

September 11, 2024

Updated Information for Community Health Workers

Dear Providers,

The Health Plan of San Mateo (HPSM) is writing to inform you of recent updates regarding the Community Health Worker (CHW) services benefit as outlined in All Plan Letter (APL) 24-006. These updates provide important guidance for CHWs regarding CHW Provider qualifications, eligible populations, and conditions for the provision of these services.

The Department of Health Care Services (DHCS) has provided the following guidance:

- **New Member Populations:** The criteria for CHW services have been broadened to include additional member populations, such as individuals at risk of chronic conditions, and those facing barriers to accessing preventive care or health services.
- **Updated CHW Provider Requirements and Qualifications:** The list of Supervising Providers has been expanded to include licensed emergency departments. In addition to the existing certificate and work experience pathways, APL 24-006 includes a requirement for CHWs to complete six hours of annual training, which can be in the core competencies or specialty area.
- **CHW Service Provision During the Following Emergency Department Visits:** No later than March 2025, HPSM will have approved and operable policies and procedures (P&Ps) to execute a billing pathway for Supervising Providers, including contracted hospitals, to claim provision of CHW services to members during an emergency department visit and/or as outpatient follow-up to an emergency department visit.
- **Member Eligibility Criteria for CHW Services:** For CHW services rendered in the emergency department, the treating provider may verbally recommend CHWs to initiate services and later document the recommendation in the member's medical record of the emergency department visit.
- **Enhanced Documentation:** CHW services must now be thoroughly documented in the member's medical record, including detailed information on the type of service provided, duration, and member outcomes.

Refer to the DHCS website for a list of informational webinars and educational resources related to CHW guidance here: <https://www.dhcs.ca.gov/community-health-workers>

To learn more about qualifications for becoming a CHW please review the APL 24-006: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-006.pdf>

To learn more about cultural competency to effectively collaborate with CHWs please visit: <https://www.hpsm.org/provider/resources/cultural-competency>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo