

Medi-Cal Academy

Session #6: Incorporating Community Health Workers and Peers into your Workforce, April 5, 2023

Link to recording



This work is made possible
because of funding from the



California
Health Care
Foundation

What content is covered?

Some Counties are holding contracts with MCPs and subcontracting to homeless service providers- in this case the sessions with the asterisks (*) will benefit providers most.

Topic	Audience	Timeline
Medicaid 101: Medicaid basics, including contracting, documentation, billing and CalAIM CS 101*	Providers, CoC, County Staff	January 11, 2023
Business Planning for Medi-Cal Housing-Related Community Supports	Providers	January 25, 2023
Evidence Based Practices in Housing-Related Community Supports and PSH*	Providers and MCPs	February 8, 2023
Money Matters 101: Services Costs, Cash Flow and Blended Funding	Providers	February 15, 2023
Money Matters 201: Tools for understanding Costs, Cash Flow and Blended Funding	Providers	March 8, 2023
Incorporating Community Health Workers and Peers into your Workforce*	Providers, County Staff and MCPs	April 5, 2023
MCP and Medi-Cal Compliance Requirements and Claims Processes*	Providers, CoC and County staff	April 12, 2023
Common Policies and Procedures for Medi-Cal Providers*	Providers and County Staff	April 26, 2023
Medi-Cal Documentation Standards and Processes*	Providers and County Staff	May 3, 2023
EHR Elements to Support Documentation, track funding source and medical necessity*	Providers, MCPs, CoC and County Staff	May 17, 2023



About **CSH**

CSH collaborates to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.



[csh.org](https://www.csh.org)



Medi-Cal Academy **Today's Trainers**



Carmen Miller (she, her)
Community Health Worker, Peer
Los Angeles Department of Mental Health



Cheryl L. Winter (she, her)
Senior Program Manager,
CSH Los Angeles

Today we'll cover:

**New Medi-Cal
Benefits** to
support hiring
lived experience
staff

**Agency
requirements**

**Best Practices
to Support our
Workforce**

**Key Partners and
resources**

Learning Objectives

Gain practical tips for hiring, supporting and retaining people with lived expertise

Discover opportunities to fund your workforce, outside of Community Supports

Identify essential partnerships and contracts to move forward with these new benefits

Recognize the benefits and responsibilities of hiring staff with lived experiences

Locate resources to follow the development of CHW & CPSS benefits



**Why is it important that we
include people with lived
experience as staff and leaders?**



When we have focused on housing-related Community Supports, why introduce other Medi-Cal services & benefits?

Staff with Lived Experience of Homelessness



PEERS CAN WORK ALONE OR AS PART OF A TEAM



OFFER HOPE, EXPERTISE AND THE EXPERIENCE OF RECOVERY

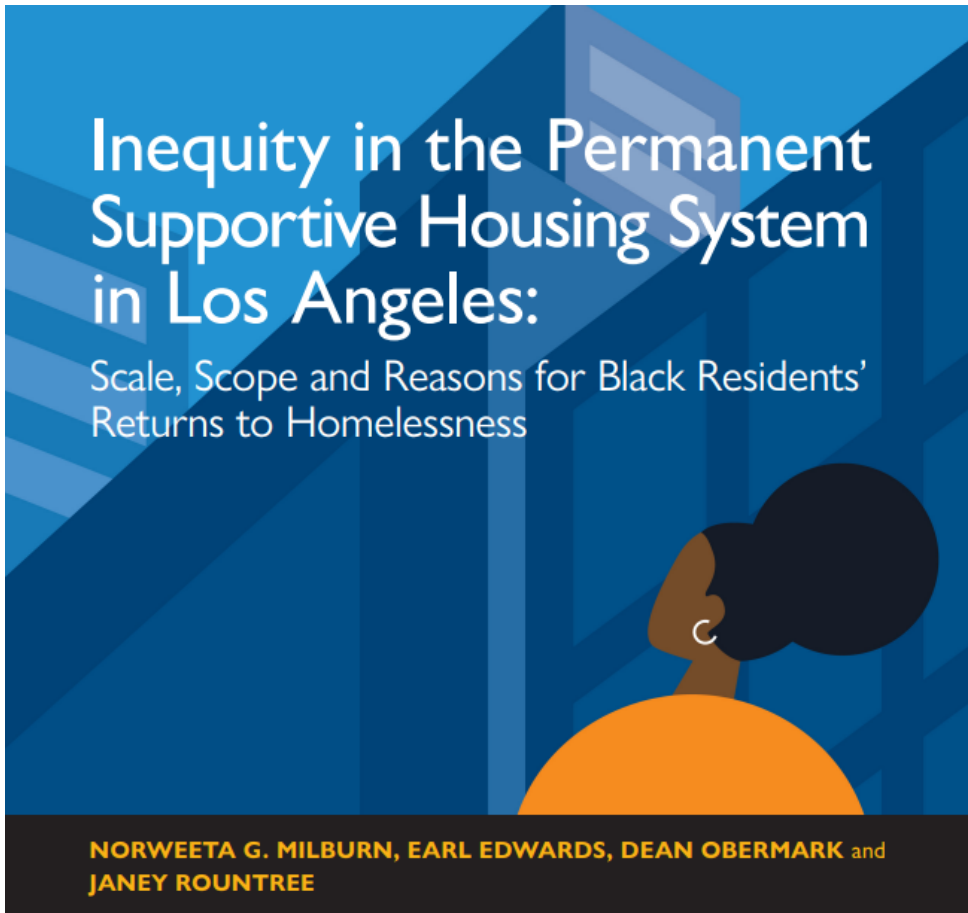


SERVICES ARE ELIGIBLE FOR MEDICAL REIMBURSEMENT THROUGH MULTIPLE AVENUES

EBP's in Practice



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OCTOBER 2021

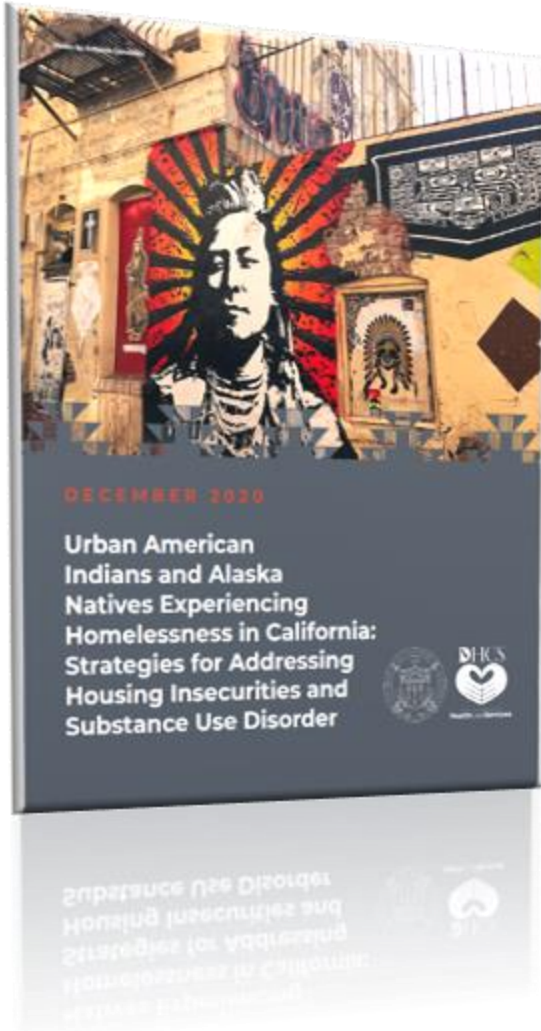
Racial Equity

Why do Black clients exit PSH and return to homelessness at higher rates?

- Are confronted with Anti-Black racism in PSH
 - Receive inadequate case management services
 - View the purpose of PSH as temporary
-
- In Los Angeles, Black clients are 38% more likely to return to homelessness

[Link to: Inequity in the Permanent Supportive Housing System in Los Angeles: Scale, Scope and Reasons for Black Residents' Returns to Homelessness \(capolicylab.org\)](https://capolicylab.org)

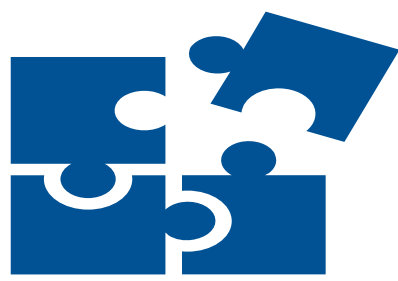
Intersecting needs of housing and recovery services: Report Recommendations



Smaller Caseloads & Multi-Disciplinary Teams → Better Outcomes



Availability



Complex & unique needs



Relationship building & Trust



Travel



Documentation requirements



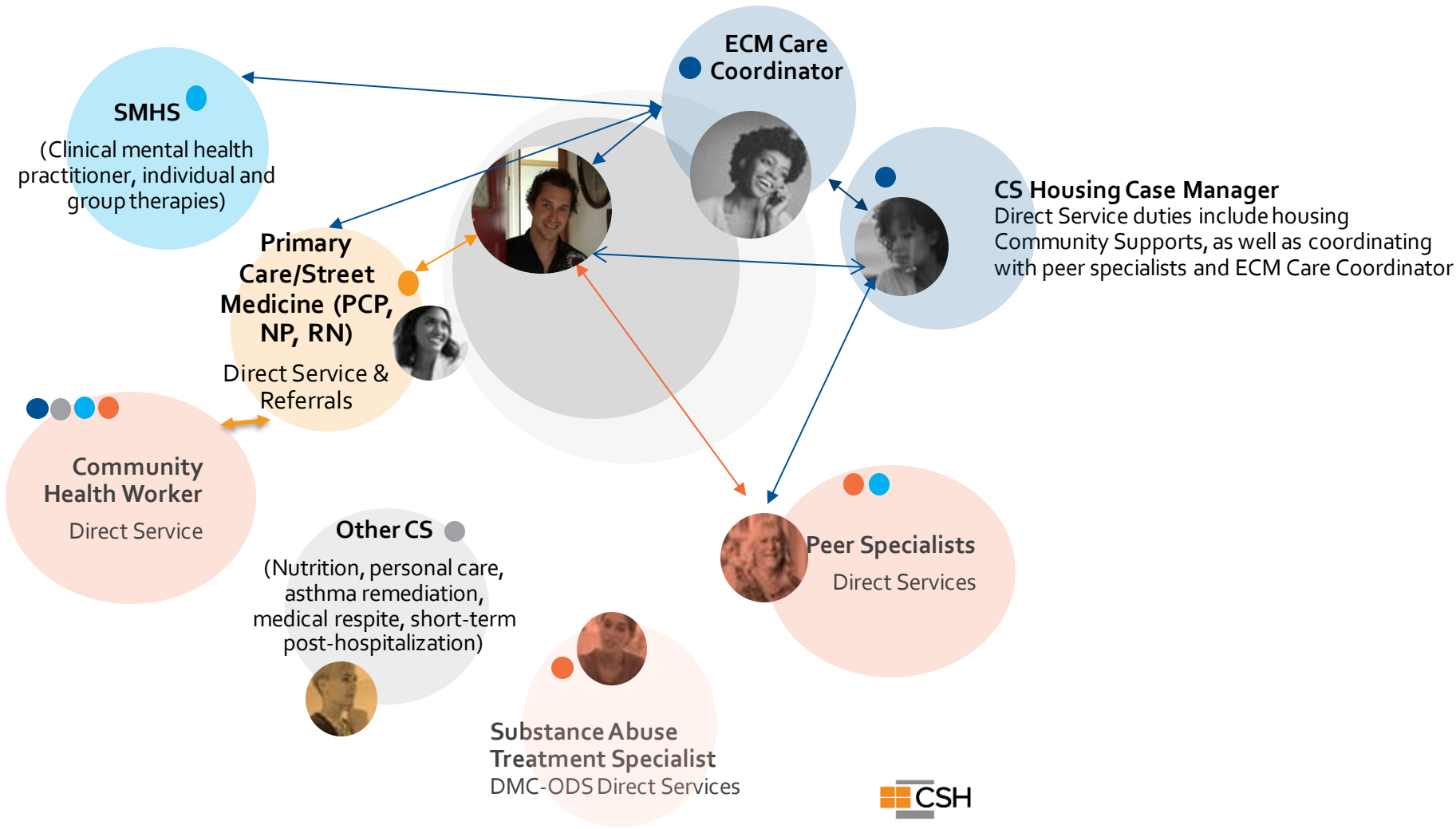
Avoid compassion fatigue

CaAIM ECM, CS and Peer/CHW coordination

Coordination & staffing opportunities when serving unhoused neighbors

Provider Types that resemble roles on Multi-Disciplinary Teams

- Enhanced Care Management ●
- Specialty Mental Health Services ●
- Primary & Specialty Medical Care ●
- Community Supports Providers ●
- Housing Community Supports Providers (CBOs) ●
- Outpatient & Inpatient Substance Use Tx and Groups ●





New Medi-Cal benefits support hiring staff with lived expertise

Certified Peer Support Specialist

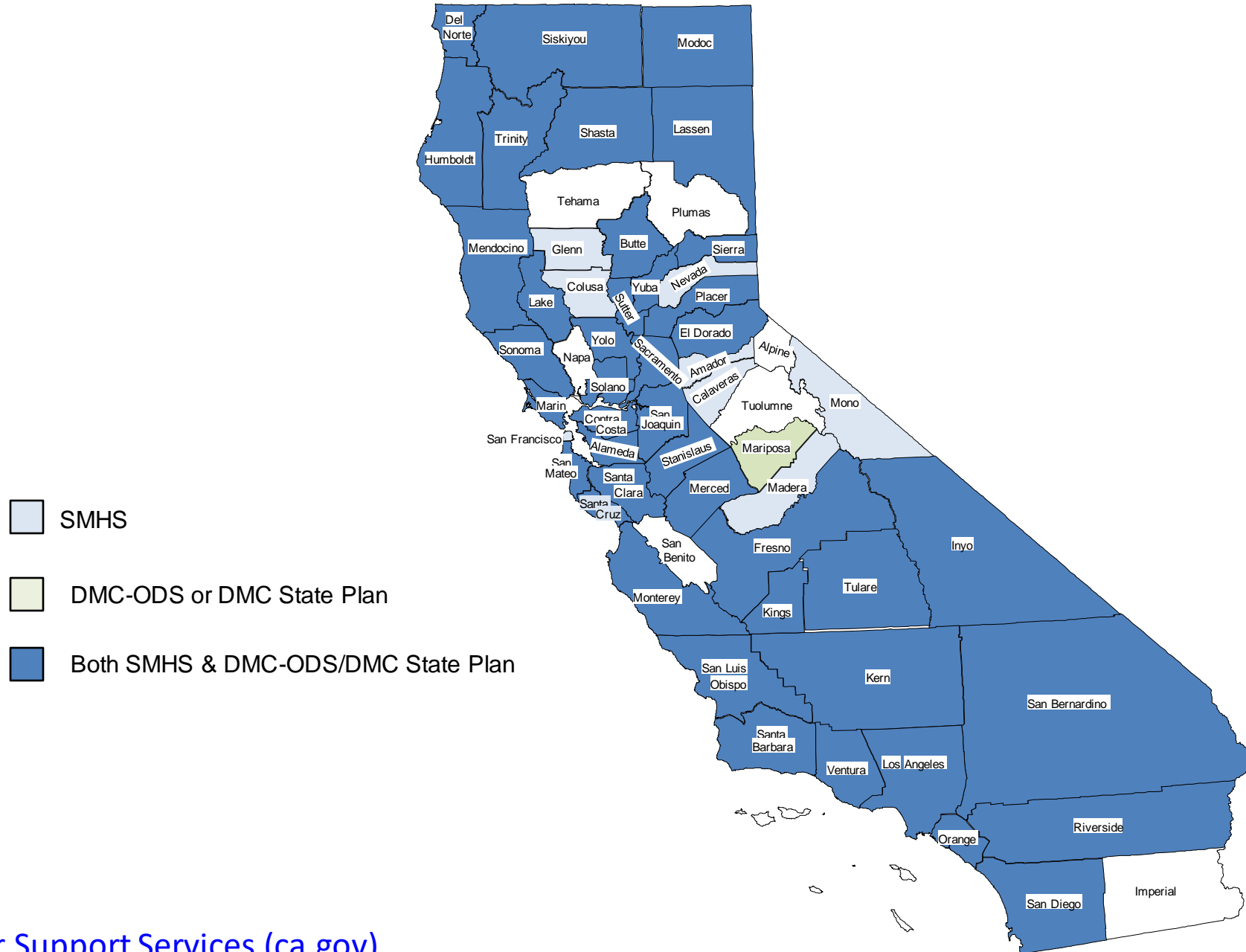
Resource Spotlight: Peer Support Services (ca.gov)

Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS)

Areas of Specialization:

- 1. Parent, Caregiver, and Family Member Peers**
- 2. Forensic (Justice Involved);**
- 3. Homelessness; and**
- 4. Crisis Services**

CA Counties Participating in Peer Support Services



Counties
may have
multiple
ways to bill
for peer
services

Certified Peer vs Non-certified Peer: What's the difference?

Certified Peer Support Specialist	Non-certified Peer
<ul style="list-style-type: none">• Has completed the <u>DHCS certification</u> requirements• Is credentialed as a <u>Certified Peer</u>• Services require a <u>Peer Care Plan</u>• Will complete <u>SOC notes</u>• Notes <u>do not</u> require a co-signature• Will bill services under <u>Peer Support Service Codes</u>	<ul style="list-style-type: none">• Is credentialed as a <u>MHW</u> (Mental Health Worker)• Services require a <u>Problem List or TCM Care Plan</u>• Will complete <u>MHW notes</u>• Notes will <u>require</u> a co-signature• Will bill services under: <u>Targeted Case Management, Rehabilitation (Individual and Group), Collateral, IHBS and ICC</u>

- [Peer Support Specialist Certification \(BHIN 21-041, 22-006, 22-018\)](#)

Community Health Worker

**Licensed Provider Agencies, local health jurisdictions
and Community Based Organizations (CBO)**

Community health worker (CHW) services* are preventive health services to prevent disease, disability, and other health conditions or their progression; to prolong life; and promote physical and mental health.

*Require a referral from a recommending provider and inclusion in plan of care.



Scopes of Service: Peers and CHWs

Peer Providers and Federal Authorities 1.14.21.pdf
(ca.gov)

“Peer support specialist services means culturally competent services that promote recovery, engagement, socialization, self-sufficiency, self-advocacy, development of natural supports, and identification of strengths.”

“Services that peer support specialists provide include but are not limited to relapse prevention services, coaching, supporting linkages to community resources, or education documented in an individualized treatment or recovery plan.”

“Peer support specialists may provide the following services as recommended as part of the treatment plan: therapeutic activities, engagement, and educational groups”

Medi-Cal CHW benefit file Part 2

Community health worker (CHW) services are preventive health services to prevent disease, disability, and other health conditions or their progression; to prolong life; and promote physical and mental health.

Health Education

Health navigation

Screening & Assessment

Individual support or advocacy

Who is eligible for these services?

Peer Support Services can be delivered and claimed as a standalone service or provided in conjunction with other SMHS, DMC, or DMC-ODS services, including inpatient and residential services.

Individuals eligible to receive medically necessary mental health or substance use services can receive peer support specialist services, if included in their treatment goals and individual plan of care.

Medi-Cal-Peer-Support-Services-Specialist-Program-Frequently-Asked-Questions

Eligibility Criteria for CHW Services

The recommending provider shall determine whether a beneficiary meets the medical necessity criteria for CHW services based on the presence of one or more of the following:

- **Diagnosis of one or more chronic health (including behavioral health) conditions**, or a suspected mental disorder or substance use disorder that has not yet been diagnosed
- Presence of medical indicators of rising risk of chronic disease (for example, elevated blood pressure, elevated blood glucose levels, etc., that indicate risk but do not yet warrant diagnosis of a chronic condition)
- Positive Adverse Childhood Events (ACEs) screening
- Presence of known risk factors, including domestic or intimate partner violence, tobacco use, excessive alcohol use, and/or drug misuse
- Results of a social drivers of health screening indicating **unmet health-related social needs, such as housing** or food insecurity
- **One or more visits to a hospital emergency department within the previous six months**
- One or more hospital inpatient stays, including stays at a psychiatric facility, within the previous six months, or being at risk of institutionalization
- One or more stays at a detox facility within the previous year
- **Two or more missed medical appointments within the previous six months**
- Beneficiary expressed need for support in health system navigation **or resource coordination services**
- Need for recommended preventive services

Qualifications for PSS and CHWs

Two separate Medi-Cal benefits that promote hiring people with lived experience

Peer Support Specialist (PSS)

To become a **Medi-Cal Peer Support Specialist**, an individual must meet the following qualifications.¹

1. Be at least 18 years of age.
2. Possess a high school diploma or equivalent degree.
3. Be self-identified as having experience with the process of recovery from a mental illness or substance use disorder, either as a consumer of these services or as the parent, caregiver, or family member of a consumer.
4. Be willing to share your experience.
5. Have a strong dedication to recovery.
6. Agree, in writing, to adhere to the Code of Ethics.
7. Successfully complete the training requirements for a Peer Support Specialist.
8. Pass the certification examination approved by DHCS for a Peer Support Specialist.

[Medi-Cal-Peer-Support-Services-Specialist-Program-Frequently-Asked-Questions](#)

Community Health Worker (CHW)

To be a **Community Health Worker**, an individual:

1. “must have lived experience that aligns with and provides a connection between the CHW and the community or population being served.”
 1. This may include, but is not limited to, lived experience related to incarceration, military service, pregnancy and birth, disability, foster system placement, **homelessness**, mental health conditions or substance use, or being a survivor of domestic or intimate partner violence or abuse and exploitation.
 2. Lived experience may also include shared race, ethnicity, sexual orientation, gender identity, language, or cultural background of one or more linguistic, cultural, or other groups in the community for which the CHW is providing services.
 3. Supervising providers are encouraged to work with CHWs who are familiar with and/or have experience in the geographic communities they are serving.
2. CHWs **must demonstrate minimum qualifications through one of the following pathways**, as determined by the supervising provider:
 1. Certificate Pathway
 2. Work Experience Pathway
3. All CHWs must complete a **minimum of 6 hours of additional training annually**. The supervising provider shall maintain evidence of the CHWs completing continuing education requirements in case of audit.

[Medi-Cal CHW benefit file Part 2](#)

Supervisor Requirements for Peer Support Specialists and Community Health Workers

Supervisor Requirements: Peer Support Specialists

“DHCS recognizes the efficacy of using certified peer support specialists as supervisors of other peers. DHCS highly encourages the employment of peers as peer supervisors.

However, due to the variability of counties and availability of the peer workforce, DHCS authorizes other behavioral health professionals to serve as Peer Support Specialist Supervisors,

providing they **have completed a DHCS-approved peer support supervisory training curriculum** and meet **at least one** of the below qualifications:

- Have a Medi-Cal Peer Support Specialist Certification Program certification and two years of experience working in the behavioral health system;

OR

- Have worked as a non-peer behavioral health professional (including registered and certified SUD counselors) in the behavioral health system for a minimum of two years;

OR

- Have a high school diploma or GED and four years of behavioral health direct service experience that may include peer support services

[BHIN 22-018 \(ca.gov\)](#)

Supervisor Requirements: Community Health Workers

“The supervising provider is an enrolled Medi-Cal provider who submits claims for services provided by CHWs.

The supervising provider ensures a CHW meets the qualifications listed in this document, and directly or indirectly oversees a CHW and their services delivered to Medi-Cal beneficiaries.

The supervising provider can be a licensed provider, a hospital, an outpatient clinic, a local health jurisdiction (LHJ), or a community-based organization (CBO). CHWs may be supervised by a CBO or LHJ that does not have a licensed provider on staff.”

“CHWs must be supervised by a licensed provider, clinic, hospital, CBO, or LHJ. **The supervising provider does not need to be the same entity as the provider who made the written recommendation for CHW services.**

Supervising providers do not need to be physically present at the location when CHWs provide services to beneficiaries. Management and day-to-day supervision of CHWs as employees may be delegated as determined by the supervising provider. However, the supervising provider is responsible for ensuring the provision of CHW services complies with all applicable requirements as described herein.”

Billing and Codes

Peer Support Specialist reimbursement:

Fee for service billing, 15 minute units, per unit rates set by County

Codes: The Peer Support Service components (see definitions above) should be claimed under the identified codes as follows:

- Self-Help/Peer Services (H0038)
 - Engagement
 - Therapeutic Activity
- Behavioral Health Prevention Education Service (H0025)
 - Educational Skill Building Groups

Claims for peer support services should be submitted by Medi-Cal enrolled provider of SMHS or DMC services

SMHS, DMC-ODS, and DMC claims must include taxonomy code 175T00000X (Peer Specialist) for reimbursement.

[BHIN 22-026 \(ca.gov\)](#) [BHIN 22-019 \(ca.gov\)](#)

Community Health Worker reimbursement:

Fee for services billing, per unit rate set by DHCS, 30-minute units, maximum of 4 units (2 hours) daily per beneficiary.

Codes: 98960, 98961, 98962,

“Claims for CHW services must be submitted by the Medi-Cal enrolled supervising provider.”

[Medi-Cal CHW benefit file Part 2](#)

Break



Spotlight:

Interview with Carmen Miller on supporting peers in the workforce



[CSH_Advancing-Health-Equity.pdf](#)

Recommendations from Peer Focus Groups, Peer Consultants and Literature Review

Higher Wages &
Better Benefits

Establish
workplace
wellness policies
and programs

[Read the full report here:
CSH_Advancing-Health-
Equity.pdf](#)

Build internal
support and
infrastructure

Empower
agencies and
peer workers



Key Partners and Resources

Pursuing a diverse workforce with lived experience experts on staff

Peer Support Specialists Advisory Council

Feedback & Questions

Questions or comments? PeerCertification@calmhsa.org

Council Member	Organization	County	Region	Represented Counties	Provide Feedback
<u>Roberto Roman</u>	Contra Costa Behavioral Health	Contra Costa	Bay Area	Alameda, City of Berkeley, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	<u>Bay Area Region Feedback</u>
<u>Patricia Barrett</u>	San Joaquin County	San Joaquin	Central	Alpine, Calaveras, El Dorado, Fresno, Inyo, Kings, Madera, Mariposa, Merced, Mono, Placer, Sacramento, San Joaquin, Stanislaus, Sutter-Yuba, Tulare, Tuolumne, Yolo	<u>Central Region Feedback</u>
<u>Clarene Marie White</u>	Cook N Up Excellence Collective LLC	Fresno			
<u>Martha Contreras</u>	Sycamores	Los Angeles	Los Angeles	Los Angeles, Tri-City	<u>Los Angeles Region Feedback</u>
<u>Min Suh</u>	Orange County	Orange	Southern	Imperial, Kern, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, Ventura	<u>Southern Region Feedback</u>
<u>Kristen Mungcal</u>	Clubhouse Expansion Program	San Bernardino			
<u>Maria Arteaga</u>	Santa Barbara County	Santa Barbara			
<u>Carrie Manning</u>	Lake County Behavioral Health	Lake	Superior	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Siskiyou, Tehama, Trinity	<u>Superior Region Feedback</u>
<u>Adelaida Moore</u>	Sunrays of Hope	Modoc			

Building Health Partnerships

Resources

[California Mental Health Services Authority | Peer Certification \(calmhsa.org\)](https://calmhsa.org)

[Medi-Cal-Peer-Support-Services-Specialist-Program-Frequently-Asked-Questions](#)

[Peer Certification | California Association \(californiapeers.org\)](https://californiapeers.org)

[Community Health Worker \(CHW\) Preventive Services \(chw prev\) \(ca.gov\)](#)

[Community Health Workers \(ca.gov\)](#)

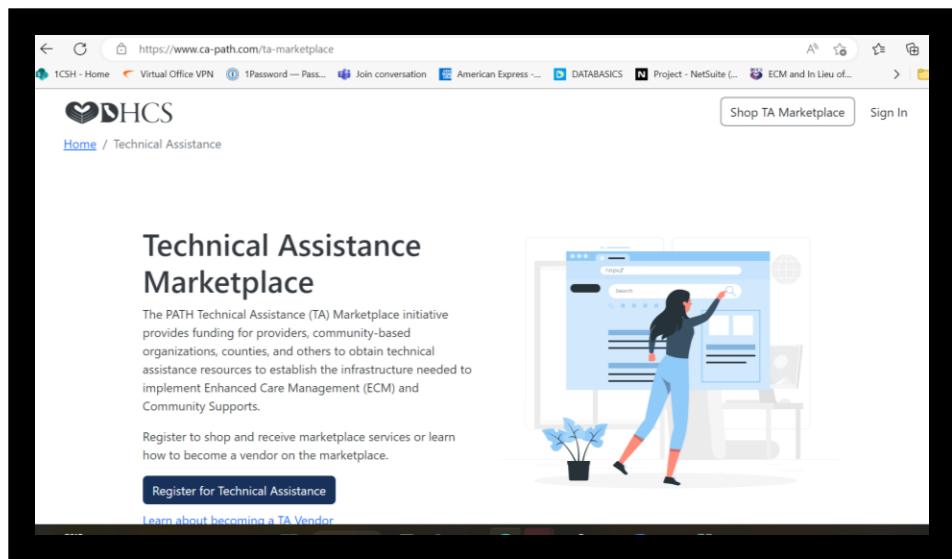
[Community Health Workers & Promotores in the Future of Medi-Cal - California Health Care Foundation \(chcf.org\)](#)



What questions remain for you?

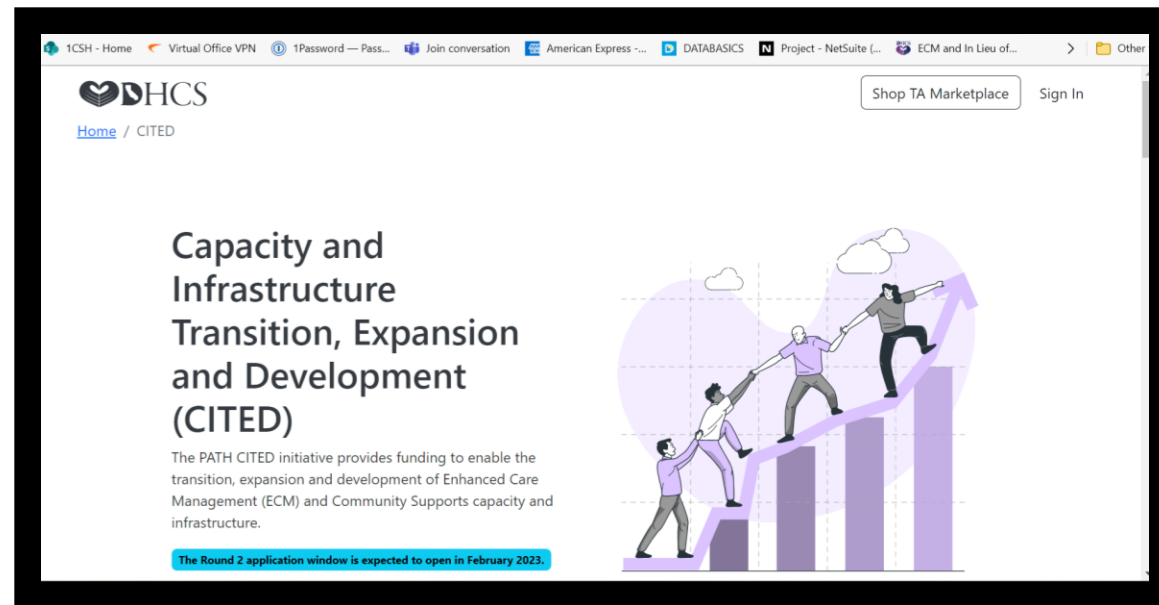
What do you need answered to consider pursuing either of these benefits at your agency?

Funding Opportunities to Get to Build Capacity



[PATH | TPA \(ca-path.com\)](https://www.ca-path.com)

Applications for TA opened Feb. 27, 2023



[PATH | TPA \(ca-path.com\)](https://www.ca-path.com)

Round 2 applications opened in February 2023

Next Steps: R.E.A.C.H.

Read

- [CSH_Advancing-Health-Equity.pdf](#)



Next Academy Training

Don't miss our upcoming training:

MCP Compliance Requirements and Claims Processes, 4/12/23 1-3 p.m.

Thank you!

csh.org



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