



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

BULLETIN NUMBER: 25 - 002

ISSUED/REVISED: 12/11/2024

EFFECTIVE: 12/01/2024

SUBJECT: Medicaid Coverage of Community Health Worker (CHW)/Community Health Representative (CHR) Services

SERVICES AFFECTED: MH Adult Outpatient, DD Outpatient & Dual Eligible

BACKGROUND: Historically, Community Health Worker (CHW) services we included as a Medicaid benefit for physical health care providers. As of January 1, 2024, MDHHS expanded this Medicaid coverage to behavioral health services as well (see attached MDHSS Bulletin MMP 23-74). Community Health Worker services are provided as preventive services pursuant to 42 CFR Section 440.130(c).

GENERAL INFORMATION: A Community health Worker (CHW)/Community Health Representative (CHR) is a non-licensed public health worker who has a close understanding of the community served. This relationship enables the worker to serve as a liaison between the health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. CHW services are person-centered and focus on preventing disease, disability, and other chronic health conditions or their progression, and promoting physical and mental health.

As required by federal regulations at CFR 440.130(c), CHW services must be recommended by a licensed healthcare provider. Healthcare providers qualified to recommend CHW services include, but are not limited to a Physician, Physician Assistant, Advanced Practice Registered Nurse, Registered Nurse, Licensed master's Social worker, Psychiatrist or Psychologist, or Dentist.

SERVICE UTILIZATION: CHW services must be provided face-to-face. CHW services should be provided in the language of the benefits of the members' choice when possible. CHW services include Health system navigation and resource coordination and Health promotion and education (refer to MDHHS MMP 23-74 for examples of these services)

NON-COVERED SERVICES: CHW Services cannot duplicate the services that are covered under the existing Medicaid State Plan. The following services are not reimbursable under the CHW Services policy and associated billing codes. These services include but are not limited to:

- Clinical case/care management that requires a license
- Community Transition Services
- Companion services
- Discharge planning
- Delivery of medication, medical equipment, or medical supply
- Employment services
- Helping a member enroll in government or other assistance programs that are not related to improving their health as part of a provider's recommendation
- Personal care services/Home Help, including shopping and cooking meals
- Respite care
- Services that require a license
- Support services covered under behavioral health services programs by Certified Peer Support Specialists (CPSS) or Certified Peer Recovery Coaches (CPRC)
- Transporting members

CHW QUALIFICATIONS CRITERIA: Individuals may meet the qualifications criteria and be recognized as certified CHWs through either the CHW Training Program Pathway or the Work Experience Pathway.

To qualify to deliver Medicaid reimbursable CHW services, an individual must meet the following criteria:

1. Must be 18 years of age or older.
2. Possess at least a high school diploma or high school equivalency diploma/certification.
3. Must meet the CHW Training Program Pathway or the Work Experience Pathway.
4. Has successfully completed a CHW application with the MDHHS designated contractor and must be listed in good standing on the MI Medicaid CHW Registry; and
5. Complete provider enrollment requirements detailed in the Provider Enrollment section of this policy (below).

CHW Training Program Pathway: To be recognized as a MI Medicaid certified CHW under the CHW Training Program Pathway, an individual must have completed an MDHHS-approved Community Health Worker training program that aligns with the Community Health Worker Core Consensus Project core competencies.

CHW Work Experience Pathway: During the initial 24 months of the policy implementation (from January 1, 2024, to December 31, 2025), an individual who does not possess the CHW Training Program Pathway qualifications will be permitted to temporarily deliver CHW services and seek reimbursement if the individual meets the following criteria:

1. Has completed 1,000 hours of experiential learning in the previous three years; and
2. Has a plan for completing a CHW training program, as described above.

A CHW certified through the Work Experience Pathway must complete their MDHHS-approved CHW training program by December 31, 2025, to maintain their eligibility to continue delivery of CHW services for Medicaid reimbursement.

All CHWs are required to maintain a minimum of six (6) hours of continuing education through an MDHHS-approved CHW training program annually that aligns with the C3 Project core competencies. Appropriate documentation must be provided to the MDHHS designated contractor to remain in good standing on the MI Medicaid CHW Registry.

BILLING: Clinically Responsible Service Providers are to use the appropriate CHW codes and associated modifiers (CPT 98960, 98961, 98962, or 9896x) based on the CHW worker's license status and the number of members served as outlined in the table below. These services require an authorization. The TG modifier is used for CHW services provided by a certified CHW.

Code	Code_Description	Modifier	FeeScheduleNotes	UnitRate
98960	98960 - Community Health Worker-Education & Training for Patient Self-Management, individual patient;(Max=8/day or 128/month)	N/A	Non Certified; Individual Patient	\$9.19
98960	98960 - Community Health Worker-Education & Training for Patient Self-Management, individual patient;(Max=8/day or 128/month)	N/A	Non-Certified; Individual patient	\$9.19
98960	98960 - Community Health Worker-Education & Training for Patient Self-Management, individual patient;(Max=8/day or 128/month)	TG	Certified; Individual Patient	\$10.21
98961	98961 - Community Health Worker-Education & Training for Patient Self-Management, 2-4 patients; (Max=8/day or 128/month)	N/A	Non Certified; 2 - 4 Patients	\$3.06
98961	98961 - Community Health Worker-Education & Training for Patient Self-Management, 2-4 patients; (Max=8/day or 128/month)	N/A	Non-Certified; 2 - 4 patients	\$3.06
98961	98961 - Community Health Worker-Education & Training for Patient Self-Management, 2-4 patients; (Max=8/day or 128/month)	N/A	Non-Certified; 2 -4 patients	\$3.06
98961	98961 - Community Health Worker-Education & Training for Patient Self-Management, 2-4 patients; (Max=8/day or 128/month)	TG	Certified; 2 - 4 Patients	\$3.40
98962	98962 - Community Health Worker-Education & Training for Patient Self-Management, 5-8 patients; (Max=8/day or 128/month)	N/A	Certified; 5 - 8 Patients	\$1.41
98962	98962 - Community Health Worker-Education & Training for Patient Self-Management, 5-8 patients; (Max=8/day or 128/month)	N/A	Non-Certified; 5 - 8 patients	\$1.41
98962	98962 - Community Health Worker-Education & Training for Patient Self-Management, 5-8 patients; (Max=8/day or 128/month)	TG	Certified; 5 - 8 Patients	\$1.57
9896X	9896X - Community Health Worker - Bundle Authorization Only Code for 98960, 98961 & 98962	N/A		\$0.00
Grand Total				

If there are any additional questions and or concerns, please contact:
procedure.coding@dwihn.org