CHW (Individual)			Health Care Organization			Payor
}} } Preparation		•If HCO is contracting with a Community Based Organization (CBO) for CHW services, HCO and CBO enter into a contract and Business Associate agreement outlining the terms of the relationship. •HC pat pop ser Pro pro ser Pro pro pro visit pat refer ser enter into a contract and Business Associate agreement outlining the terms of the relationship.	o determines ient oulation(s) to be ved, Billing vider (who will vide initiating it), and how ient will be erred to CHW vices. OTE: The Billing vider must be same ctitioner who vides continuity care for the ient in the munity.) termine if CHW vices will be vided in-house contracted out termine patient eds and develop W best practices termine billing des to be used	ervision /	Standards: NOTE: If HCO is contracting with CBO for CHW services, both HCO and CBO will need to complete the items below: Identify HIPAA compliant documentation and billing software (clearinghouse) Develop documentation, coding and billing workflows Work with health care attorney to create or modify intake forms	·
Training (3)	CHW completes approved certificate courses - OR • CHR with IHS training or 5 years of supervision Organizational Training: NOTE: If HCO is contracting with CBO for CHW services, both HCO and CBO will need to provide training to CHWs on the items below: • HIPAA • Fraud, Waste & Abuse • CHW service delivery and documentation requirements					
Enrollment	•CHW (individual) obtains NPI number •CHW (individual) enrolls with MHCP •HCO enrolls with MHCP as Provider •HCO enrolls with Medicare as Provider •HCO enters into contracts with MCOs covering their patient population, and assures CHW services (specifically CHI G codes) are included in the contract. •HCO registers/enrolls CHWs with MCOs					Enrollment & Service Contract(s)
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 following established protocols NOTE: If CHW services are contracted out to a CBO, refer to the CBO CHI work flow. Service Authorization Billing Provider orders CHW services after conducting an initiating visit with the patient The initiating visit can occur during an annual wellness visit (AWV), or an evaluation and management (E/M) visit. During the initiating visit, Billing Provider identifies and/or screens for Upstream Drivers of health (or SDOH) that significantly limit the provider's ability to diagnose or treat the patient. Oversight Day-to-day CHW supervisor and Billing Provider support and direct CHW, and assure best practices and workflows are followed.					
Billing HII+		• Billing organized clearinghouse • Biller uses pay • CHI claims suited EOBs and Recontent of the Billing organized payments Troubleshooting • Billing organized payments	ation downloads EOBs a g ation works with CBO as jections, investigates rea	ent status are and MCOs. nd reconciles needed to add	dress	Payer pays claims that meet all requirements