

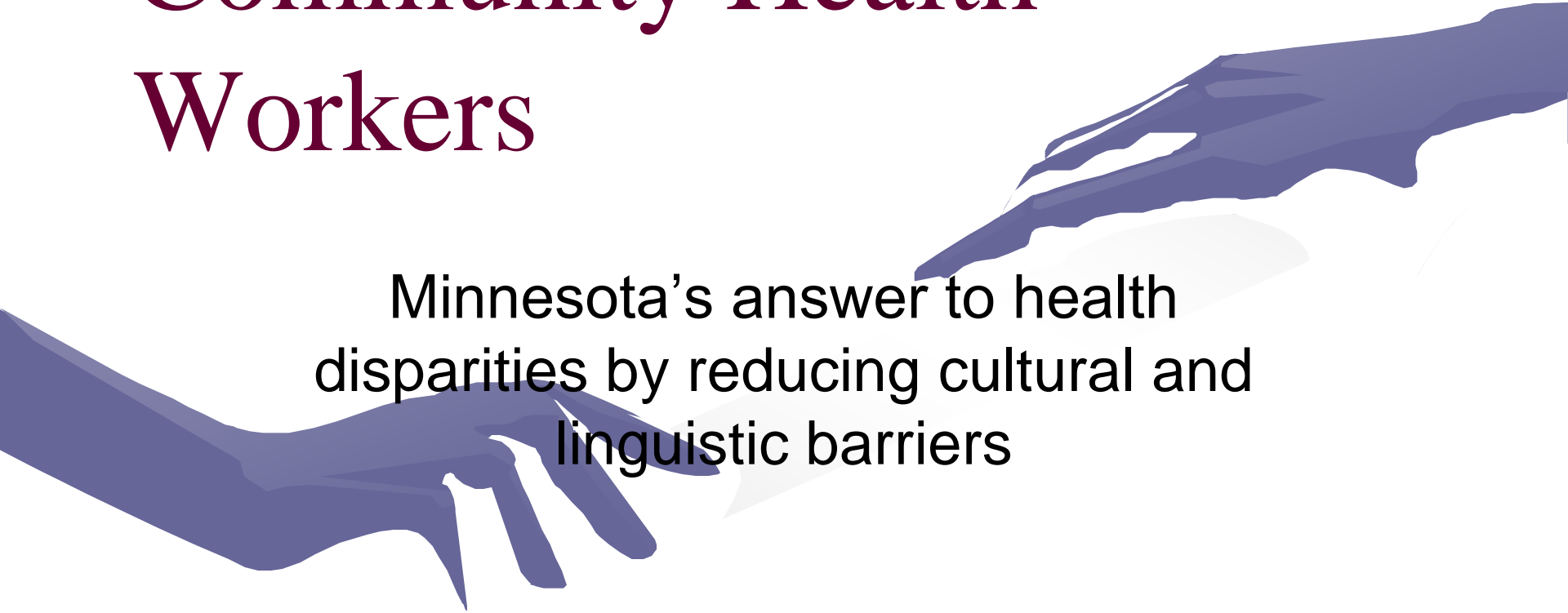


Minnesota's Health Care Reform

**Office of Multicultural Health & Services
Portland Oregon**

Community Health Workers

Minnesota's answer to health
disparities by reducing cultural and
linguistic barriers



HISTORY

- Blue Cross Blue Shield Foundation Study
 - Critical Links: Study Findings and Forum Highlights on the Use of CHWs and Interpreters in MN
 - Critical Learning: Bicultural Community Health Workers' views on Prospective Training Opportunities.
- Robert Wood Johnson Foundation Local Initiative Funding Partnership
- Other State Foundational Support



Minnesota CHW Alliance

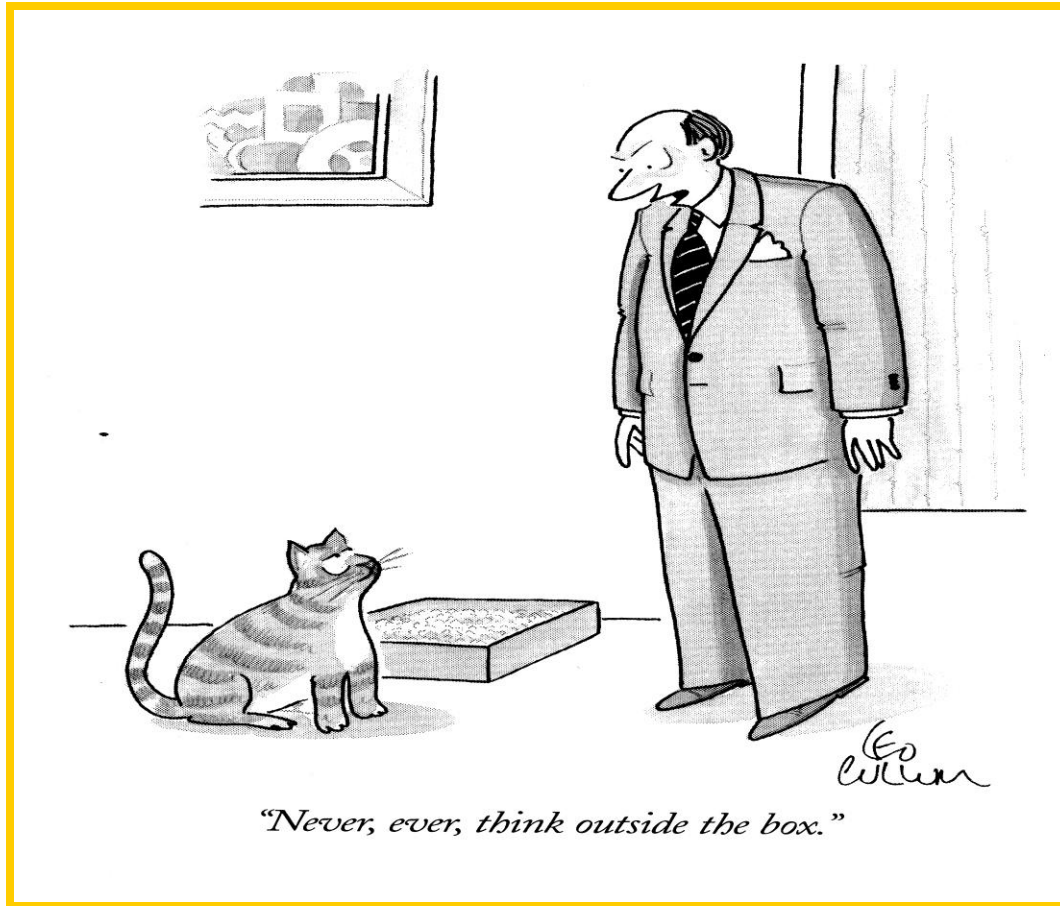
- Developed a standardized curriculum to educate CHWs in Minnesota.
- Developing professional standards for CHWs that will define their role in the health care delivery system.
- Incorporating CHWs into the health care workforce by creating a sustainable employment market.



Where do you start



Innovative Strategy



Partnership



Minnesota Community Health Worker Alliance Members

- Minnesota State Colleges and Universities
- Blue Cross Blue Shield of Minnesota Foundation
- Local Initiative Funding Partners – Robert Wood Johnson Foundation
- Otto Bremer Foundation
- Minneapolis Foundation
- Delta Dental Foundation of Minnesota
- Minnesota Department of Health
- UCare Minnesota
- HealthPartners
- Fairview Health Services
- Region Nine Development Commission
- Minnesota Hospital Association
- City of Minneapolis, Twin Cities Health Start Program
- Open Door Health Center
- Medica
- Community Health Workers
- Minnesota Department of Human Services
- Minnesota International Health Volunteers
- Multicultural Healthcare Alliance
- Neighborhood Health Care Network
- Summit Academy OIC – Opportunities Industrialization Center
- Minnesota Board of Nursing
- Minnesota Nurses Association
- Southern Minnesota Area Health Education Center (AHEC)
- Portico Healthnet
- NorthPoint Health & Wellness Center, Inc.
- Intercultural Mutual Assistance Association
- Centro Campesino
- Ramsey County
- Hennepin County
- Blue Earth County



Each Partners Role



- Educational Institutions
- State Agencies
- State Associations
- Non Profit's
- Payers
- Industry
- CHW's



DEFINE

What is a Community Health Worker?

Minnesota Community Health Worker the Link to Continuing Care.

CHWs come from the communities they serve and bridge the gap between cultures and the health care system





CHWs, Your Link to Continuing Care

Community Health Workers (CHW) come from the communities they serve, building trust and vital relationships. This trusting relationship enables the CHWs to be effective links between their own communities and systems of care. This crucial relationship significantly lowers health disparities in Minnesota because CHWs: provide access to services, improve the quality and cultural competence of care, create an effective system of chronic disease management, and increase the health knowledge and self sufficiency of underserved populations.





U.S. Department of Labor approved a SOC for CHWs

In 2009, the U.S. Department of Labor announced a Standard Occupational Classification for community health workers that was subsequently adopted in a provision of the Patient Protection and Affordable Care Act helping to give significant definition and recognition to the field. The umbrella term "community health workers" refers to individuals alternately known as outreach worker, Community Health Representative, promotor(a) de salud, and patient navigator





Scope of Practice for a Minnesota Community Health Worker

- Role 1: Bridge the gap between communities and the health and social service systems
- Role 2: Navigating the health and human services system
- Role 4: Advocate for individual and community needs
- Role 5: Provide Direct Services
- Role 6: Build Individual and Community Capacity:



Minnesota CHW Curriculum

- **Role of the CHW – Core Competencies (9 credit hours)**
 - Role, Advocacy and Outreach - 2
 - Organization and Resources - 1
 - Teaching and Capacity Building - 2
 - Legal and Ethical Responsibilities - 1
 - Coordination and Documentation - 1
 - Communication and Cultural Competency - 2
- **Role of the CHW – Health Promotion Competencies (3 credit hours)**
 - Healthy Lifestyles
 - Heart and Stroke
 - Maternal Child and Teens
 - Diabetes
 - Cancer
 - Oral Health
 - Mental Health
- **Role of CHW – Practice Competencies – Internship (2 credit hours)**



Where Are The Jobs and how are they being paid?



Workforce Studies

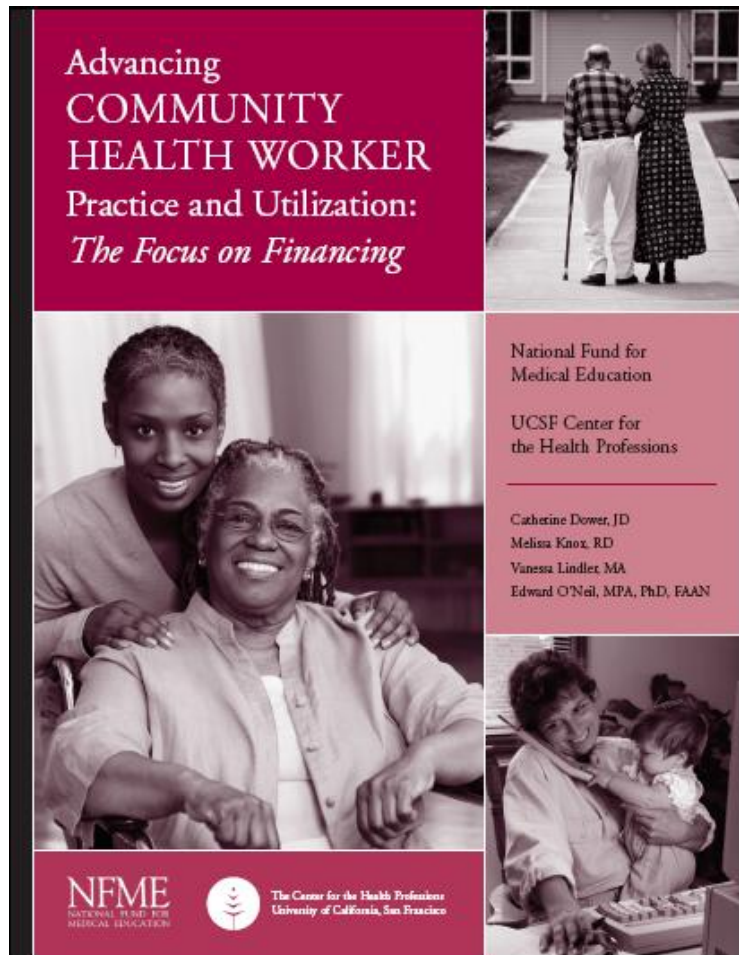
- MN Studies
 - Twin Cities
 - Rochester
 - Southern MN
- HRSA National Workforce Study
 - 120,000
 - $\frac{3}{4}$ paid
 - Locations of employment



HOW AND WHY



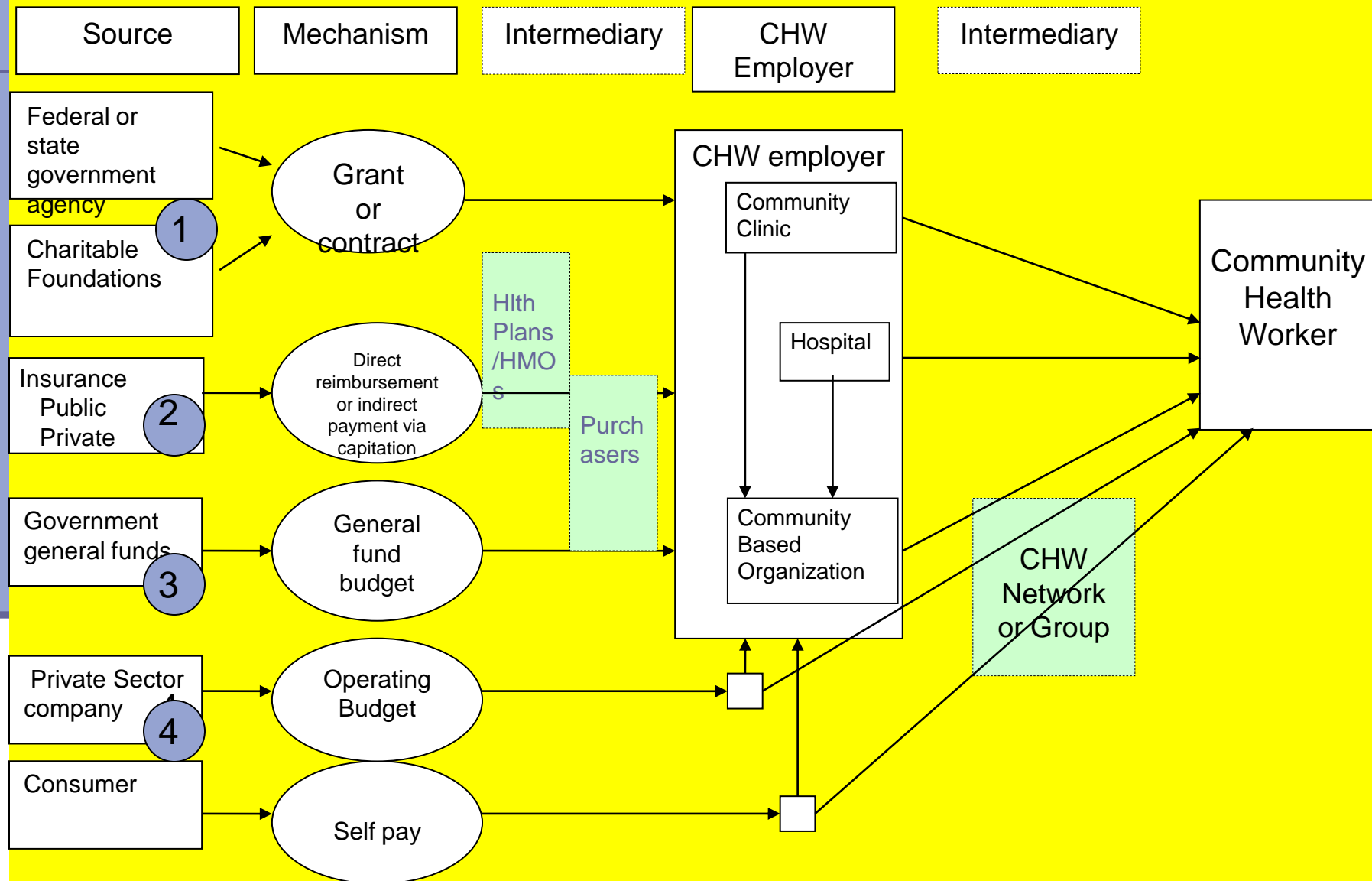
HOW DO WE FUND CHWs



- Advancing Community Health Worker Practice and Utilization: The Focus on Financing



CHW Potential Funding Flow Chart



Employer Perspective – Making the Business Case

What gets in the way in the next 364 days, 23 hours and 40 minutes?

- Language barriers
- No access to transportation
- Low health literacy
- Disagreeing with provider's assessment
- Aversion to medications
- Misunderstanding of how to properly administer medications
- Misunderstanding of treatment plan
- Dietary recommendations that do not include native food
- Distrust of physicians and Western medicine



Employer Perspective

How do CHWs help?

- “...the potential for cost savings and cost-effectiveness of CHWs lies primarily in their capacity to save on expensive future costs by investing in early interventions such as:
 - Improving appropriate access to and usage of health care services
 - Promoting healthy behavior; preventing disease
 - Managing diseases and chronic conditions [i.e., support clients managing their health conditions]
 - Helping organizations comply with care mandates”

(SOURCE: Dower C., Knox M., Lindler V. and O'Neil E. Advancing Community Health Worker Practice and Utilization: The Focus on Financing. National Fund for Medical Education, Center for the Health Professions, University of California, San Francisco: 2006.)



Employer Perspectives

- A Baltimore program that matched community health workers with diabetes patients in the Medicaid program achieved significant drops in emergency room visits and hospitalization (38 percent and 30 percent, respectively). This drop translated into a 27 percent reduction in Medicaid costs for the patient group. According to the 2003 study, the program achieved savings of \$80,000 to \$90,000 per year for each community health worker.
- **Reduce clinic costs for minor follow up procedures of ten patients per week for one month**
(10 pt X \$60.00 clinic cost X 4 weeks = \$2,400)

■ Source: http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?db=pubmed&cmd=Retrieve&dopt=AbstractPlus&list_uids=12723008&query_hl=2&itool=pubmed_DocSum



Employer Perspectives

- A study measuring the return on investment for a CHW program at Denver Health found that health worker interventions decreased urgent care and inpatient and outpatient behavioral health visits. As a result, primary and specialty visits increased, and reduced costs by program costs totaled approximately \$6,000 per month. Still, improved use reduced costs by more than \$14,000 per month. Although the CHW model requires investments in prevention and primary care, these health services are less costly than treating serious and avoidable conditions.
- Community health workers saved \$2.28 for every \$1 invested in the program. Moreover, primary and specialty care visits increased after patients met with a health worker, and costly urgent and inpatient care dropped.

- http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?db=pubmed&cmd=Retrieve&dopt=AbstractPlus&list_uids=16520499&query_hl=5&itool=pubmed_docsum



Process of Passing the Statute



Laws of Minnesota for 2008

Chapter 326

Article 1 Section 32



Statute

Sec. 32. Minnesota Statutes 2007 Supplement, section 256B.0625, subdivision 49, is amended to read:

Subd. 49. Community health worker. (a) Medical assistance covers the care coordination and patient education services provided by a community health worker if the community health worker has:

- (1) received a certificate from the Minnesota State Colleges and Universities System approved community health worker curriculum; or
- (2) at least five years of supervised experience with an enrolled physician, registered nurse, or advanced practice registered nurse, **or dentist, or at least five years of supervised experience by a certified public health nurse operating under the direct authority of an enrolled unit of government.**

Community health workers eligible for payment under clause (2) must complete the certification program by January 1, 2010, to continue to be eligible for payment.

(b) Community health workers must work under the supervision of a medical assistance enrolled physician, registered nurse, or advanced practice registered nurse, **or dentist, or work under the supervision of a certified public health nurse operating under the direct authority of an enrolled unit of government.**

(c) **Care coordination and patient education services covered under this subdivision include, but are not limited to, services relating to oral health and dental care.**



MHCP CHW Legislation

Enrollment, Billing Policy

- 2007 legislation
 - 12/19/07: Federal approval received
 - MHCP enrollment criteria:
 - MnSCU CHW certificate
 - supervised by a physician/advanced practice registered nurse for 5 years
- 2008 legislation
 - 3/18/09: Federal approval of CHW expansion to the following provider types:
 - Certified public health nurses operating under the direct authority of an enrolled unit of government
 - Dentists
- 2009 Legislation
 - Currently applying for Federal Approval
 - Mental Health Professionals



Covered Services

MHCP-enrolled CHWs may bill for
Patient Education and Care coordination services only

The CHW covered services *must*:

- Be supervised by professionals listed in legislation
- **Order signed** by an MHCP-enrolled professional in the chart of an MHCP-eligible client
 - A documented **care plan**
- CHW services provided **face-to-face**
- Utilizing an **established curriculum**



MHCP CHW Legislation Enrollment, Billing Policy

■ MHCP Provider Website

**Minnesota Department of Human Services**

Skip to: [Main content](#) | [Subnavigation](#) | [Quicklinks](#) |
Wednesday, April 1, 2009

minnesota north star

DHS Home Page | Forms (eDocs) | County and Tribal Workers | A-Z Topics |

Advanced Search keyword

About DHS | Aging | Partners and Providers | Children | Disabilities | Economic Supports | Health Care | Publications | Licensing

MHCP enrolled providers

- ▶ [Pharmacy program](#)
- ▶ [Prescription Drug Information](#)
- ▶ [Provider enrollment](#)
- ▶ [Provider Manual](#)

Adolescent services
Adult mental health
Aging services
Alcohol and drug abuse
Child and Teen Checkups providers
Child care providers
Child support
Children's mental health
Disability services
Employment services manual
Food support outreach
Grants and RFPs
IEP providers
Managed care organizations
Pay for Performance Program
RCA employment services
State LTC profile

MHCP Enrolled Providers

Welcome to the [Minnesota Health Care Programs \(MHCP\)](#) provider home page.



Take our [Provider Billing Basics](#) tutorial and learn about 2009 [provider training opportunities](#).

Please select your **provider type** from the menu below and click **GO** to access our online materials.

SELECT YOUR PROVIDER TYPE:

If your provider type is not listed above, [contact the Provider Call Center](#).

If you are not already an MHCP provider but would like to enroll as one, contact [Provider Enrollment](#).

Contact the [Provider Call Center](#) or [e-mail](#) us with any questions or comments about the MHCP Provider Web pages.

AMA Disclaimer

Notice: If you have arrived on this page as a result of a search engine or other external link, be advised that some of these files contain material that is copyrighted by the American Medical Association. You are forbidden to download the materials unless you read, agree to and abide by the provision of the copyright statement. [Read the copyright statement now](#) (you will be directed back here after accepting the copyright statement).

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- [MHCP Provider Directory](#)
- [MHCP Provider Call Center](#)
- [Training and Communication](#)
- [Provider E-mail Lists](#)
- [RA Messages](#)
- [Provider Updates](#)
- [Web Site Updates](#)
- [Acronyms](#)
- [COLA](#)
- [Minnesota RxConnect](#)
- [Minnesota E3 \(AUC\)](#)
- [MREP](#)
- [PERM](#)
- [Veterans information](#)
- [Washington Publishing Co.](#)

Related Links

- [State Laws, Statutes & Rules](#)
- [Cultural Competency](#)
- [Centers for Medicare & Medicaid Services \(CMS\)](#)
- [Basic Computer Skills Tutorial](#)

Billing

CHW Services for patient education and care coordination must be:

- Billed in 30 minute units
- Limit 4 units per 24 hours per recipient
- No more than 8 units per calendar month per recipient

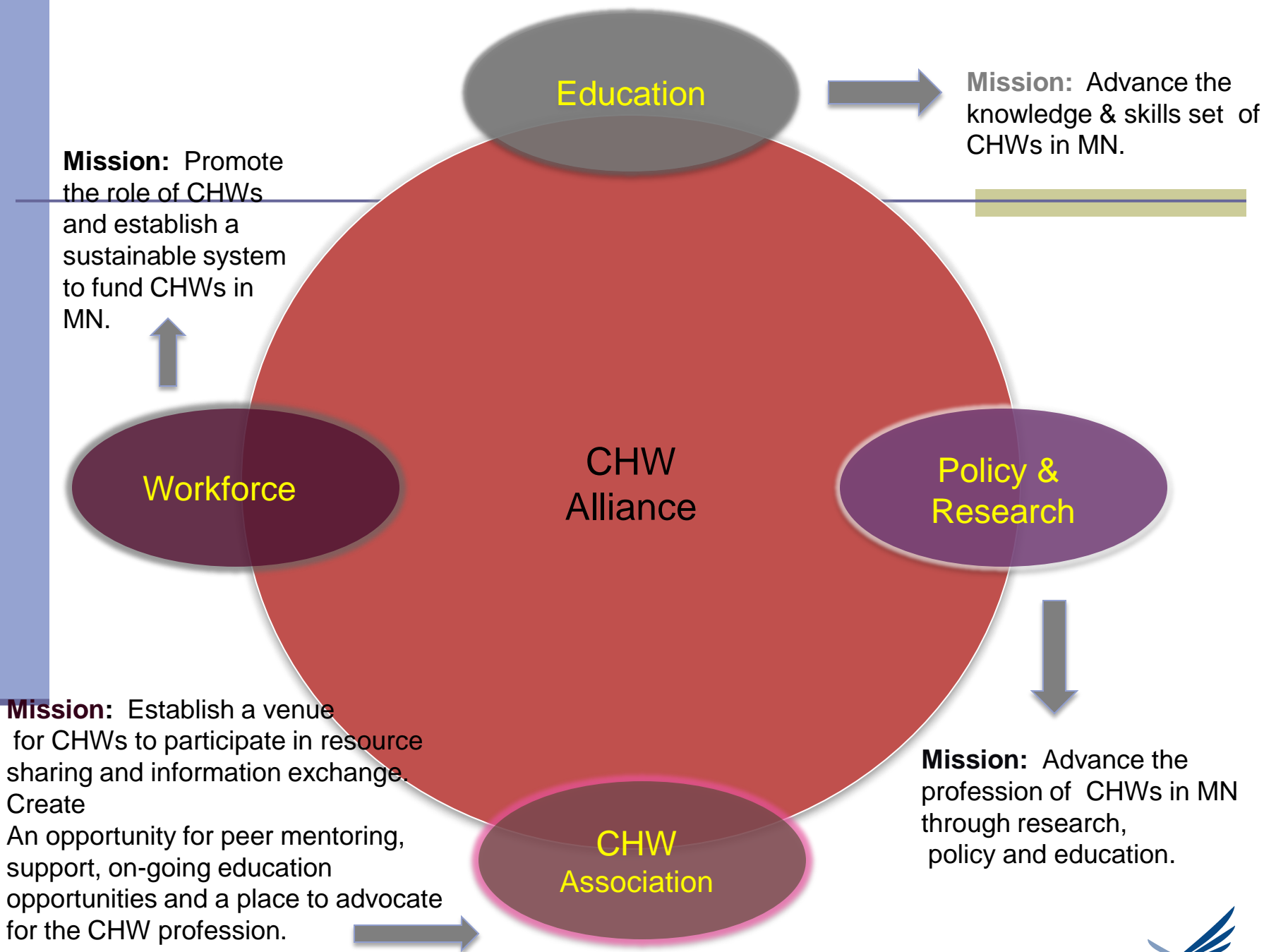


CHW Rates

- 98960 12.50/unit (individual)
- 98961 4.16/person/unit (2-4 persons)
- 98962 1.92/person/unit (5-8 persons)

One unit = 30 minutes
4 units/person/24hours
8units/person/calendar month





National CHW

Patient for Protection and Affordable Care Act (PPACA)

- Three sections of the ACA (HR5390) affect CHWs:
 - CDC grant (section 5313) to promote positive health behaviors and outcomes in medically underserved communities through Community Health Workers.
 - National Health Care Workforce Commission (Sec 5101) include CHWs as primary Care Professionals
 - Area Health Education Centers (sec. 5403 Sec.751) add CHWs to mandate for interdisciplinary training of health professionals.
- Other Sections under the PPACA that are being explored and that we are advocating for at a national level and state level for CHWs being included and listed.
- State and National Healthcare Reform
 - Hospital Readmission Reduction
 - Patient-Centered Medical Homes
 - Patient Navigator Program through HRSA grants
 - Maternal, Infant and Early Childhood Home Visiting Programs
- American Public Health Association CHW Section – education/policy
 - National Institutes of Health's NIH National Heart, Lung and Blood Institute (NHLBI)



National CHW

Other State CHW Programs

- New York
- Michigan
- New Mexico
- Wisconsin
- Arizona
- Massachusetts
- Texas
- Pennsylvania



Massachusetts

- **MDPH Community Health Worker Advisory Council Report now available online:**
 - http://www.mass.gov/Eeohhs2/docs/dph/com_health/com_health_workers/legislature_report.pdf
- **MA Health Care Exchange**
 - **Expand the administrative tools used by the Commonwealth Connector to ensure enrollment of eligible populations by directly employing CHWs to outreach, educate, assist, and enroll hard-to-reach populations and those eligible individuals needing assistance with re-determination procedures.**



New Mexico

- 2011 New Mexico Senate Joint Memorial No. 12 Fiftieth Legislature - First Regular Session



- TITLE: CREATE OFFICE OF COMMUNITY HEALTH WORKERS
AUTHOR: Phil A. Griego

SUMMARY: A JOINT MEMORIAL REQUESTING THE DEPARTMENT OF HEALTH TO CONDUCT A REVIEW OF STATE STATUTES TO CREATE AN OFFICE OF COMMUNITY HEALTH WORKERS IN STATUTE



STATUS:
01/19/2011 (2) SENATE RULES COMMITTEE-SENATE PUBLIC AFFAIRS COMMITTEE-SENATE RULES COMMITTEE.
02/11/2011 (25) DO PASS COMMITTEE REPORT ADOPTED-SENATE PUBLIC AFFAIRS COMMITTEE.

2011 NM S.J.M. 12 (NS)



Texas

- Apprenticeship Model
- DOL and HRSA wants to see this go nationally. In this program CHWs are immediately hired by employers (they have to pay at least 50% of the CHWs salaries), given on-the-job training and didactic training for a combination of 2,000-2,200 hours. AHEC's and community colleges are involved in the training. This includes 8 core competencies and specialty (health areas) training. There are many possible partners in a state, including health departments.



Pennsylvania

- 2011 Pennsylvania House Bill No. 342, Pennsylvania One Hundred Ninety-Fifth General Assembly - 2011-2012
- PENNSYLVANIA BILL TEXT
- TITLE: An Act establishing the Community-Based Health Care Provider Access (CHCPA) Program in the Department of Health; providing for hospital health clinics and for a tax credit; and making appropriations.

VERSION: Introduced

- January 31, 2011
- BAKER, GINGRICH, CUTLER, MICOZZIE, CALTAGIRONE



New York

- [New York State Health Foundation](#)
- [www.chwnetwork.org](#)
- [http://www.huffingtonpost.com/james-r-knickman/community-health-workers-_b_749033.html](#)



Office of Minority Health

U.S. Department of Health Human Services

- 15 Member National Steering Committee
 - Establish National Initiative for Promotores de Salud/ CHWs



CHW website at

www.mnchwalliance.org



The screenshot displays the homepage of the Minnesota Community Health Worker Alliance. The website features a header with navigation links: PHOTO GALLERY, REGISTRATION, BECOME A SPONSOR, MEMBERS, CONTACT US, and HOME. The main banner includes the word "MINNESOTA" in a stylized font, a logo with three hands (red, black, and orange) holding a blue flower, and the text "Minnesota Community Health Worker Alliance" in a large, yellow, serif font. Below the banner, the text "The Minnesota Community Health Worker Alliance" is displayed. The left sidebar contains a "Community Health Worker" section with a list of links: + Education, + Workforce, CHW Success Stories, + Policy & Research, and + CHW Professional Alliance. The main content area includes sections for "Mission" and "Vision", both with descriptive text. The "Mission" section states: "The mission of the Alliance is to provide coordination for CHWs and CHW stakeholders work together to advance the CHW profession in Minnesota." The "Vision" section states: "The Alliance's core principals are to incorporate the role of the CHW in the health and social service sectors and to decrease health disparities by addressing the social determinants of health by reducing barriers to health and well-being for the underserved populations in Minnesota." Below these sections is a "PRINCIPLES OF ALLIANCE" section with two bullet points: "Develop strong CHW Leadership" and "Reduce cultural and linguistic barriers to health care, improve quality and cost effectiveness of". The website is viewed in a browser window with a taskbar at the bottom showing various open applications.

MINNESOTA

PHOTO GALLERY | REGISTRATION | BECOME A SPONSOR | MEMBERS | CONTACT US | HOME

Minnesota Community Health Worker Alliance

Community Health Worker

- + Education
- + Workforce
- CHW Success Stories
- + Policy & Research
- + CHW Professional Alliance

The Minnesota Community Health Worker Alliance

Mission

The mission of the Alliance is to provide coordination for CHWs and CHW stakeholders work together to advance the CHW profession in Minnesota.

Vision

The Alliance's core principals are to incorporate the role of the CHW in the health and social service sectors and to decrease health disparities by addressing the social determinants of health by reducing barriers to health and well-being for the underserved populations in Minnesota.

PRINCIPLES OF ALLIANCE

- Develop strong CHW Leadership
- Reduce cultural and linguistic barriers to health care, improve quality and cost effectiveness of





Thank you

Anne Willaert

anne.willaert@southcentral.edu