Community Based Organization (CBO) Workflow: Health Education Codes

	CHW (Individual)	Communitty Based Organization	Payor
Preparation		**Contracting** • CBO identifies MHCP-enrolled organization to be the Billing Entity for the CBO's CHW services • CBO and Billing Entity enter into a contract and Business Associate Agreement outlining the terms of the relationship **Patients & Needs:** • CBO and Billing Entity determine patient populations to be served and how they will be referrered. • CBO and billing Entity determine patient needs and develop CHW best practices. • CBO and Billing Entity determine billing codes to be used. **Supervision / Oversight:** • Billing Entity identifies ordering and supervising provider(s) • CBO and Billing Entity identify methods and frequency of CHW contact with supervising providers. **Documentation & Billing:** • CBO and Billing Entity identify HIPAA-compliant documentation and billing software (clearinghouse) • CBO and Billing Entity develop documentation coding and billing workflows • CBO and Billing Entity work with health care attorney (if needed) to create or modify intake forms	
Training	**CHW Certificate:** • CHW completes approved certificate courses - OR • CHR with IHS training or 5 years of supervision	**Organizational Training:** CBO and Billing Entity train CHW on: • HIPAA • Fraud, Waste & Abuse • CHW service delivery, oversight and documentation requirements	
Enrollment	• CHW (individual) and obtains NPI numbers • CHW (individual) enrolls with MHCP	• Billing Entity obtains NPI number • Billing Entity enrolls with MHCP as Provider • Billing Entity enters into contracts with MCOs covering the CBO's patient population, and assures CHW services (specifically Health Education codes) are included in the contract.	Service Contract(s) and Enrollment
Service Delivery	**CHW Service Delivery:** • CHW completes intake form with patient • CHW provides services in clinic, community or home settings, or via telehealth following established best practices. **CHW Service Documentation:** • CHW documents required service and billing information	**Service Authorization** • An authorized provider initiates CHW services with an individual or standing order (in the case of standing orders, this can be a Medical Director employed by the Billing Entity) **Oversight** • Day-to-day CHW supervisor and Billing Entity's Supervising/Ordering Provider support and direct CHW, and assure best practices and workflows are followed.	
Billing		**Claims Preparation and Submission** • **Billing Entity prepares and submits claims via clearinghouse and form 837P** • **Coding: Biller assigns appropriate diagnosis and procedure codes** • **Biller uses payer portals to track payment status** **EOBs and Reconciliation** • **Billing Entity downloads EOBs and reconciles payments** **Troubleshooting** • **Billing Entity works with CBO as needed to address denials and rejections, investigates reasons, and resubmit or appeal claims**	**Payer pays claims that meet all requirements**