



Community Health Worker  
Collaborative of South Dakota

**CHWs and CHRs in South  
Dakota - Accessing  
Medicaid  
Reimbursement to  
Sustain the Workforce**



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# PRESENTATION OUTLINE

- CHWSD Mission & Support
- Titles in South Dakota
- CHW/CHR Scope of Work / Geographic Coverage
- CHW/CHR Certification
- Medicaid Reimbursement and Sustainability
- Supports for the Workforce
- Tools and Success Stories from a CHR Program
- Questions and Discussion

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# MISSION AND SUPPORT

## CHWSD

### Mission

- To promote, support, and sustain the Community Health Worker (CHW) profession in South Dakota.

### Support

- The CHWSD is an extension of the South Dakota Department of Health, Office of Disease Prevention and Health Promotion.
  - Transitioning to be a 501c3 non-profit by June 1, 2025
  - New Board of Directors established in May 2024 – 2 members from CHR Programs

A photograph of a woman with long dark hair, wearing a dark turtleneck sweater, sitting in a chair and smiling while writing in a notebook. She is in a meeting with two other people whose backs are to the camera. The scene is overlaid with a semi-transparent teal filter.

## TITLES USED IN SOUTH DAKOTA

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# COMMUNITY HEALTH WORKER TITLES

## CHWs in South Dakota

- **Certified CHW** – A Certified CHW is an individual who has completed an approved CHW training program and applied for and received CHW Certification in South Dakota. A Certified CHW in South Dakota works under the APHA definition of a CHW.
- **Community Health Representative (CHR)** – A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the APHA definition of a CHW and the IHS definition of a CHR. CHRs are also able to become Certified CHRs in South Dakota.



**CHW SCOPE OF WORK / GEOGRAPHIC COVERAGE**



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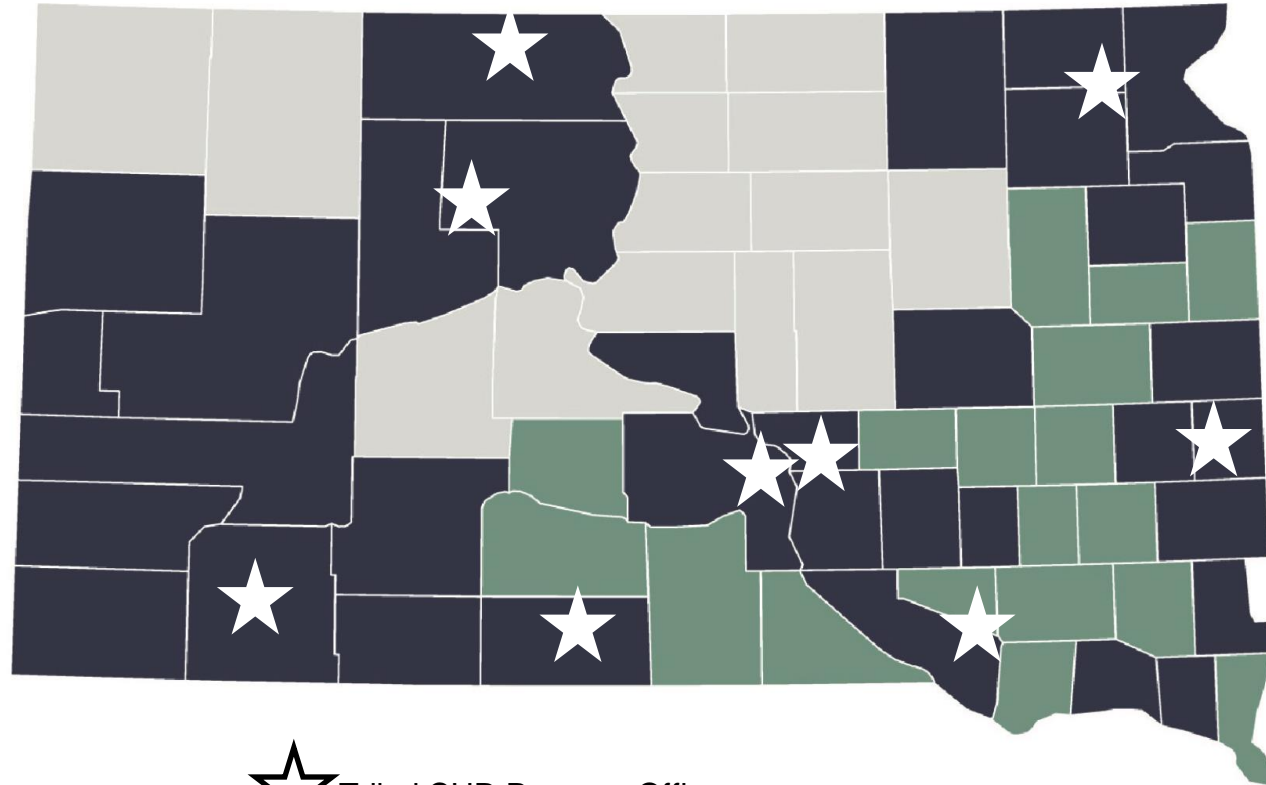
# CHW/CHR SCOPE OF WORK

## South Dakota-Specific

- **Health system navigation and resource coordination** including helping a patient/client find providers to receive a service, helping a patient/client make an appointment for a service, arranging transportation to a medical appointment, attending an appointment with the patient/client for a service, helping a patient/client find other relevant community resources and programs such as support groups, food pantries, or utilities assistance programs, and addressing a Social Determinant of Health (SDoH).
- **Health promotion and coaching** including providing information or education to patients/clients that makes positive contributions to their health status such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.
- **Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects** such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.

# CHWs AND CHRs IN SOUTH DAKOTA

South Dakota CHW/CHR Site Map



- ★ Tribal CHR Program Offices
- Counties where CHWs/CHRs are employed
- Additional counties served by CHWs/CHRs

As of June 1, 2024

- 85 Tribal CHRs (across 9 Tribal Nations)
- 165+ CHWs
- 10 CHWs currently in training

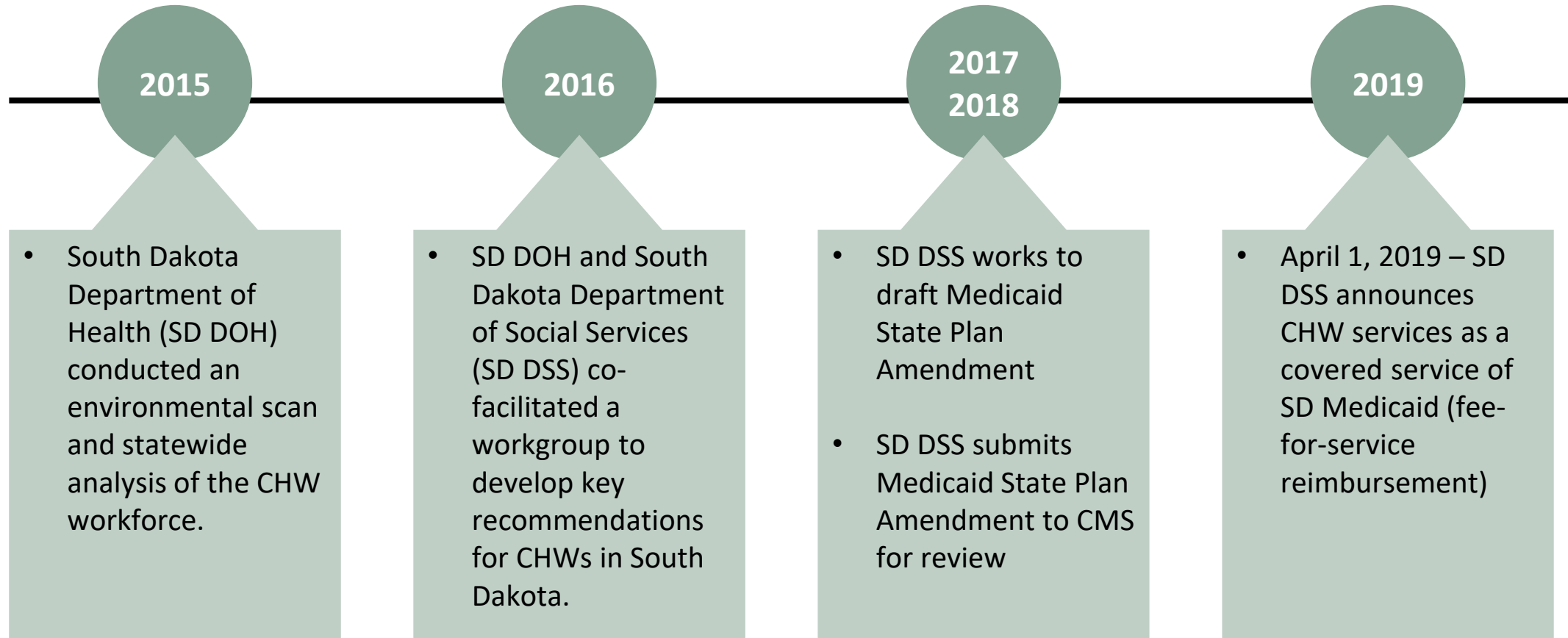




# TIMELINE OF CHW WORK IN SOUTH DAKOTA

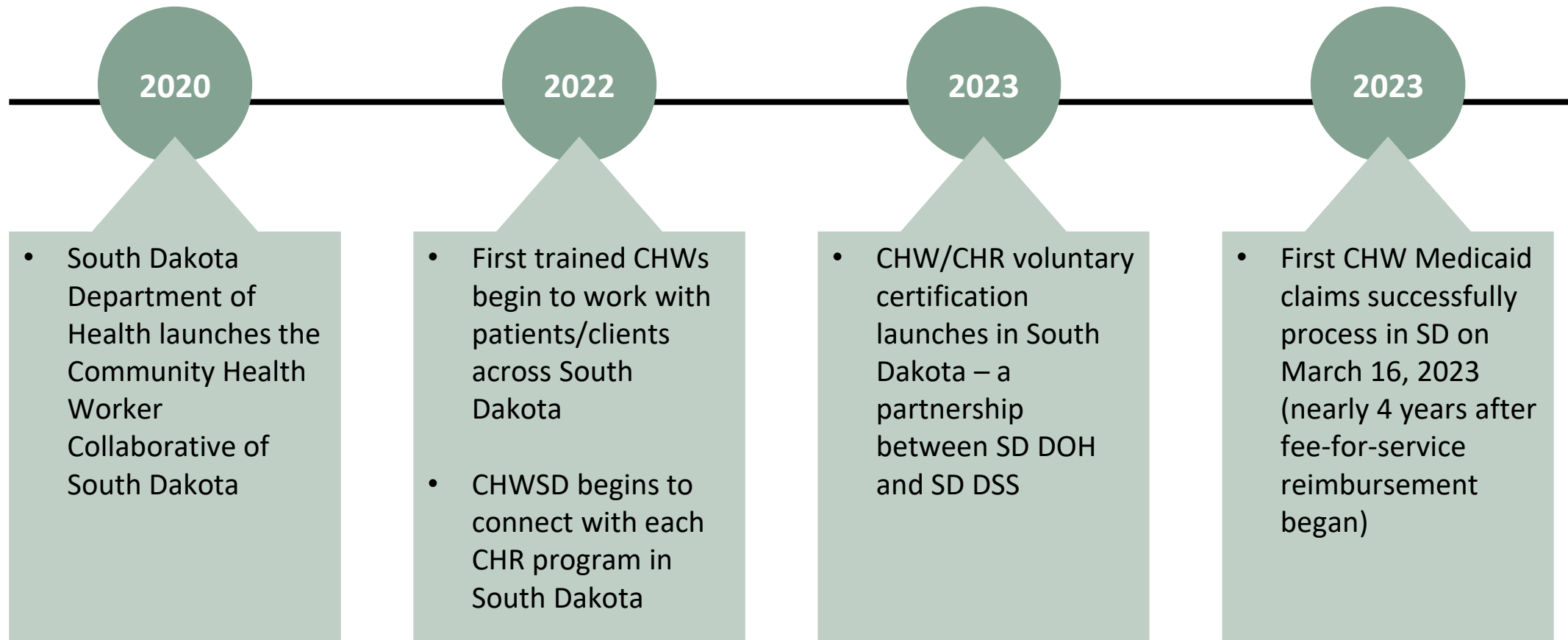
# ORGANIZATIONAL ORIGINS

## Timeline of CHW Activities in SD



# ORGANIZATIONAL ORIGINS

## Timeline of CHW Activities in SD (Cont.)



# ORGANIZATIONAL ORIGINS

## Timeline of CHW Activities in SD (Cont.)

2024

- First CHR Program successfully bills SD Medicaid for CHR services on January 214, 2024!
- Of the 12 CHR programs in South Dakota 1 program is currently enrolled and billing Medicaid, 1 program is currently enrolled and soon to bill Medicaid, and 5 are currently in the process of enrolling to bill SD Medicaid.
- As of June 1, 2024, first CHR Program (Oglala Sioux Tribe – Rapid City CHR Program) has already received over \$1,200 in reimbursement for CHR services billed to SD Medicaid!

A photograph of a woman with long dark hair, wearing a dark turtleneck sweater, sitting in a chair and smiling while writing in a notebook. She is in a meeting with two other people whose backs are to the camera. The image has a light green overlay.

# CHW/CHR CERTIFICATION

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# CHW AND CHR CERTIFICATION

## Voluntary Certification Requirements

- Completion of Approved Training Program (*IHS CHR Basic Training approved*)
- Supervisor Reference
- Background Check
  - Employee Background Check
  - Fingerprint Background Check
- CEUs – 12 credits every two years
- \$50 certification fee; certification lasts for two years
- Certification is voluntary for all individuals unless the CHW/CHR Agency is seeking Medicaid and/or Medicare reimbursement for CHW/CHR Services





# MEDICAID REIMBURSEMENT IN SOUTH DAKOTA

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# QUALIFYING CONDITIONS AND/OR QUALIFYING BARRIERS

## Qualifying Conditions

- Asthma
- Cancer
- COPD
- Depression
- Diabetes
- Heart Disease
- High Blood Pressure
- High Cholesterol
- Mental Health Conditions
- Obesity
- Musculoskeletal and neck/back disorders
- Prediabetes
- High Risk Pregnancy
- Substance Use Disorder
- Tobacco use
- Use of multiple medications (6 or more classes of drugs)

## Qualifying Barriers

- **Geographic distance from health services**
- **Lack of phone** (results in the individual going to the emergency department instead of scheduling a medical appointment)
- **Cultural/language communication barriers**
- **SDoH Barriers**

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# REIMBURSEMENT BASICS

## Overview of Reimbursement Rates

- No more than 4 units (2 hours) of service per day per Medicaid recipient
- No more than 104 units (52 hours) of service per year
- Requires provider referral and service plan (MD, DO, PA, CNP, CNM, or dentist)
- Can be billed at an individual or group rate
- Services must be provided by a certified CHW/CHR employed by an enrolled CHW/CHR Agency
  - The CHWSD has extensive supports for Medicaid enrollment and onboarding
- Billed using CPT Codes – 98960, 98961, and 98962
  - \$64.86 individual per hour equivalent

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# SD MEDICAID REIMBURSEMENT

Data – July 1, 2023 – April 18, 2024

## Processed Claims

- 8,939 units have been paid through claims
- \$235,676.71 total in reimbursed claims

## CHW Agencies Billing

- 14 agencies have billed so far, representing all 6 target organization types:
  - Medical/Clinical
  - FQHC
  - Community-based organization
  - EMS/CHW Program
  - Dental Program
  - CHR Program

A woman with long dark hair, wearing a dark turtleneck sweater, is sitting in a chair and smiling while taking notes on a notepad with a pen. She is in a meeting with two other people whose backs are to the camera. The background is a bright, out-of-focus office space. The entire image has a light green overlay.

# **MEDICAID REIMBURSEMENT TO SUPPORT POSITIONS AND SUSTAINABILITY**

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# CHWS AND CHR

## Reimbursement and Wages

- CHW/CHR Medicaid Reimbursement can assist with supporting wage increases for CHR
  - In other words, Medicaid reimbursement can be provided for work that is already happening to bring in additional funds to CHR programs
  - Accessing Medicaid reimbursements at a state-level will not impact CHR programmatic funding through IHS



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# REIMBURSEMENT = SUSTAINABILITY

## Increasing Wages

Hourly  
Reimbursement -  
\$64.86 per hour

### 1 Hour Reimbursement Per Day

- $\$64.86 / 8 \text{ hours} = \$8.11 \text{ per hour}$

### 2 Hours Reimbursement Per Day

- $\$129.72 / 8 \text{ hours} = \$16.22 \text{ per hour}$

### 3 Hours Reimbursement Per Day

- $\$194.58 / 8 \text{ hours} = \$24.32 \text{ per hour}$

# REIMBURSEMENT = SUSTAINABILITY

## Sustaining Wages and Programs (Cont.)

Hourly Reimbursement  
- \$64.86 per hour

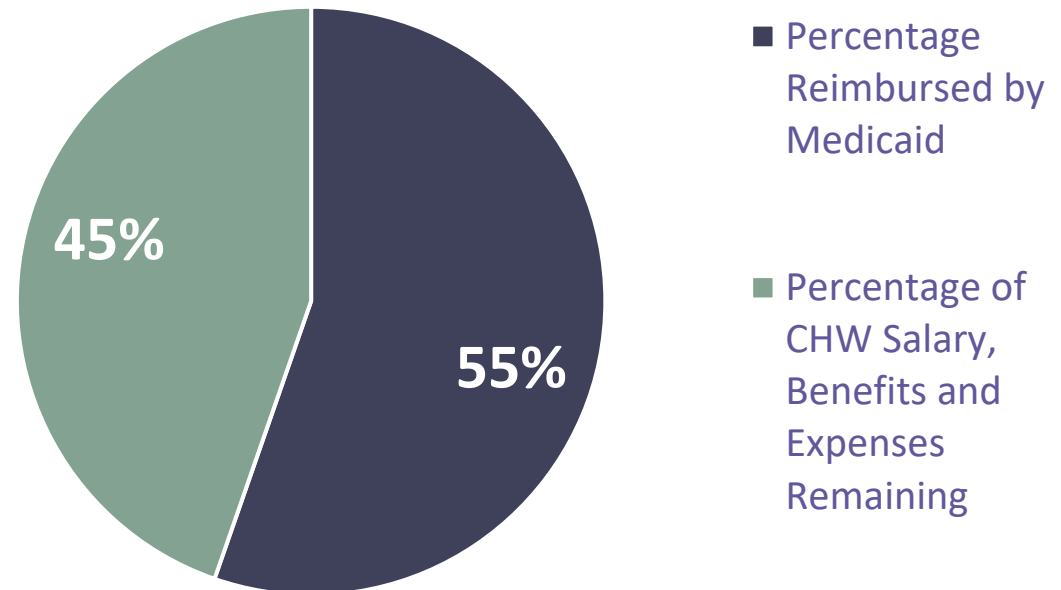
\$25 per hour CHW  
wage (including  
benefits)

47/52 weeks per year  
worked

\$2,500 mileage, \$600  
cell phone

### 2 Hours Reimbursement Per Day

Percentage of CHW Salary, Benefits, and Expenses  
Reimbursed by Medicaid (Projected Annually)



# REIMBURSEMENT = SUSTAINABILITY

## Sustaining Wages and Programs (Cont.)

Hourly Reimbursement  
- \$64.86 per hour

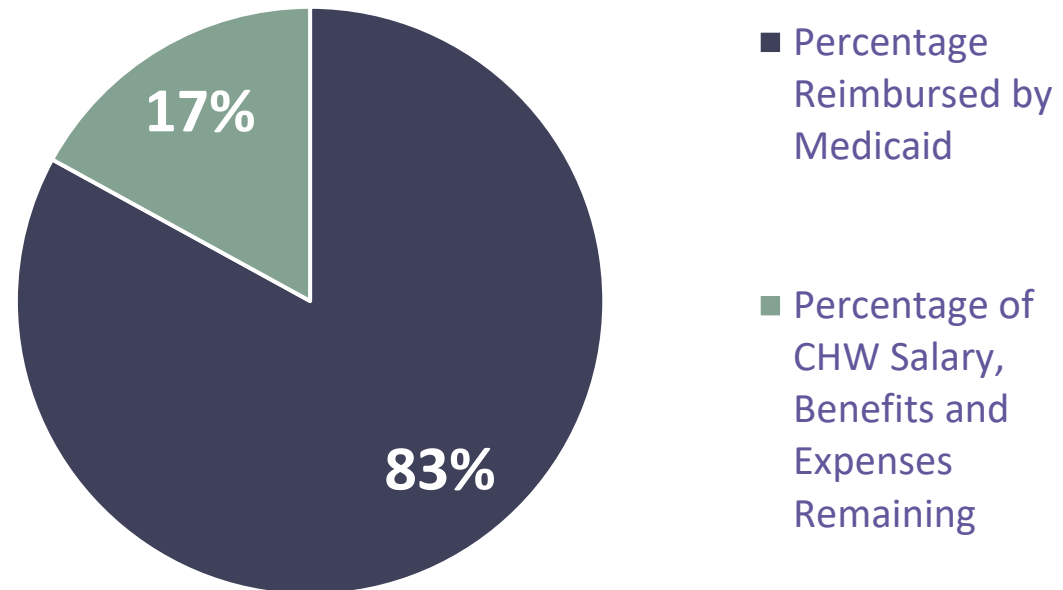
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### 3 Hours Reimbursement Per Day

Percentage of CHW Salary, Benefits, and Expenses Reimbursed by  
Medicaid (Projected Annually)



A woman with long dark hair, wearing a dark turtleneck sweater and light-colored pants, is sitting in a chair and smiling while taking notes in a small notebook. She is holding a pen in her right hand. In the foreground, the back of a man's head and shoulders is visible, and to the left, the back of a woman's head and shoulders is visible. The background is a blurred office setting with vertical bars or columns. The entire image has a light green overlay.

# CHWSD SUPPORTS

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# CHWSD TECHNICAL ASSISTANCE & SUPPORT

## Support for CHW and CHR Workforce

- **Organizational Supports**

- ***Medicaid Enrollment & Billing***
- Position Development
- Program Development
- Documentation & Reporting
- Calculating Return on Investment
- Evaluation
- Integrating Program Goals with National IHS CHR Strategic Plan
- Program Sustainability
- Supervisor Support
- Developing Awareness Materials
- ***Referral Workflows***
- Provider Awareness
- Annual SD CHW Conference

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# CHWSD TECHNICAL ASSISTANCE & SUPPORT (cont.)

## Support for CHW and CHR Workforce

- **Pathway to Medicaid Reimbursement – CHWSD Supports for CHR Programs:**
  - Enrollment – obtaining a new Type 2 NPI, template for policies & procedures, completing SD Medicaid application, certification of CHRs
  - Implementation – working with providers to receive referral and service plans for CHW services; reviewing patient Medicaid eligibility; reviewing workflow including documentation
  - Billing – submitting claims using CMS 1500 either through SD Medicaid Portal or paper, or by working with a third-party biller





**CHR PROGRAM TOOLS AND SUCCESS STORIES  
FOR MEDICAID REIMBURSEMENT**

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# OGLALA SIOUX TRIBE – RAPID CITY CHR PROGRAM

## From Referrals to Home Visits to Billing – SUCCESS!

- Awareness Materials & Outreach
- Referral & Service Plan
- Release of Information
- Intake Form
- Client Tools
- New Folders
- Technical Needs – Home Visits
- Documentation
- Submitting Medicaid Claims
- Success Stories

# CHWSD SUPPORTS

## CHR Program Awareness Materials



**OGLALA SIOUX TRIBE - RAPID CITY**  
COMMUNITY HEALTH REPRESENTATIVE/  
COMMUNITY HEALTH WORKER PROGRAM

### WHO IS A CHR/CHW?

A Community Health Representative/Community Health Worker (CHR/CHW) is a frontline worker implemented to provide quality outreach, health care services, social services, health knowledge, attitudes, and practices of Native people by promoting, supporting, and improving the quality of life through well-trained, medically-guided health care workers.


### WHO DOES A CHR/CHW ASSIST?

The CHW/CHR program works with all Indigenous/Natives in our community regardless of tribe, health issue, age, or gender in Pennington County.

### HOW CAN A CHR/CHW HELP YOU?

<h4>BRIDGING THE GAP</h4> <p>Our CHR/CHW program helps to bridge the gaps between our communities and health care service systems through:</p> <ul style="list-style-type: none"><li>• Barriers to health care access</li><li>• Health promotion and education</li><li>• Lifestyle and social assistance</li><li>• Health and social navigation</li><li>• Referrals to and from health care systems</li><li>• Medical transportation assistance</li><li>• Medication access</li><li>• Mobility issues</li><li>• Accessing providers</li></ul>	<h4>NAVIGATING ASSISTANCE</h4> <p>Our CHR/CHWs assist with navigating and coordinating social services within our community such as:</p> <ul style="list-style-type: none"><li>• Housing applications</li><li>• Food insecurity</li><li>• Back-to-school for young mothers/fathers</li><li>• Benefits for health care and the State</li><li>• Referrals to and from social service programs</li><li>• Day Care applications</li></ul>
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LEARN MORE ABOUT OUR PROGRAM BY CALLING 605-343-7832 OR FAXING 605-355-8808



**OGLALA SIOUX TRIBE - RAPID CITY**  
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### BRIDGING THE GAP

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- Barriers to health care access
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- Mobility issues
- Accessing providers



### NAVIGATING ASSISTANCE

Our CHR/CHWs assist with navigating and coordinating social services within our community such as:

- Housing applications
- Food insecurity
- Back-to-school for young mothers/fathers
- Benefits for health care and the State
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# CHWSD SUPPORTS

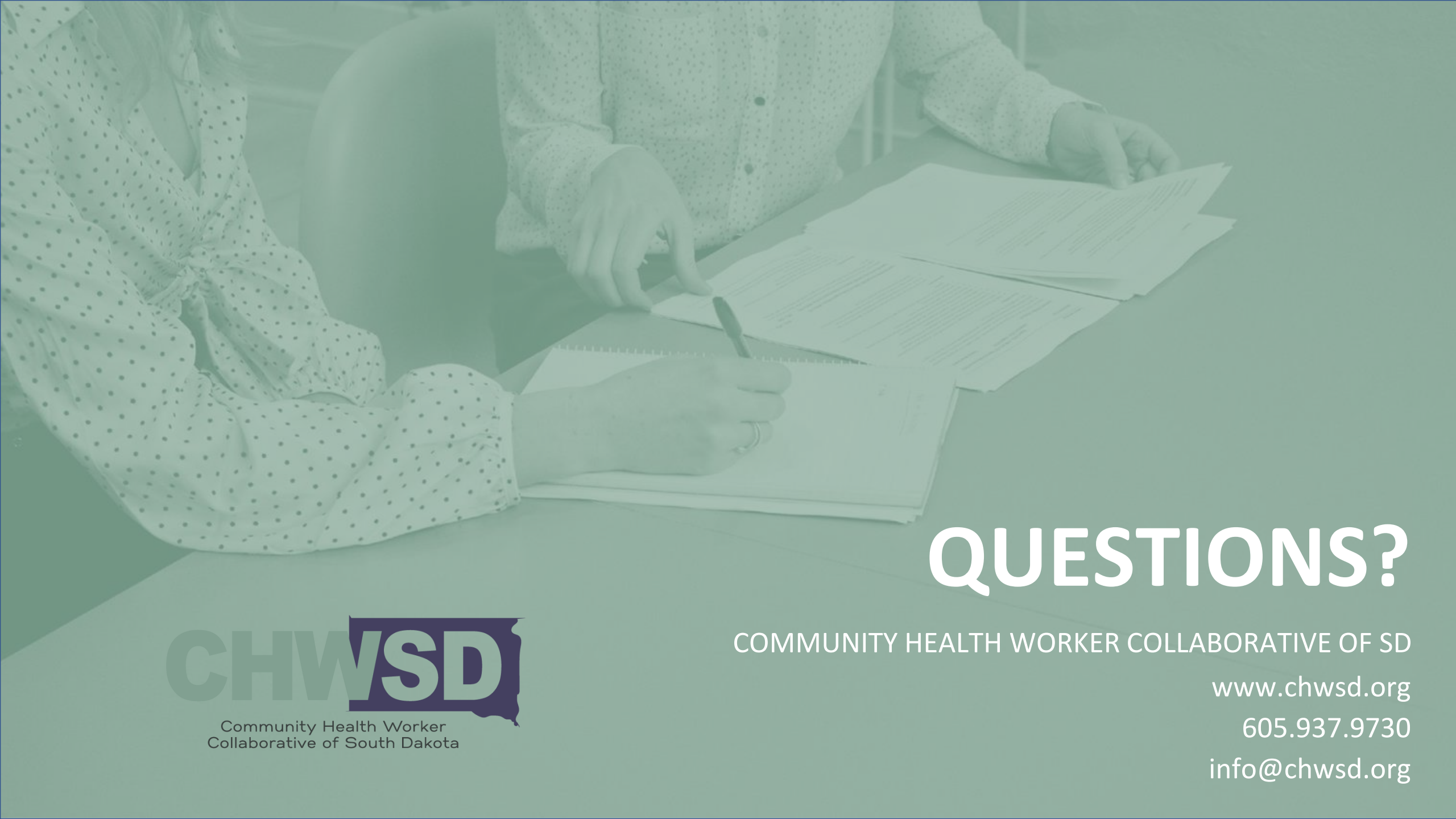
## Annual SD CHW Conference

### 2024 CHR Champion

Catherine Jeffries, CHR Director  
Oglala Sioux Tribe – Rapid City CHR Program

“Cathy has demonstrated exceptional dedication and commitment to the CHR profession. Her extensive experience showcases her deep understanding of the field and her passion for advocating for the CHR workforce. Her program was the first to bill SD Medicaid for CHW/CHR services. It’s great to see individuals like Cathy making significant contributions to community health. We are honored to present the CHR of the Year award to Cathy Jeffries!”





# QUESTIONS?



Community Health Worker  
Collaborative of South Dakota

COMMUNITY HEALTH WORKER COLLABORATIVE OF SD

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