)



## CHW E-Learning Modules

**Web:** <https://www.health.state.mn.us/about/tools/learningcenter.html>

**Contact:** [health.chw.MDH@state.mn.us](mailto:health.chw.MDH@state.mn.us)

# Contact Us



**Kristen Godfrey Walters, MPH,**

Community Health Worker Training Program  
and Community Engagement Director

Minnesota Department of Health, Division of  
Health Promotion and Chronic Disease

[Kristen.Godfrey.Walters@state.mn.us](mailto:Kristen.Godfrey.Walters@state.mn.us)

651- 201-4365

[Community Health Worker Initiatives for Health Promotion and Chronic Disease - MN Dept. of Health  
\(https://www.health.mn.gov/communities/commhealthworkers/index.html\)](https://www.health.mn.gov/communities/commhealthworkers/index.html)