



Community Health Worker
Collaborative of South Dakota

**COMMUNITY HEALTH
WORKERS: TEAM PARTNERS
FOR COMMUNITY SUPPORT**



Learning Objectives

- Understand the definition of a CHW and Scope of Work of a CHW in South Dakota
- Learn more about the funding and supports available to develop a sustainable CHW program
- Identify the successes of a CHW program based on success stories and data.



A woman with long dark hair, wearing a dark turtleneck sweater, is sitting and smiling while talking to two other people. She is holding a notepad and a pen, suggesting she is taking notes or conducting an interview. The background is blurred, showing an indoor setting with other people and furniture. The entire image has a light green overlay.

**WHAT IS A COMMUNITY HEALTH WORKER
(CHW)?**

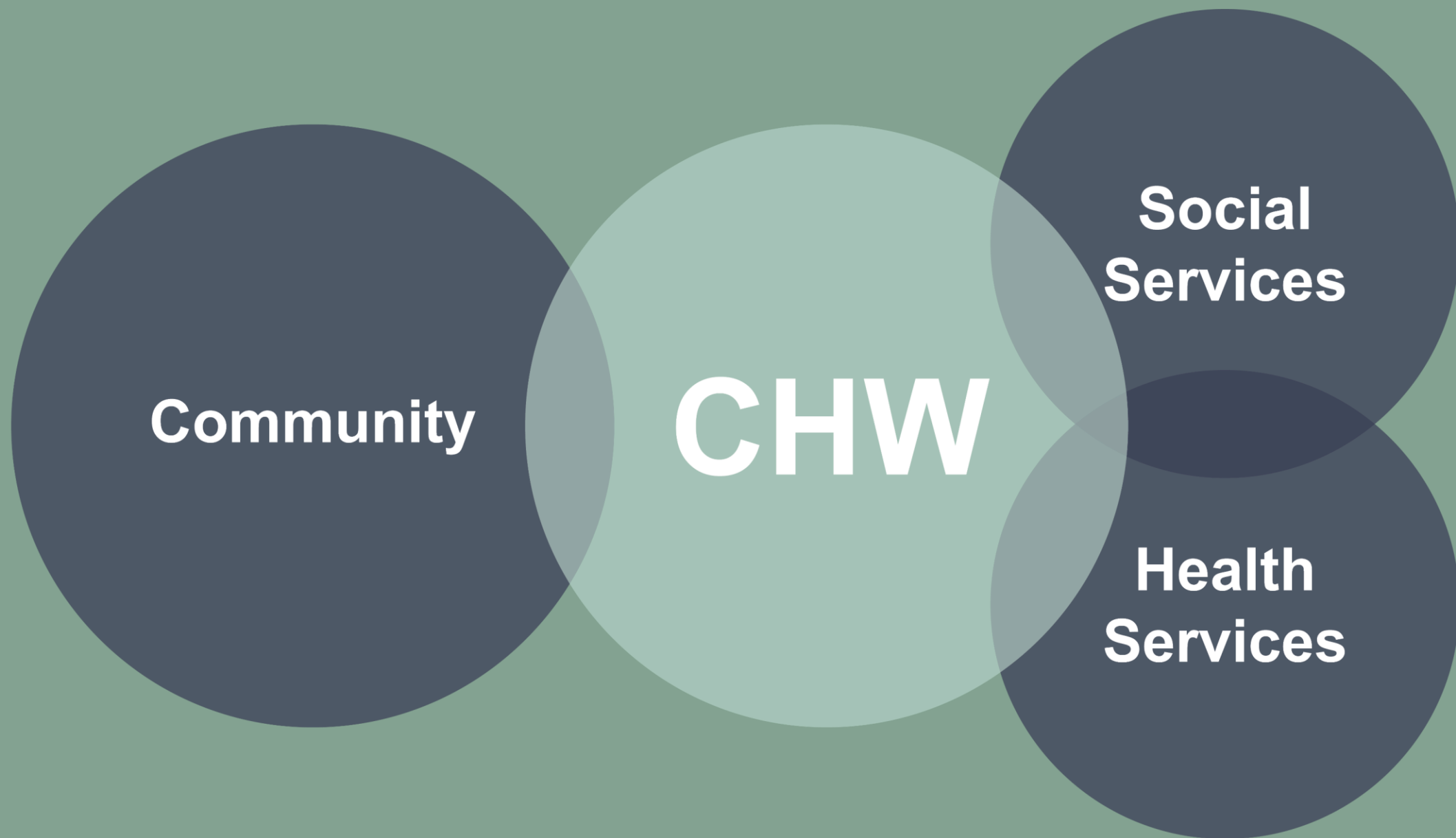
WHAT IS A CHW?

American Public Health Association (APHA)

“A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.

This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.”

- APHA 2022



Community

CHW

**Social
Services**

**Health
Services**

TITLES

CHW Titles in South Dakota

- **Certificate-Level CHW** – A Certificate Level CHW is an individual who has completed an approved CHW training certificate in South Dakota and works under the APHA definition of a CHW. *In the future, this title will change to Certified CHW, based on Voluntary Certification for SD CHWs, launching Fall 2022.*
- **Community Health Representative (CHR)** – A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the APHA definition of a CHW and the IHS definition of a CHR.



CHW SCOPE OF WORK

CHW SCOPE OF WORK

South Dakota-Specific

- **Health system navigation and resource coordination**, including helping a patient find providers to receive a service, helping a patient make an appointment for a service, arranging transportation to a medical appointment, attending an appointment with the patient for a medical service, and helping a patient find other relevant community resources such as a support group.
- **Health promotion and coaching**, including providing information or education to patients that makes positive contributions to their health status, such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.
- **Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects**, such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.



CHW REIMBURSEMENT IN SOUTH DAKOTA

QUALIFYING CONDITIONS AND/OR QUALIFYING BARRIERS

Qualifying Conditions

- Asthma
- Cancer
- COPD
- Depression
- Diabetes
- Heart Disease
- High Blood Pressure
- High Cholesterol
- Mental Health Conditions
- Obesity
- Musculoskeletal and neck/back disorders
- Prediabetes
- High Risk Pregnancy
- Substance Use Disorder
- Tobacco use
- Use of multiple medications (6 or more classes of drugs)

Qualifying Barriers

- **Geographic distance from health services**
- **Lack of phone** (results in the individual going to the emergency department instead of scheduling a medical appointment)
- **Cultural/language communication barriers**

REIMBURSEMENT BASICS

Additional Requirements

- CHW Services must be provider ordered by primary care provider (MD/DO, PA, NP, CNM, or Dentist)
- Billed using CPT Codes
 - \$61.78 per hour
- A maximum of 5 units can take place in the clinic setting. Remaining units must take place in the home or community setting, unless attending an appointment with a patient
- Transportation is not a reimbursable service for CHWs

COMMUNITY HEALTH WORKER SERVICES

ELIGIBLE PROVIDERS

In order to receive payment, all eligible servicing and billing provider's National Provider Identifiers (NPI) must be enrolled with South Dakota Medicaid. Servicing providers acting as a locum tenens provider must enroll in South Dakota Medicaid and be listed on the claim form. Please refer to the provider enrollment chart for additional details on enrollment eligibility and supporting documentation requirement.

South Dakota Medicaid has a streamlined enrollment process for ordering, referring, and attending physicians that may require no action on the part of the provider as submission of claims constitutes agreement to the South Dakota Medicaid Provider Agreement.

South Dakota Medicaid does not enroll individual community health workers (CHW). A community health worker (CHW) agency is required to be enrolled with South Dakota Medicaid to be reimbursed for services.

A health system with more than one physical location has the option to enroll as a single CHW agency. Any provider enrolling as a CHW agency will need to obtain a new **Type 2 BNPI** to be used for billing CHW services only or use a **Type 2 BNPI that is not enrolled with Medicaid**. Agencies will need to enroll the BNPI through provider enrollment. A health system enrolling multiple locations under one agency will need to indicate a "primary location" on the enrollment application.

Individual CHWs must be employed and supervised by an enrolled CHW agency. CHW agencies must complete a supplemental provider agreement addendum and submit their written policies and procedures as outlined in the supplemental agreement addendum as part of the provider enrollment process.

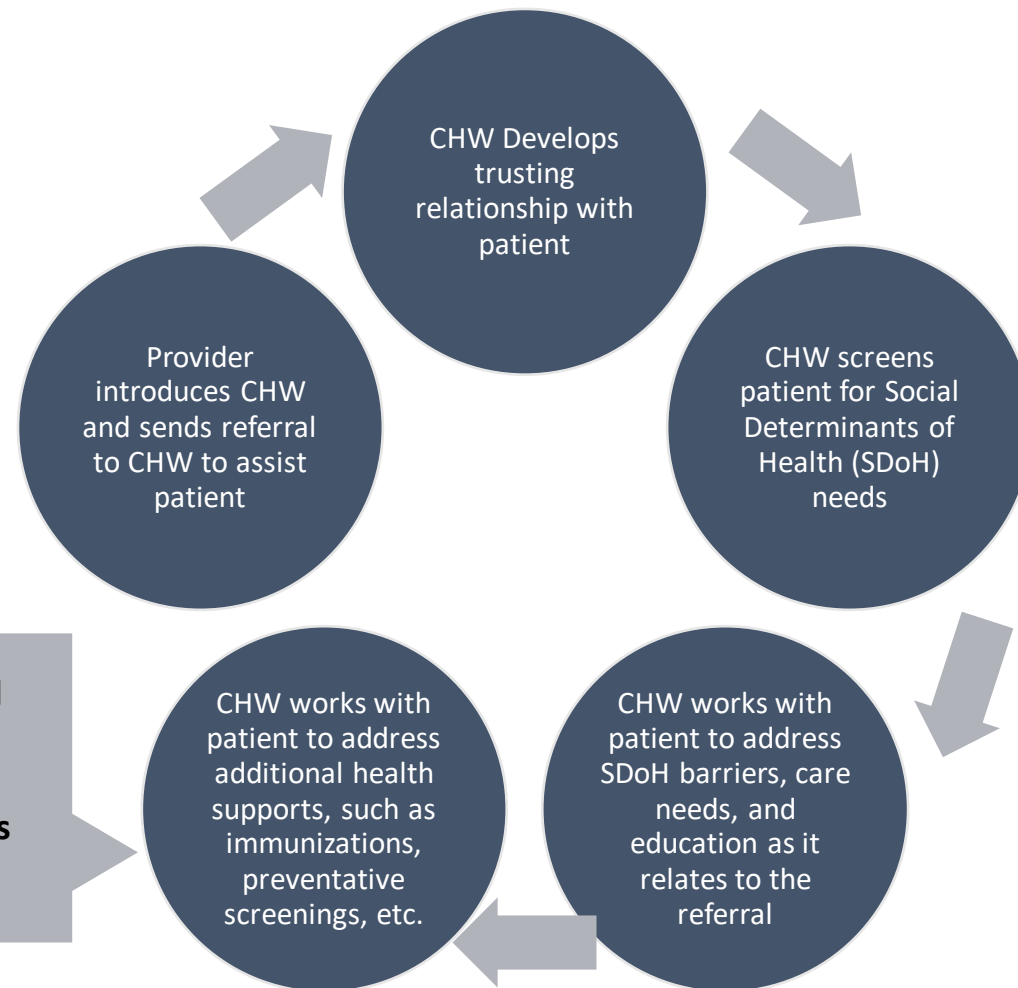
The staff training policy must identify a process to certify that the individual has completed the Indian Health Service Community Health Representative basic training or a CHW program approved by the South Dakota Board of Technical Education, the South Dakota Board of Regents, or a CHW training program approved by the State. A complete list of programs approved by the State can be found in the Approved CHW Curriculum section. The agency will ensure that each CHW receives a minimum of 6 hours of training annually thereafter.

The staff training policy must include identification of the processes and timelines for new staff orientation and annual staff training. The new employee orientation must occur before the employee enters an individual's home unsupervised. New employee orientation must include a training on local providers and health resources.

The agency must conduct fingerprint-based criminal background check (FCBC) or other State approved background check to screen for abuse, neglect, and exploitation for all employees hired to work in homes of individuals. The supplemental agreement includes the fitness criteria used to determine whether the background check is deemed to have been passed or failed. The agency must routinely check the Office of the Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) and System for Award Management (SAM) to ensure that new hires and current employees are not excluded from participating.

CHW Care Model

Example of CHW Support Timeline



- CHW Services are meant to be short term services (3-6 months, typically 1 year maximum)
- CHW uses trusting relationship with patient (and new skills and self-sufficiencies) to address other health needs.



SOUTH DAKOTA CHW PLANNING TOOLKITS

CHW TOOLKITS

South Dakota-Specific Planning Toolkits

- **4-Module Medical/Clinical Toolkit** - Self-Guided Resource Version and CEU Version (2 Free CEUs)
- **3-Module Community-Based Organization Toolkit**



Self-Guided CHW Planning Toolkit



CHW Planning Toolkit (CEU Version)



Community-Based Organization Planning Toolkit



COMMUNITY HEALTH WORKER COLLABORATIVE OF SOUTH DAKOTA (CHWSD) OVERVIEW

MISSION, VISION, AND SUPPORT

CHWSD

Mission

- To promote, support, and sustain the Community Health Worker (CHW) profession in South Dakota.

Vision

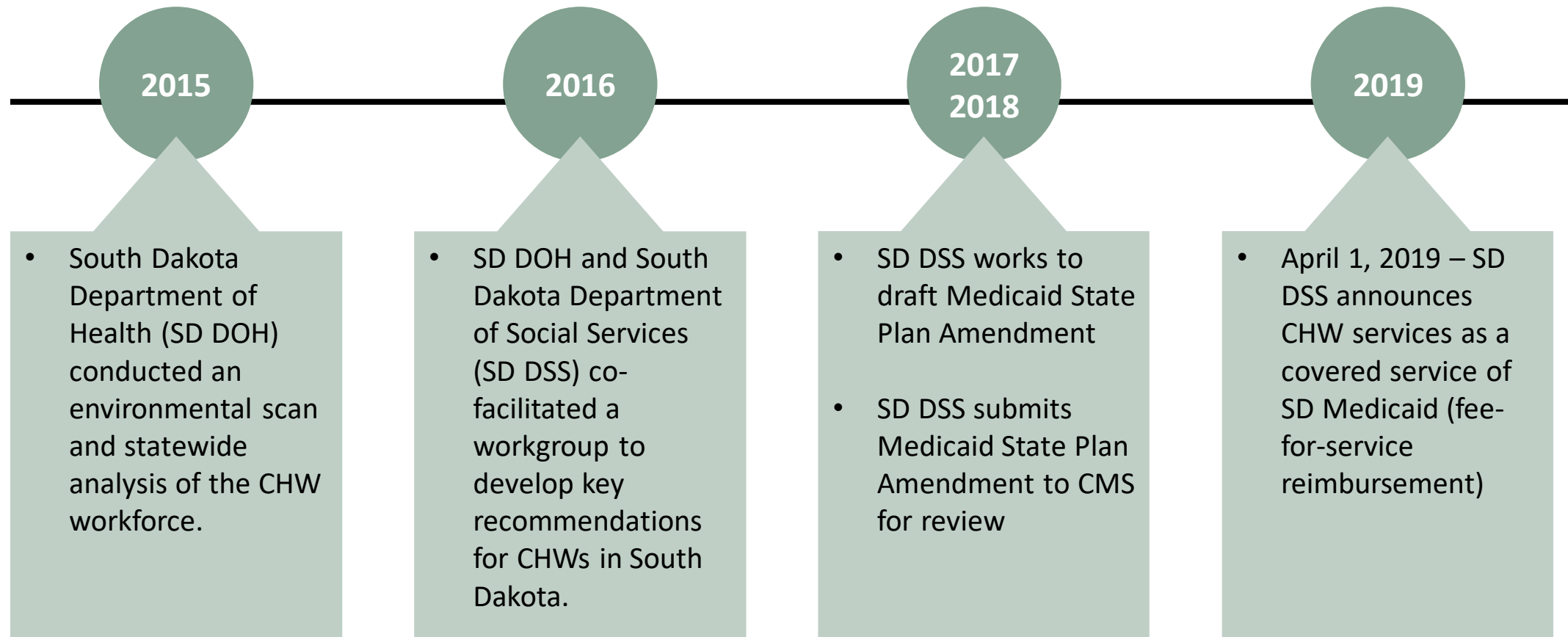
- A well-established statewide network of CHW professionals who provide a wide range of services for South Dakotans.

Support

- The CHWSD is an extension of the South Dakota Department of Health, Office of Disease Prevention and Health Promotion.

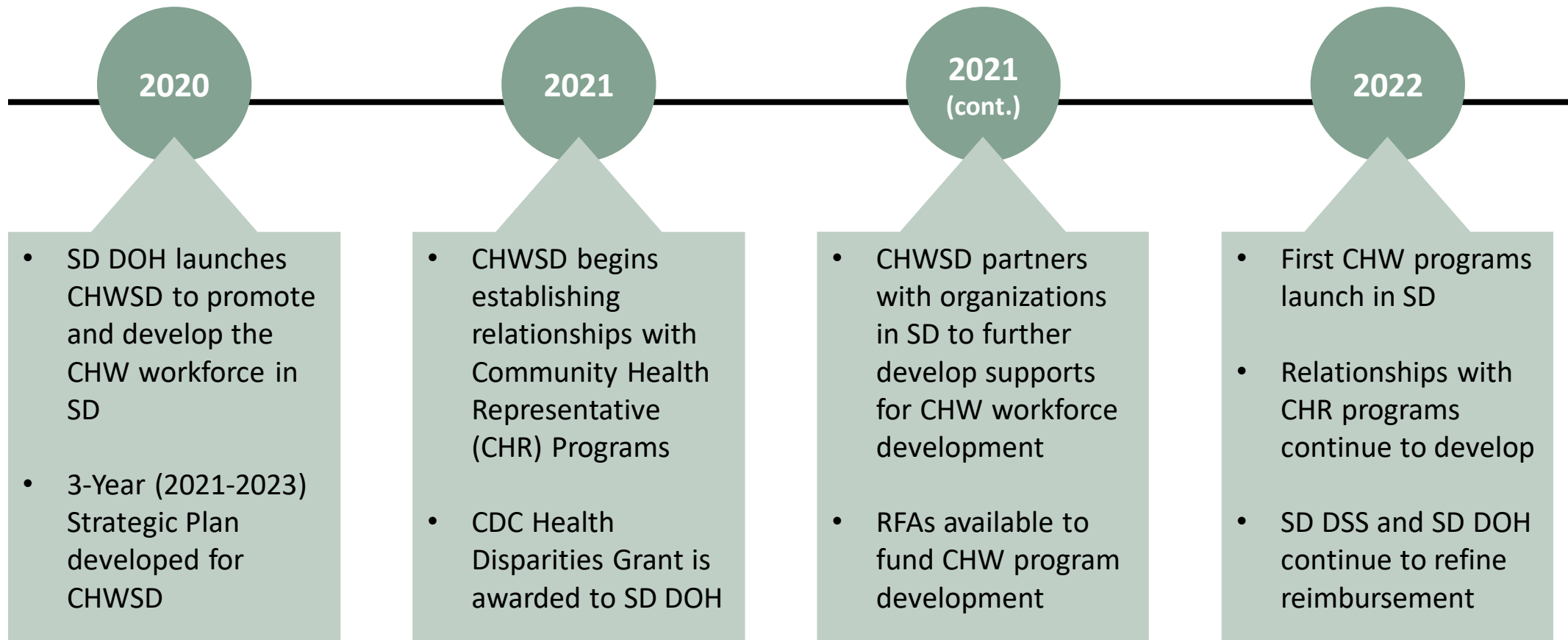
ORGANIZATIONAL ORIGINS

Timeline of CHW Activities in SD



ORGANIZATIONAL ORIGINS

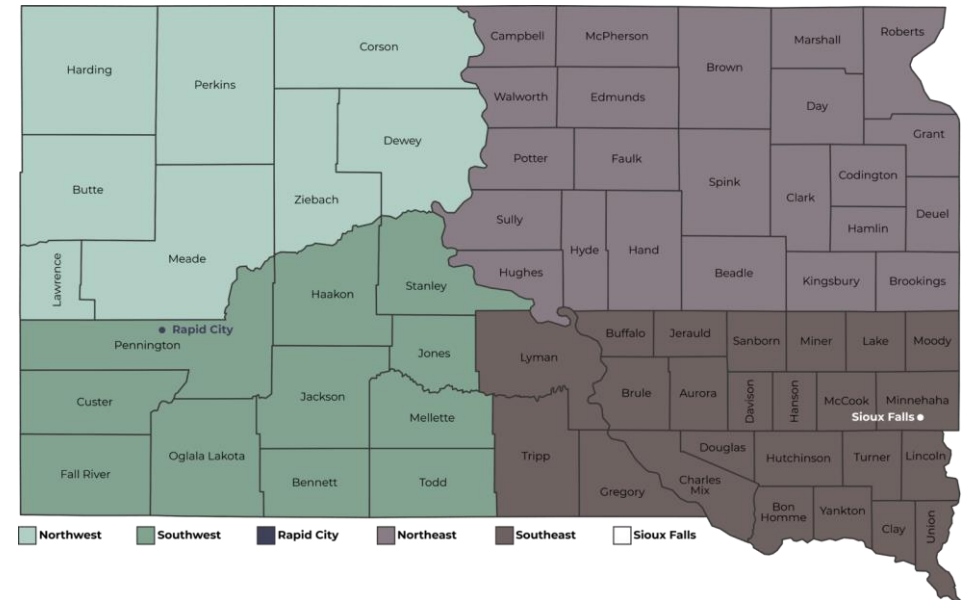
Timeline of CHW Activities in SD (Cont.)



CURRENT CHW WORKFORCE

As of October 1, 2022

- 205 total CHW and CHR positions established or in-progress:
 - 85 were already established CHR positions across the 9 tribes of South Dakota
 - Nearly 120 positions were NEW positions developed through SD DOH and CHWSD supports and funding



2021 – 2023 CHWSD STRATEGIC PLAN

Summary and Goal Areas

The CHWSD Strategic Plan 2021 – 2023 focuses on five (5) goal areas to support the CHWSD's mission and the development of a CHW workforce in South Dakota. The five (5) goal areas are:

- Awareness
- Training
- Workforce Development
- Reimbursement
- Career Ladder / Lattice (Cross-training)

A photograph of a field of green plants, possibly a crop field, with a semi-transparent green overlay. The text "CDC HEALTH DISPARITIES GRANT SUPPORT" is centered at the bottom in white, uppercase letters.

CDC HEALTH DISPARITIES GRANT SUPPORT

CDC HEALTH DISPARITIES GRANT

June 2021 – May 2023 (possibly May 2024)

National Initiative to Address COVID-19 Health Disparities Among Populations At High-Risk and Underserved, Including Racial and Ethnic Minority Populations and Rural Communities (Health Disparities)

- **Strategy 3:** Build, leverage, and expand infrastructure support for COVID-19 prevention and control among populations that are at higher risk and underserved.
 - Build and expand an inclusive public health workforce, including hiring people from the community (i.e., Community Health Workers)
- **Strategy 4:** Mobilize partners and collaborators to advance health equity and address social determinants of health as they relate to COVID-19 health disparities among populations at higher risk and that are underserved.

REQUEST FOR APPLICATIONS (RFA)

Support to Develop/Expand Programs

- Approx. 250 Awards to fund the development and/or expansion of CHW and CHR Programs.
- Funding can support:
 - Awareness of the CHW profession
 - Training (or cross-training) of an individual to become a CHW
 - Workforce and organizational development to develop a sustainable CHW program
- **Possibility of additional funding availability Spring 2023 – stay tuned!**

REQUEST FOR APPLICATIONS

Overview

In the spring of 2021, the South Dakota Department of Health received a large CDC grant to support the development of a sustainable Community Health Worker (CHW) workforce in South Dakota. Part of this grant funding has been allocated to fund request for applications to support individual sites in planning for, training, and developing a sustainable CHW program.

Request for Applications for CHW programs are available on a rolling application basis for up to \$50,000 per state fiscal year (June – May). All sites and/or organizations that receive funding will be required to hire a CHW and/or cross-train a current professional to be a Certificate-Level CHW.

Before You Apply

To learn more about the funding process and requirements, click on "Before You Apply" on the sidebar to review an application checklist and learn more about the application process and requirements.

Ready to Apply?

Once you have the budget and project narrative prepared and finalized, click "Apply" on the right side.



Before you Apply

Sample Budgets

Application Files

Apply



SUCCESSSES IN SOUTH DAKOTA

CHWs and CHRs in South Dakota!

SUCCESS STORY

OST Pine Ridge CHR

Hermania Good Voice Flute – Oglala Sioux Tribe CHR in Pine Ridge

- Hermania worked with an elderly couple that lived 45 minutes away [from Pine Ridge] on a dirt road.
- The lady was referred by IHS for me to do health checks/home visits due to a massive stroke.
- Her husband kept her home with him, he was 83 years and didn't want his wife in a nursing home.
- Three months later she passed away, so she continued to do home visits with her husband.
- He didn't trust her, after five attempts he let her in. She helped fill medicine boxes, took him exercise information and included healthy eating materials, took him his mail and took him to his heart doctor appointments and helped him set up follow-up appointments.



SUCCESS STORY

Sanford Health CHWs

Kristi Bitterman, CHW, Sanford Health Mitchell

- Sanford CHWs in: Aberdeen, Watertown, Brookings, Sioux Falls (4), Vermillion, Mitchell, and Chamberlain
- Awareness in the community and the clinic
- Connecting with providers and other care team members
- Beginning to work with patients within the Mitchell community
- Continued plans for Sanford Health Mitchell



SUCCESS STORY

Brookings Health System

Alyssa Olson – Community Health Worker, Brookings Health System

- Patient – 14 ER Visits in 2 Months, 2-night hospital stay (totaling over \$48,000 in healthcare expenses)
- ER referral to CHW to visit with patient
- CHW worked with patient to:
 - Attend visit with new PCP. PCP then worked with patient to refill blood pressure medication, behavioral health medication, and work with telehealth behavioral health provider
 - Access food options for her specific diet and arrange for meal delivery
 - Coordinate repair of plumbing to have a working shower and bathtub
- Patient has had 0 ER visits and 0 hospital stays in the 3 months post CHW intervention



Brookings
HEALTH SYSTEM



THANK YOU

COMMUNITY HEALTH WORKER COLLABORATIVE OF SD

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