

Community Health Worker Reimbursement Guide in Primary Care Settings

Last updated 04/10/2024

Trillium Community Health Plan (Trillium) is committed to ensuring our members have access to Traditional Health Workers. Community Health Workers' (CHW) services are a covered benefit for all Trillium/Oregon Health Plan members. This guide is for CHWs providing services in a primary care setting. It is a general guide, and you should always refer to your organization's contract agreement with Trillium.

All Community Health Workers are responsible for following standards outlined by the [Oregon Health Authority \(OHA\) Office of Equity and Inclusion \(OEI\)](#) for Traditional Health Worker (THW) certification, [scopes of practice](#), and [Standards of Professional Conduct](#).

CHW Reimbursement & Supervision Requirement

To qualify for reimbursement with OHP/Trillium, CHWs must be certified and [registered through Oregon Health Authority](#), and enrolled as a Medicaid provider. CHWs must also work and bill "under the supervision of a licensed provider."

When the CHW is the rendering provider, OHA will allow the code to pay. The billing provider must be a clinic or supervising medical provider.

For purposes of this State Plan, a Licensed Health Care Professional (LHCP) includes:

- Physicians
- Certified nurse practitioners
- Physician assistants
- Dentists
- Dental hygienists with an expanded practice permit
- Ph.D. psychologists
- PsyD psychologists
- LCSW social workers
- Licensed professional counselors

Community Health Worker services are provided under the supervision of LHCPs. The state assures that only the Licensed Health Care Professional will bill for services.

How to Enroll as a Contracted Provider with Trillium Community Health Plan

STEP 1: Become certified and registered as a THW

Trillium has developed a [step-by-step certification guide](#).

STEP 2: Obtain a National Provider Identifier (NPI)

To obtain an NPI, apply on the [National Plan & Provider Enumeration System website](#). For reference, the taxonomy code for CHW is 172V00000X.

STEP 3: Become an Oregon Medicaid Provider

To bill Medicaid, you must enroll and obtain an Oregon Medicaid Provider ID number (also known as DMAP). To apply you will need to complete form [OHP 3113](#).

- Enter provider type 13 | Specialty code 601
- Include your NPI and a copy of your OEI certification

STEP 4: Request participation with Trillium

Please note: ask your employer/organization if you need to complete these steps.

1. Complete the [Trillium Provider Interest form](#).
2. Please return this completed form, along with your W9, to our email address: NewProviderRequestBox@TrilliumCHP.com
3. All requests to contract with Trillium will be addressed within 30-60 business days of receipt of the interest form.
 - a. **Please note:** *These forms do not replace the credentialing forms/requirements for Trillium's contractual agreements and requirements.*

OR

If your practice/organization is already participating/contracted and needs to add additional THWs to your practice/organization:

1. Complete the [Practitioner Credentialing Application Data Form](#).
2. Return the completed form to our email: tch_provideroperations@centene.com

STEP 5: Complete Trillium's Practitioner Credentialing Application Data Form

Email the completed form to Trillium at newproviderrequestbox@healthnet.com for our credentialing application.

Covered CHW Services

CHWs provide non-clinical support. They help members access culturally responsive care and understand their healthcare benefits. They support members by providing education in self-managing chronic conditions like diabetes and asthma, and assist with scheduling and getting to appointments. CHWs also support members in addressing social determinants of health by connecting them to resources for food, housing, transportation, wellness items, and more.

For education service(s), a Licensed Health Care Professional must order that it be provided by a CHW.

Eligibility and Verification of Coverage

1. Before submitting a claim, verifying the member's insurance coverage is important. It is recommended to verify the member's coverage each time on the date of service. There are a few ways to verify coverage:
 - a. Medicaid Management Information System (MMIS)
 - b. Checking the [Trillium Provider Portal](#) (for contracted providers)
 - c. Calling Trillium Member Services at 877-600-5472
 - d. Accessing the [State of Oregon's Provider Web Portal](#)

Billing and Submitting Claims

- a. CHW services will be reimbursed on Fee-For-Service (FFS) using the existing DMAP fee schedule and/or outlined within the contract between Trillium and the provider.
- b. CHWs must work and bill under the supervision of a licensed provider. When submitting claims, the CHW should be listed as the rendering provider.
- c. Oregon Medicaid billable code for CHW services and instructions for billing OHA are on the [OHP Billing Tips page listed under the CHW Billing Guide](#).
- d. Claims must be billed on a standard CMS1500 billing form (as applicable to the billing provider/entity) following OHA standard coding and CMS1500 billing requirements.
- e. Encounter Data shall be submitted following your current contract with Trillium.
- f. All claims are subject to the Prioritized List of health services and diagnosis code requirements listed in OAR 410-120-1280 (8) (a-c). Check the [prioritized list on Line Finder on Trillium's website](#).

CHW Available Codes

OHA has developed a [CHW Billing Guide](#) with billable codes. The OHA guide includes behavioral health codes not listed below and cannot be provided in primary care settings.

Below are codes for CHW services provided in a primary care setting:

Service	Description	Restrictions	Used for
97535	Self-care management training, training for self-care or home management, direct one-on-one contact, each 15 minutes. Examples include activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment.	None	Coaching and social support
99211	Self-care management training, training for self-care or home management, direct one-on-one contact, each 15 minutes. Examples include activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment.	None	Assessment, evaluation and research
99401	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual, 15 minutes. These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues.	None	Assessment, evaluation and research Coaching and social support
99402	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual, 30 minutes. These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues.	None	Assessment, evaluation and research Coaching and social support
99403	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual, 45 minutes. These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues.	None	Assessment, evaluation and research Coaching and social support

Service	Description	Restrictions	Used for
99404	<p>Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual, 60 minutes. Preventive medicine individual counseling services are face-to-face services performed by a qualified clinician in order to foster healthy living and/or avert illness/injury. Risk factor counseling may be utilized in the absence of illness.</p> <p>These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues, and discussion of available laboratory and/or diagnostic results.</p>	None	<p>Assessment, evaluation and research</p> <p>Coaching and social support</p>
99406	<p>Smoking and tobacco use cessation counseling visit, intermediate, greater than 3 minutes up to 10 minutes. Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse.</p> <p>These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury. The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation.</p>	None	<p>Education</p> <p>Coaching and social support</p>
99407	<p>Smoking and tobacco use cessation counseling visit, intermediate, greater than 10 minutes. Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse.</p> <p>These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury. The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation.</p>	None	<p>Education</p> <p>Coaching and social support</p>

Service	Description	Restrictions	Used for
99408	<p>Alcohol and/or substance (other than tobacco) abuse structured screening (for example, AUDIT, DAST) and brief intervention (SBI) services, 15 to 30 minutes. Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse. These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury.</p> <p>The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation.</p>	None	<p>Assessment, evaluation, and research</p> <p>Care coordination and system navigation</p>
99409	<p>Alcohol and/or substance (other than tobacco) abuse structured screening (for example, AUDIT, DAST) and brief intervention (SBI) services, greater than 30 minutes. Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse. These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury.</p> <p>The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation.</p>	None	<p>Assessment, evaluation, and research</p> <p>Care coordination and system navigation</p>
99600	Unlisted home visit service or procedure	None	Coaching and social support
G0176	Activity therapy, such as music, dance, art or play therapies not for recreation, related to the care and treatment of patient's disabling mental health problems per session (45 minutes)	E512-E512, F1010-F984, G300-G3183, R457-R457, Z62810-Z720	Coaching and social support

Service	Description	Restrictions	Used for
G1077	Training and educational services related to the care and treatment of patient's disabling mental health problems per session. The goal is to alleviate patient discomfort and allow the patient to cope or control mental health issues. Each session should be 45 minutes or more.	E512-E512, F1010-F984, G300-G3183, R457-R457, Z62810-Z720	Education
98960	Education and training for patient self-management using a standard curriculum, face to face with the patient (could include caregiver/family) each 30 minutes, individual patient. A physician prescribes this training to enable the patient to self-manage their illnesses or diseases with health care providers.	None	Coaching and social support Education
98961	(see 98960); for 2-4 patients	None	Coaching and social support Education
98962	(see 98960); for 5-8 patients	None	Coaching and social support Education
D9992	Dental case management-care coordination	None	Care coordination and system navigation

Reimbursement

For providers enrolled in Trillium's network, reimbursement will be outlined within your provider contract. In cases where terms are not outlined in your provider contract and for providers who are not enrolled with Trillium, services will be reimbursed according to the DMAP/OHP Fee Schedule. Visit the Trillium website for more information on how to [request participation within our network](#).

CONTACT US

Trillium Assistance	Contact
Trillium Member and Provider Services	541-485-2155 or 877-600-5472 TTY 711
Trillium Credentialing	TCHP_ProviderOperations@Centene.com
Trillium Contracting	NewProviderRequestBox@TrilliumCHP.com
Trillium's Traditional Health Worker Liaisons	thw@trilliumchp.com
Trillium Claims	Claims by Paper: PO Box 5030, Farmington, MO 63640 Electronic: EDI # 68069 Providers that have a Portal account will also be able to submit claims through the portal.
Grievance and Appeals	Phone: 877-600-5472 TTY 711 Mail or email your form: Trillium Community Health Plan PO Box 11740 Eugene, OR 97440-3940 Email: grievances@trilliumchp.com
THW Resources	Links
OHA Office of Equity and Inclusion (OEI)	To learn more about OHA approved training, certification, and registration, visit the OHA Office of Equity and Inclusion Division - Traditional Health Worker Program .
Traditional Health Worker Toolkit	www.oregon.gov/oha/EI/THW%20Documents/Traditional-Health-Worker-Toolkit-2019-Final.pdf
Traditional Health Worker Oregon Administrative Rules (OAR) 950-060-0000	Oregon Secretary of State Administrative Rules
OHA Fee-for-Service CHW Billing Guide	https://www.oregon.gov/oha/HSD/OHP/Tools/CHW-Billing-Guide.pdf
Oregon Community Health Worker Association (ORCHWA)	https://www.orchwa.org/