Hub Workflow: Community Health Integration Codes

CHW (Individual) | CBO / Spoke | Hub | Health Care Organization (HCO) | Payor

Preparation

Contracting:
- Hub and Spoke(s) enter into a contract and Business Associate Agreement outlining the terms of the relationship

Doc. & Billing:
- Hub and Spoke(s) identify HIPAA compliant platform for documenting CHW services
- Hub and Spoke(s) develop policies to ensure organizations meet HIPAA and other data security requirements

Contracting:
- Hub and HCO enter into contract and Business Associate Agreement outling terms of the relationship

Patients & Needs:
- HCO communicates with Hub the patients they want Spoke CHWs to serve and how they will be referred

Supervision:
- MCO determines workflow for Billing Provider (at HCO) delivering initiating visit to also provide general supervision of Spoke(s) CHW serives (CHI requirment)
- Identify methods and frequency of Billing Provider contact with Spoke CHWs

Patients & Needs:
- Hub, Spoke(s) and HCO determine patent needs and devlop best practices to serve those needs

Documentation & Billing:
- Hub, Spoke(s) and HCO develop CHW documentation workflows
- Hub, Spoke(s) and HCO work with health care attorney to create or modify CHW intake forms

Training

CHW Certificate:
- CHW completes approved certificate courses - OR
- CHR with IHS training or 5 years of supervision

Organizational Training:
- Hub, Spoke(s) and HCO train CHW on
  - HIPAA
  - Fraud, Waste and Abuse
  - CHW service delivery, oversight and documentation requirements

Enrollment/Registration:

Enrollment

- CHW (individual) and obtains NPI numbers
- CHW (individual) enrolls with MHCP including completing forms connecting them to HCO Billing Provider

- If requested by MCO, HCO enrolls/registers Spoke(s)' CHWs with MCOs

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. (Includes services rendered on behalf of the pt. when pt. is not present.)

Referral to CHW Services
- Hub directs referral to specifc Spoke organization

Referral to CHW Services
- Billing Provider at HCO refers patient to Hub's CHW services after an initiating visit identifies Upstream Drivers of health that significantly limit the Billing Provider's ability to diagnose and treat the patient

CHW Service Documentation:
- CHW documents required service and billing information

Oversight
- Day-to-day CHW supervisor at Spoke and Billing Provider at HCO support and direct the CHW, and assure best practices and workflows are followed
- Hub staff assist as needed

Billing

Claims Preparation and Submission
- HCO prepares and submits claims via clearinghouse and form 837P
- HCO uses payer portals to track payment status

Payer pays claims that meet all requirements

EOBs and Reconciliation
- HCO downloads EOBs and reconciles payments

Troubleshooting
- HCO addresses claim denials and rejections by providing additional or revised information

Troubleshooting
- Hub and Spoke(s) work with HCO as needed to address denials or rejections

Revenue Distribution
- HCO collects and distributes billing revenue to Hub

Receipt of Billing Revenue
- Hub distributes billing revenue to Spoke(s)

Receipt of Billing Revenue
- Spoke(s) receive their portion of Hub billing revenue