	CHW (Individual)	CBO / Spoke	Hub & Spoke(s)			Hub		Payor
Preparation (*)			• Hub and Spoke(s) enter into a contract and Business Associate Agreement outlining the terms of the relationship Patients & Needs: • Hub and Spoke(s) determine patien populations to be served and how they will be referred • Hub and Spoke(s) determine patien needs and develop CHW be practices • Hub and Spoke(s) determine billing codes to be used	• Hub and Spoke(s) identify methods and frequency of CHW contact with Hub-provided supervising provider(s)	• Hub and/or Spoke(s) determine HIPAA compliant CHW services documentation platform • Hub and Spoke(s) develop documentation coding and billing workflows • Hub and Spoke(s) work with health care attorney to create or modify intake forms • Hub and Spoke(s) develop policies and practices to ensure organizations meet HIPAA and other data security requirements	• Hub organization employes or contracts with MHCP-enrolled provider to fulfill medical oversight requirements	• Hub identifies billing software (clearinghouse)	
Training (1883)	• CHW Certificate: • CHW completes approved certificate courses - OR • CHR with IHS training or 5 years of supervision		HIPAAFraud, WasCHW servi	ste and Abuse ice delivery, and documentation				
Enrollment (1)	 CHW (individual) and obtains NPI numbers CHW (individual) enrolls with MHCP 					 Hub obtains NPI number Hub enrolls directly with MHCP Hub enters into provider contracts with MCOs covering the Spoke(s)' population, and assures CHW services (specifically Health Education codes) are included in the contract 		
Service Delivery (石)	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		Oversight CHW day-to-day supervision Oversight CHW day-to-day supervision followed	W,				
Billing Billing		Troubleshooting • Spoke(s) work with Hub as needed to address denials or rejections Receipt of Billing Revenue • Spoke(s) receive their portion of Hub billing revenue				EOBs and Reconciliation • Hub downloads EOBs Troubleshooting • Hub works with Spoke denials and rejections and resubmit or appearance Revenue Distribution • Hub works with Spoke	mits claims via m 837P s to track payment status and reconciles payments e(s) as needed to address , investigates reasons, al claims e(s) as needed to address , investigates reasons,	Payer pays claims that meet all requirements