

Community Health Worker Quick Reference Guide



This guide provides a simplified overview of Community Health Worker (CHW) services, eligibility, supervision, billing, and resources for providers.

Overview	
Community Health Worker Services Provided	<ul style="list-style-type: none"> • Health education and coaching • Support for Social Drivers of Health (SDOH) • Navigation of health systems and resources • Follow-up and outreach for care coordination
Role & Qualifications	<p>Community Health Workers (CHWs)</p> <ul style="list-style-type: none"> • Trusted community members who serve as a link between health and social services and the community to increase access to and improve the quality of services • Build individual and community capacity and health knowledge through outreach, community education, informal counseling, and social support and advocacy • May include individuals known by a variety of job titles including: <ul style="list-style-type: none"> ○ Promotores (CHW/P) ○ Community Health Representatives ○ Health Navigators ○ Non-licensed public health workers including violence prevention professionals <p>CHW Minimum Qualifications</p> <ul style="list-style-type: none"> • CHWs must have lived experience that aligns with and provides a connection between the CHW and the community or population being served • 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. • 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. • Supervising providers are encouraged to work with CHWs who are familiar with and/or have experience in the geographic communities they are serving

Covered Preventive Services & Delivered Supports

CenCal Health supports a wide range of preventive services and Community Health Integration (CHI) efforts designed to promote overall health, prevent disease progression, and address social and environmental factors impacting member care. These services are covered by Medi-Cal when provided under appropriate conditions and recommendations.

Preventive Health Services

Preventive services aim to:

- Prevent the onset or worsening of disease, disability, or other health conditions.
- Prolong life and promote both physical and mental well-being.
- Include screenings, education, support, and connection to care.

Community Health Integration (CHI) Services

CHI services are targeted interventions focused on addressing unmet Social Determinants of Health (SDOH) that impact a member's ability to access or benefit from medical care. These services:

- Do not require licensure to provide.
- Help members connect with appropriate resources to improve overall health.
- Include screening, assessment, education, and advocacy.

Examples of Preventive and CHI Services

Services may include, but are not limited to:

- Health screenings and assessments to identify unmet needs.
- Individual support or advocacy to help prevent health conditions, injuries, or violence.
- Asthma preventive services, including:
 - Evidence-based asthma education.
 - Home trigger assessments, provided only by certified asthma educators trained through:
 - The California Department of Public Health Asthma Management Academy, or
 - A program aligned with NIH Asthma Management Guidelines.

Health Topics Addressed May Include:

- Chronic disease control and infectious disease prevention
- Mental health and substance use disorders
- Perinatal and reproductive health
- Sexual health education
- Environmental and climate-sensitive health concerns
- Child health and developmental milestones
- Oral health education
- Aging and elder care
- General health education to reduce barriers to care and improve health literacy

	<p>Service Delivery Standards</p> <ul style="list-style-type: none"> • Content must be aligned with recognized healthcare standards. • Services may include coaching and goal setting to support self-management. • Services must be recommended in writing by a physician or other licensed practitioner operating within their scope of practice. <p>Health Navigation Services</p> <p>Community Health Workers (CHWs) may support CenCal Health members through:</p> <ul style="list-style-type: none"> • Navigating the healthcare system and understanding how to access care • Referrals to community-based resources • Support to address barriers like language, transportation, or access to interpreters • Coaching to encourage care engagement and self-advocacy <p>CHW-Delivered Violence Prevention Services</p> <p>CHWs may provide trauma-informed, culturally responsive violence prevention services, which are:</p> <ul style="list-style-type: none"> • Evidence-based and designed to reduce the risk of domestic violence, trauma, or violent injury/reinjury. • Intended to support stabilization, trauma recovery, and improved health outcomes. • Available to parents or legal guardians of CenCal Health members under age 21, when: <ul style="list-style-type: none"> ◦ A licensed provider has recommended the service. ◦ The services directly benefit the CenCal Health member.
<p>Roles and Responsibilities in Care Coordination</p>	<p>Community Health Workers (CHWs) play a vital role in improving health outcomes by acting as trusted connectors between beneficiaries, health care providers, and social support systems. Their responsibilities include:</p> <ul style="list-style-type: none"> • Serve as a cultural liaison or assist a licensed health care provider to create a plan of care, as part of a health care team • Outreach and resource coordination to encourage and facilitate the use of appropriate preventive services • Help a beneficiary to enroll or maintain enrollment in government or other assistance programs that are related to improving their health if such navigation services are provided pursuant to a plan of care

	<ul style="list-style-type: none"> • Connect members to community resources necessary to medical translation / interpretation or transportation services; or address health-related social needs • Assist members in preventing the onset or aggravation of a health condition, preventing injury, or violence • Provide peer support not duplicative of other covered benefits • Assist with benefit applications • Help patients navigate housing • Support the reentry population • Coordinate medication reviews • Accompany patients to provider visits
<u>Services Not Provided or Covered</u>	<p>Community Health Workers (CHWs) do not provide or are not covered for the following services:</p> <ul style="list-style-type: none"> • Licensed clinical case management or care management • Childcare or respite care • Chore services (e.g., shopping, meal preparation) • Companion or employment services • Enrollment in non-health-related government or assistance programs • Delivery of medications, medical equipment, or supplies • Personal care or homemaker services • Transportation of CenCal Health members • Services requiring a professional license • Socialization or recreation-focused activities • Any service that duplicates an existing covered Medi-Cal benefit • Services provided to individuals not enrolled in Medi-Cal (except as specifically allowed)
<p><u>Training & Certification Overview</u></p> <p>Community Health Workers (CHWs) are not required to enroll as Medi-Cal providers and are not subject to provider credentialing, re-credentialing, or screening/enrollment requirements.</p>	<p>Community Health Workers (CHWs) are not required to enroll as Medi-Cal providers and are not subject to provider credentialing, re-credentialing, or screening/enrollment requirements.</p> <p>Training Requirements</p> <ul style="list-style-type: none"> • No single standardized curriculum exists for CHW training. • CHWs must complete a minimum of 6 hours of additional training annually. <p>Certificate of Completion</p> <ul style="list-style-type: none"> • CHWs without a certificate must earn one within 18 months of their first visit with a Medi-Cal member. • Certification must include a CHW-specific curriculum and demonstration of key skills.

	<p>Work Experience Pathway (WEP)</p> <ul style="list-style-type: none"> • CHWs may qualify based on demonstrated skills and hands-on training in core competencies, as determined by a Supervising Provider. • If qualifying through WEP, CHWs must obtain a certificate within 12 months of their first Medi-Cal visit. <p>Plan of Care</p> <ul style="list-style-type: none"> • A written document developed by a licensed provider outlining the CHW's role in supporting the member's ongoing needs. • CHWs may collaborate with providers in developing this plan. <p>Violence Prevention Professional (VPP) Certification</p> <ul style="list-style-type: none"> • Required for CHWs who only provide violence prevention services. • Acceptable certifications include: <ul style="list-style-type: none"> ◦ VPP Certification from the Health Alliance for Violence Intervention (HAVI), or ◦ A gang intervention certificate from the Urban Peace Institute.
<p>Member Eligibility Criteria for CHW Services</p>	<p>CHW services are considered medically necessary for CenCal Health members who meet any of the following criteria:</p> <ul style="list-style-type: none"> • Have one or more chronic physical or behavioral health conditions • Are at risk for chronic disease or environmental health exposure • Have experienced violence or trauma • Face barriers to addressing health or health-related social needs • Would benefit from preventive or supportive services <p>A licensed recommending provider determines eligibility based on medical necessity and any of the following specific medical necessity indicators:</p> <ul style="list-style-type: none"> • Diagnosis (or suspected) of a chronic condition, mental disorder, or substance use disorder • Medical risk indicators (e.g., elevated blood pressure or glucose, without a formal diagnosis) • Positive Adverse Childhood Experiences (ACEs) screening • Known risk factors, such as: <ul style="list-style-type: none"> ◦ Domestic or intimate partner violence ◦ Tobacco, alcohol, or drug misuse • Unmet social needs identified through a social drivers of health screening (e.g., housing or food insecurity)

	<ul style="list-style-type: none"> • One or more: <ul style="list-style-type: none"> ◦ Emergency room visits in the past 6 months ◦ Inpatient stays, including psychiatric care, in the past 6 months ◦ Detox facility stays in the past year • Two or more missed medical appointments in the past 6 months • Expressed need for support with health system navigation or resource coordination • Need for recommended preventive services
<p>Supervision Requirements for Community Health Workers (CHWs)</p> <p>CHWs must operate under the oversight of a Supervising Provider who ensures services are delivered in compliance with Medi-Cal requirements.</p>	<p>Who Can Be a Supervising Provider?</p> <ul style="list-style-type: none"> • Must be an enrolled Medi-Cal provider eligible to submit claims for CHW services. • Can be: <ul style="list-style-type: none"> ◦ A licensed provider ◦ Hospital or outpatient clinic ◦ Local Health Jurisdiction (LHJ) ◦ Community-Based Organization (CBO) <p>Note: Supervising Providers do not need to be the same entity as the one who made the written recommendation for CHW services.</p> <p>Supervision Responsibilities</p> <ul style="list-style-type: none"> • Provide direct or indirect oversight of CHWs and their services to Medi-Cal members. • Offer training, mentoring, case conferencing, and support to CHWs. • Oversee day-to-day management, which may be delegated to appropriate staff. • Ensure CHWs: <ul style="list-style-type: none"> ◦ Meet all qualification requirements (e.g., per APL 22-016 [Revised]). ◦ Complete required continuing education, with documentation retained for audit purposes. ◦ Are delivering services aligned with care plans and Medi-Cal policy. <p>Types of Oversight</p> <ul style="list-style-type: none"> • Direct Oversight: Includes participation in service planning, guiding CHWs, and reviewing service progress. • Indirect Oversight: Ensures communication with ordering providers and compliance with service delivery standards. <p>Physical Presence Not Required</p> <p>Supervising Providers do not need to be physically present during CHW service delivery.</p>

Enrollment & Credentialing

- Required enrollment as Medi-Cal providers if a state-level pathway exists.
- Must enroll through the DHCS Provider Enrollment Division if applicable.
- If no state-level pathway exists:
 - Supervising Providers are not required to enroll in Medi-Cal.
 - They must be vetted by the MCP to participate.
- Credentialing requirements (per APL 22-013) apply only to providers with a state-level enrollment pathway.


Steps and Requirements for Recommending CHW Services

Community Health Worker Recommendation Service Form

<https://form.cencalhealth.org/CHW/CHW>

- Auto approved Recommendation Form will be provided by CenCal health for 12 Units (6 hours of service).
- Authorizations and Care Plans are required for ongoing CHW services after 12 Units (6 hours of service)
- The screen shot below walks a provider through this process

Community Health Worker (CHW)
Supervising Provider Service Recommendation Form

 CenCalHEALTH
Local. Quality. Healthcare.

To request Community Health Worker (CHW) services covered by CenCal Health, a completed recommendation form is required to be submitted for a CHW to be able to render services. This recommendation form can be submitted by fax (805) 681-3071 or sent via secure link at <https://calteasy.cencalhealth.org/formrta>

Important reminders:

- This form is not a request for authorization. Use the Authorization Request Form for Additional Units to request authorization for CHW services beyond 12 units of service (or 8 units for Asthma Prevention) in a calendar year.
- Members currently enrolled in CenCal Health's Enhanced Care Management (ECM) benefit are not eligible to receive CHW services.
- A CHW Supervising Provider(s) is required to retain a copy of this recommendation form in the member file.

FIELDS ARE MANDATORY

PATIENT INFORMATION:

Member ID# (CIN): First Name: Last Name:

Birth Date: mm/dd/yyyy Age: 0

Date of Recommendation: 08/25/2025 ICD-10 Code(s)/Diagnosis:

CHW SUPERVISING PROVIDER (CHW ORGANIZATION) INFORMATION:

CHW Supervise Provider: Select...

Name:

NPI:

Street: City:

State: Zip:

Contact name: Email:

Phone: Fax:

RECOMMENDING PROVIDER INFORMATION:

☐ Check this box if the recommending provider is Dr. Karen Mark, M.D., MPH

Name: Title: Select...

Group NPI#:

Street: City:

State: Select... Zip:

Phone: Email:

THE RECOMMENDING PROVIDER HAS DETERMINED THAT THIS MEMBER MEETS MEDICAL NECESSITY FOR CHW SERVICES BASED ON THE FOLLOWING CHECKED BOXES:

CHECK AT LEAST ONE (1) OF THE BOXES IN THIS SECTION.

☐ 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.

☐ Beneficiary expressed need for support in health system navigation or resource coordination services.

☐ Need for recommended preventive services.

☐ 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.

FOR CHW VIOLENCE PREVENTION SERVICES (CHECK IF APPLICABLE):

☐ Violently injured as a result of community violence.

☐ At significant risk of experiencing violent injury as a result of community violence.

☐ Has experienced chronic exposure to community violence.

FOR ASTHMA EDUCATION AND IN-HOME ENVIRONMENTAL TRIGGER ASSESSMENTS (CHECK IF APPLICABLE):

☐ CHW meets qualifications for asthma education and home assessments per DHCS Asthma Prevention Services Medi-Cal Provider Guide.

☐ Score of 10 or lower on the Asthma Control Test.

☐ Asthma-related emergency department visit or hospitalization or two instances of sick or urgent care asthma-related visits in the past 12 months.

CHW Billing and Claims Guidelines

Billing & Eligibility Requirements:

- All services must directly benefit a CenCal Health member and be billed under the member's Medi-Cal ID.
- If a parent or legal guardian receives services and is not enrolled in Medi-Cal, the CenCal Health member must be present during the session.

- CHW services are reimbursed through a Supervising Provider unless the CHW is directly enrolled in Medi-Cal and can bill independently.
- The Supervising Provider must submit claims using the approved procedure codes listed in the Medi-Cal Provider Manual.
- Do not double bill for the same CHW services provided to a member if those services are covered under other benefits like ECM.
- CPT codes can be used for services including education and training for patient self-management, delivered face-to-face by a qualified non-physician health professional (may include caregivers or family).
- Maximum billing: 4 units (2 hours) per day per member.
- Additional units can be billed with an approved Treatment Authorization Request (TAR) for medical necessity; TARs may be submitted after services are provided.
- All charges for services benefiting the member must be billed under the member's Medi-Cal ID.

Claims & Billing

CMS-1500 Professional Form

- 1) Billing Provider NPI: Supervising Provider
- 2) Claim Type: Physician
- 3) Referral No.: CenCal Health Approved X#
- 4) Dx1 Code: Z code that fits the circumstances of the Member
- 5) Dates of Service: As needed up to twelve (12) months
- 6) Place of Service (POS): 11
- 7) HCPCS billing code (Procedure Code):
 - 98960 (Individual Member)
 - 98961 (2-4 Members)
 - 98962 (5-8 Members)
 - G0019 - Community Health Integration (CHI) Services performed by certified or trained auxiliary personnel
 - G0022 - CHI services, each additional 30 minutes
- 8) Modifier(s): U2 modifier
- 9) Diag Ptr: This is the Diagnosis Indicator submitted in box 4
- 10) Units: 1 Unit = 30 minutes of service for 98960, 98961, and 98962. For G0019, 1 unit = 60 minutes; G0022, 1 unit = 30 minutes, and is only billable if G0019 is also billed, and must be billed after and not on the same calendar day as G0019.

Health Insurance Claim Form - Professional

The screenshot shows the 'Health Insurance Claim Form - Professional' with the following fields highlighted by numbered callouts:

- 1**: Billing Provider NPI (Select Provider...)
- 2**: Claim Type (Physician)
- 3**: Auth No. (W12345)
- 4**: Diagnosis Codes (A: Z59.41 Food insecurity)
- 5**: Line Item # (1)
- 6**: Service Date(s) (03/01/2023 to 07/31/2023)
- 7**: POS (11)
- 8**: HCPCS Code (98960)
- 9**: Modifiers (U2)
- 10**: Units (1)

UB-04 Institutional Claim Form

- 1) Billing Provider NPI: Supervising Provider
- 2) Claim Type: Physician
- 3) Referral No.: CenCal Health Approved X#
- 4) Dx1 Code: Z code that fits the circumstances of the Member
- 5) Dates of Service: As needed up to twelve (12) months
- 6) HCPCS billing code (Procedure Code):
 - 98960 (Individual Member)
 - 98961 (2-4 Members)
 - 98962 (5-8 Members)
 - G0019 - Community Health Integration (CHI) Services performed by certified or trained auxiliary personnel
 - G0022 - CHI services, each additional 30 minutes
- 7) Modifier(s): U2 modifier
- 8) Units: 1 Unit = 30 minutes of service for 98960, 98961, and 98962. G0019, 1 unit = 60 minutes; G0022, 1 unit = 30 minutes, and is only billable if G0019 is also billed, and must be billed after and not on the same calendar day as G0019.

Coding Information and Details

Health Insurance Claim Form - Institutional

Member / Patient Information

Member No.* Member Name* DOB* Gender Relationship MRN/Account No.

First Name Last Name

* Member ID and either DOB or First/Last Name are required

Coverage Info (Most Recent)

Provider/Billing Information

Billing Provider* 1 Taxonomy Admitting NPI Name

Select Provider... 1

Attending NPI Name Operating NPI Name

Claim Information

Claim Type* 2 Bill Type* Admit Date Admit Hr Discharge Hr Admit Type SOC Patient No.

Physician 2

Admit Source Patient Status Condition Codes:

Occurrence Codes:

Code Date Code Date Code Date Code Date Code Date Code Date Code Date Code Date

Value Codes:

Code Amount Code Amount Code Amount Code Amount Code Amount Code Amount

0.00 0.00 0.00 0.00 0.00 0.00

Claim (Additional)

Authorization No. DRG Code Admit Dx Delay Reason Remarks

W123456 3

Diagnosis Codes/POA Indicator:

A Z5941 4 Q Y B Z609 Q Y C Q D Q E Q F Q

Food insecurity Problem related to social environment, unspecified

G Q H Q I Q J Q K Q L Q

M Q N Q O Q P Q Q Q R Q

Principle Procedure:

Code Date Code Date Code Date Code Date Code Date Code Date

Q mm/dd/yyyy Q mm/dd/yyyy Q mm/dd/yyyy Q mm/dd/yyyy Q mm/dd/yyyy Q mm/dd/yyyy

COB/IOHC

Line Items + Add COB/IOHC

Revenue Code Must be 4 chars

#	Service Date(s)	Rev/Account Code	Proc	1	2	3	4	Charge	Units	Auth No.	Reason Codes
NDCI/UPN	Code	Quantity	UoM	PaidAmount	CapAmount			Status			
1	04/15/2023 to 04/17/2023	Q	98960	Q	U2			0.00	4		
2		Q		Q				0.00			

CHW provider can bill CenCal Health with the following CPT Codes for the following Session Lengths and Patient Numbers:

CPT Code	Session Length	Patient Numbers
98960	30 Minutes	1
98961	30 Minutes	2 – 4
98962	30 Minutes	5 – 8

In addition, the following are new allowable modifiers that may be used with these CPT codes:

Modifiers	Description
U2	Used to denote services rendered by Community Health workers
U3	Used to denote services rendered by Asthma Preventive Service providers

Billing Instructions for HCPCS Code G0019

When to Bill:

HCPCS code G0019 can only be billed after a licensed Medi-Cal provider identifies one or more unmet Social Drivers of Health (SDOH) during an initiating visit.

Initiating Visit Requirements:

- Must occur within the 6 months prior to billing G0019.
- Must be billed with one of the following CPT code ranges:
- Office/Outpatient Services:
 - 99203-99205
 - 99213-99215
- Home/Residence Services:
 - 99342, 99344-99345
 - 99348-99350
- Preventive Medicine Services:
 - 99381-99387
 - 99391-99396

Modifier Required:

Add modifier 'U2' when billing G0019.

Diagnosis Code Requirement:

Include at least one eligible ICD-10-CM diagnosis code related to SDOH. This code must also be included in the treatment plan for services billed with G0019 and/or G0022 after the initiating visit.

ICD-10-CM Diagnosis Code	Description
Z55	Problems related to employment and unemployment
Z56	Problems related to education and literacy
Z57	Occupational exposure to risk factors
Z58	Problems related to physical environment
Z59	Problems related to housing and economic circumstances
Z60	Problems related to social environment
Z62	Problems related to upbringing
Z63	Other problems related to primary support group, including family circumstances
Z64	Problems related to certain psychosocial circumstances
Z65	Problems related to other psychosocial circumstances

Billing instructions for HCPCS code G0022

HCPCS code G0022 must be billed after an initial claim for G0019, which is tied to an initiating visit with a licensed Medi-Cal provider occurring within the previous six months. If the provider identifies new or changed Social Determinants of Health (SDOH) needs after that visit, the updated ICD-10-CM diagnosis codes must be included on the G0022 claim. All claims for G0022 must also be billed with modifier 'U2'.

Provider Resources

DHCS Provider Resources

DHCS ALL Plan Letter (APL) 22-16

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-016.pdf>

Community Health Worker (CHW) Preventive Services

https://mcweb.apps.prn.cammiis.medi-cal.ca.gov/assets/03BBA223-8762-4A94-A268-209510E15E37/chwprev.pdf?access_token=6UyVkRRfByXTZEWlh8i8QaYyIPyP5ULO

CenCal Health Provider Website Resources

Onboarding Packet

<https://www.cencalhealth.org/providers/join-our-network/credentialing-applications-and-forms/>

Community Health Worker Recommendation Form

<https://form.cencalhealth.org/CHW/CHW>