



## CHW Supervising Provider Requirements FAQ

Questions	Answers
1. Who is a Supervising Provider	<ul style="list-style-type: none"><li>• A <b>Supervising Provider</b> is the organization employing or otherwise overseeing the CHW, with which the Managed Care Plan contracts</li><li>• The <b>Supervising Provider</b> must be:<ul style="list-style-type: none"><li>○ A licensed Provider</li><li>○ Hospital</li><li>○ An outpatient clinic</li><li>○ A local health jurisdiction (LHJ), or a community-based organization (CBO)</li></ul></li><li>• The <b>Supervising Provider</b> does not need to be the same entity as the Provider who made the referral for CHW services but must be vetted by the MCP in order to participate</li></ul>
2. What is the Supervising Provider responsible for?	<ul style="list-style-type: none"><li>• The <b>Supervising Provider</b> is responsible for ensuring the provisions of CHW services comply with all applicable requirements</li><li>• The <b>Supervising Provider</b> must provide direct/indirect oversight to CHWs</li><li>• The <b>Supervising Provider</b> must ensure connectivity of CHW with the ordering entity</li><li>• <b>Supervising Providers</b> (the organizations employing or otherwise overseeing the CHWs with which the MCP contracts, as described below) are encouraged to work with CHWs who are familiar with and/or have experience in the geographic communities they are serving. <b>Supervising Providers</b> must maintain evidence of this experience.</li><li>• The <b>Supervising Provider</b> does not need to be the same entity as the Provider who made the referral for CHW services</li><li>• <b>Supervising Providers</b> do not need to be physically present at the location when CHWs provide services to Members</li></ul>

<p>3. What is the Managed Care Plan (MCP) responsible for?</p>	<ul style="list-style-type: none"> <li>Managed Care plans must ensure that the <b>Supervising Providers</b> or Subcontractors, provide covered CHW services to MCP Members and verify adequate supervision and training</li> </ul>
<p>4. What is the criteria to operate as a Supervising Provider in a MCP network?</p>	<ul style="list-style-type: none"> <li>Enroll as Medi-Cal providers</li> <li>Applicants must apply to enroll in the Medi-Cal program by submitting an electronic application through the Provider Application and Validation for Enrollment (PAVE) online enrollment portal, along with all supporting documentation.</li> </ul> <p><b>Note:</b> CHWs are not required to enroll as a Medi-Cal Providers</p>
<p>5. What additional qualifications must be met by the Provider or Provider Organization required to be considered a Supervising Provider?</p>	<ul style="list-style-type: none"> <li>This may include, or not be limited to: <ul style="list-style-type: none"> <li>Sufficient experience providing similar services</li> <li>Ability to submit claims or invoices using standardized protocols</li> <li>Capability to comply with all reporting and oversight requirements</li> <li>History of fraud, waste, and/or abuse</li> <li>Recent History of criminal activity</li> <li>History of liability claims against the provider</li> </ul> </li> </ul>
<p>6. What tracking should the Supervising Provider provide?</p>	<ul style="list-style-type: none"> <li><b>Supervising Providers</b> must maintain evidence of, minimum qualifications through one of the following pathways, as determined by the <b>Supervising Provider</b>: <ul style="list-style-type: none"> <li>CHW Certificate</li> <li>Violence Prevention Professional Certificate</li> <li>Work Experience Pathway</li> </ul> </li> <li>The <b>Supervising Provider</b> must maintain evidence of this training.</li> <li><b>Supervising Providers</b> may provide and/or require additional training, as identified by the <b>Supervising Provider</b></li> </ul>
<p>7. What other requirements are expected from the Supervising Providers?</p>	<ul style="list-style-type: none"> <li>Documentation must be accessible to the <b>Supervising Provider</b> upon their request.</li> <li>Members who need multiple ongoing CHW services or continued CHW services after 12 units of services (<i>as defined in the Medi-Cal Provider Manual</i>), require a written care plan from one or more individual licensed providers, which may include the recommending Provider and other licensed Providers affiliated with the <b>CHW Supervising Provider</b>.</li> <li>The Provider ordering the plan of care does not need to be the same Provider who initially recommended CHW services or the <b>Supervising Provider</b> for CHW services</li> </ul>

<p>8. What should MCPs consider as CHW Supervising Provider characteristics in their P &amp; Ps:</p>	<ul style="list-style-type: none"> <li>• MCP’s ability to receive referrals from licensed practitioners for CHW benefits</li> <li>• MCPs validating <b>Supervising Providers</b> are appropriately assessing CHWs have sufficient experience to provide services</li> <li>• Ensuring <b>Supervising Providers</b> have the ability to submit claims or encounters to MCPs using standardized protocols</li> <li>• MCPs ensuring <b>Supervising Providers</b> have business licensing that meet industry standards</li> <li>• MCP’s capability to comply with all reporting and oversight requirements</li> <li>• MCP’s monitoring processes for fraud, waste, and/or abuse of CHW services</li> <li>• MCP’s process for monitoring recent history of criminal activity of <b>Supervising Providers</b></li> <li>• MCP’s process for monitoring history of liability claims against the <b>Supervising Provider</b></li> <li>•</li> </ul>
<p>9. How are CHW services reimbursed?</p>	<ul style="list-style-type: none"> <li>• Through a <b>CHW Supervising Provider</b> in accordance with its Provider contract, unless reimbursed directly through an MCP if the CHW is a Medi-Cal enrolled Provider</li> <li>• Claims for CHW services submitted by the <b>Supervising Provider</b> with allowable current procedural terminology codes as outlined in the Medi-Cal Provider Manual</li> </ul>
<p>10. What is considered duplication of CHW services?</p>	<ul style="list-style-type: none"> <li>• Services that are duplicative to services that are reimbursed through other benefits such as Enhanced Care Management (ECM), which is inclusive of the services within the CHW benefit.</li> <li>• Billing for CHW services and ECM for the same member for the same time period</li> <li>• ECM CHWs are not eligible to provide services for the CHW benefit</li> </ul>
<p>11. Are D-SNP members eligible for CHW services?</p>	<ul style="list-style-type: none"> <li>• Yes; D-SNP Members would be entitled to Medi-Cal benefits that are not covered under Medicare. Modifiers are used in billing to specify that member is receiving CHW services that are covered under Medi-Cal.</li> </ul>
<p>12. Can a CHW refer members over for ECM services?</p>	<ul style="list-style-type: none"> <li>• CHWs can help connect Members to ECM as part of CHW services. This is a service that can be reimbursed for that work via the CHW Benefit. This is not considered “ECM Outreach” because it is not work being done by an ECM Provider.</li> </ul>