

# **New Mexico Medicaid Reimbursement Toolkit for Community Health Workers**



*“A community health worker 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.*

*A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.”*

**-National Public Health Association**

# Contents

- Contents..... 2**
- Introduction ..... 3**
- Key Concepts ..... 4**
- Glossary ..... 5**
- Section A. NMDOH CHW Scope of Work & Credentialing Requirements ..... 7**
  - Community Health Worker/Representative Services ..... 7*
  - Benefits of CHW Certification ..... 7*
  - Certification for Community Health Workers/Representatives (CHW/Rs) ..... 7*
  - How to Get Certified ..... 8*
- Section B. Pathway to Becoming a Medicaid Reimbursable CHW in New Mexico ..... 9**
  - Part I. NMDOH Certification ..... 9*
  - Part II. Obtaining a National Provider Identifier (NPI)..... 11*
  - Part III. Medicaid Portal Registration ..... 15*
  - Part IV. Setting up a contract with an MCO or healthcare organization..... 20*
  - PART V. Medicaid Reimbursement Overview ..... 20*
  - Reimbursement Limitations..... 24*
- APPENDIX 1: Important Documents & Links ..... 30**
- APPENDIX 2: Decision-tree: Navigating the Reimbursement Enrollment Process ..... 30**

# Introduction

Welcome to the Medicaid Reimbursement Guide for Community Health Workers (CHWs) in New Mexico!

This guide will help Community Health Workers (CHWs) and Community Health Representatives (CHRs) understand how they can get paid for their important work. CHWs and CHRs help people in their communities stay healthy.

CHWs are also called Community Health Representatives (CHRs) or Promotoras. They are trusted members of their communities. In New Mexico, CHWs and CHRs are an integral part of health and social care teams that supports health equity opportunities for communities statewide by addressing health and social needs through identifying community resources and access to care.

As a CHW, your work is part of medical care, not just social help. This means you can get paid for teaching people about their health through Medicaid.

Studies show that when CHWs help, healthcare costs go down. People with health problems like high blood pressure, diabetes, and asthma manage their health better. There are fewer trips to the emergency room and fewer hospital stays.

Many states are now paying CHWs through Medicaid. This helps CHWs have successful jobs while getting paid fairly:

- Starting July 1, 2023, certified CHWs in New Mexico can bill Medicaid for services like health education, health guidance, and clinical support.
- This guide will show you how to become a certified CHW in New Mexico. You will learn how to get paid through Medicaid for your services.

This guide will give you the tools to make sure your important work is recognized and supported. Thank you for all you do to keep our communities healthy!

# Key Concepts

- NM state CHW certification requirements through NMDOH: Please visit the [Office of Community Health Workers \(OCHW\) website](#) for more information on the certification process and renewal requirements and certification paths.
- Medicaid Provider Enrollment: Whether you are a healthcare professional or a part of a social service program assisting community members, this guide will assist you in becoming a Medicaid provider.
- CHW Medicaid Billing:
  - We explain the basics of Medicaid billing for CHWs, why it's important, and how it helps communities.
  - We describe the three billing codes CHWs can use and what forms to fill out to get paid.
  - We talk about the benefits and challenges of Medicaid billing for CHWs in simple terms everyone can understand.

# Glossary

- **AHEC - Area Health Education Centers:** Places that teach and train healthcare workers in areas that need more healthcare.
- **APHA - American Public Health Association:** A group that works to make communities healthier through teaching, research, and speaking up for health.
- **Billing Provider** – the organization that a CHW/R works under that takes on the role of overseeing the billing process and submitting billing claims
- **CBO - Community-Based Organization:** A group that helps and supports people in a specific community.
- **CDC - Centers for Disease Control and Prevention:** A government agency that works to keep people safe from diseases and other health problems.
- **CHR - Community Health Representative:** People who help promote health and prevent disease in their communities.
- **CHW - Community Health Worker:** A healthcare worker who teaches and supports people in their community about health.
- **CMS - Centers for Medicare & Medicaid Services:** A government agency that manages Medicare (healthcare for older people) and Medicaid (healthcare for low-income people).
- **CMS 1500 Form:** A form used by healthcare workers to bill Medicaid for services they provide.
- **CPT Codes - Current Procedural Terminology Codes:** Codes used to describe medical services provided by healthcare workers.
- **DHHS - U.S. Department of Health and Human Services:** A government department that works to protect the health of all Americans.
- **Facility Support Staff:** People who help support healthcare services in hospitals and clinics.
- **FFS - Fee for Services:** A payment method where healthcare workers are paid for each service they provide.
- **HCPCS Codes - Healthcare Common Procedure Coding System Codes:** Codes used to identify healthcare services and supplies.

- **IHS Inpatient Per Diem Rate:** The amount paid for each day a patient stays in an Indian Health Service hospital.
- **Indian Health Service (IHS) Facility:** A healthcare facility that provides services to American Indian and Alaska Native people.
- **MAD 312:** A form used by Medicaid to sign up healthcare providers who work on their own and bill Medicaid.
- **MAD 335:** A form used by Medicaid to sign up healthcare providers who work for an organization and bill Medicaid through that organization.
- **MCO - Managed Care Organization:** A group that manages healthcare services and costs for patients.
- **NACHW - National Association of Community Health Workers:** A group that works to support Community Health Workers and promote health equality.
- **NMAC - New Mexico Administrative Code:** Rules and regulations for New Mexico.
- **Outpatient Encounter:** A visit between a patient and a healthcare worker.
- **Rendering Provider:** A healthcare worker who directly provides medical services to patients.
- **Social Determinants of Health (SDOH):** Conditions in which people are born, grow, live, and age that affect their health.
- **Tribal 638 Facility:** A healthcare facility run by a federally recognized tribe and funded by the government.

# **Section A. NMDOH CHW Scope of Work & Credentialing Requirements**

## **Community Health Worker/Representative Services**

Starting July 1, 2023, New Mexico Medicaid will pay for CHW/CHR services. These services help people stay healthy and include:

- System Navigation: Helping people find and use health and community resources.
- Health Promotion and Coaching: Helping people set health goals and make plans to reach them.
- Clinical Support: Checking vital signs, sharing information with doctors, and coordinating care.

## **Benefits of CHW Certification**

Getting certified as a Community Health Worker (CHW) or Representative (CHR) has several advantages, including:

- Recognition for your work in the community.
- Acknowledgment of your diverse skills, such as language translation.
- More job opportunities and career paths.
- Medicaid Reimbursement

## **Certification for Community Health**

### **Workers/Representatives (CHW/Rs)**

CHWs must get certified through the NM Department of Health, either through a grandfathering or approved training program.

CHRs that have completed the IHS BASICS course are eligible for state CHW certification as it aligns with the required state Core Competencies.

**Email:** [Comm.Healthworker@doh.nm.gov](mailto:Comm.Healthworker@doh.nm.gov)

## How to Get Certified

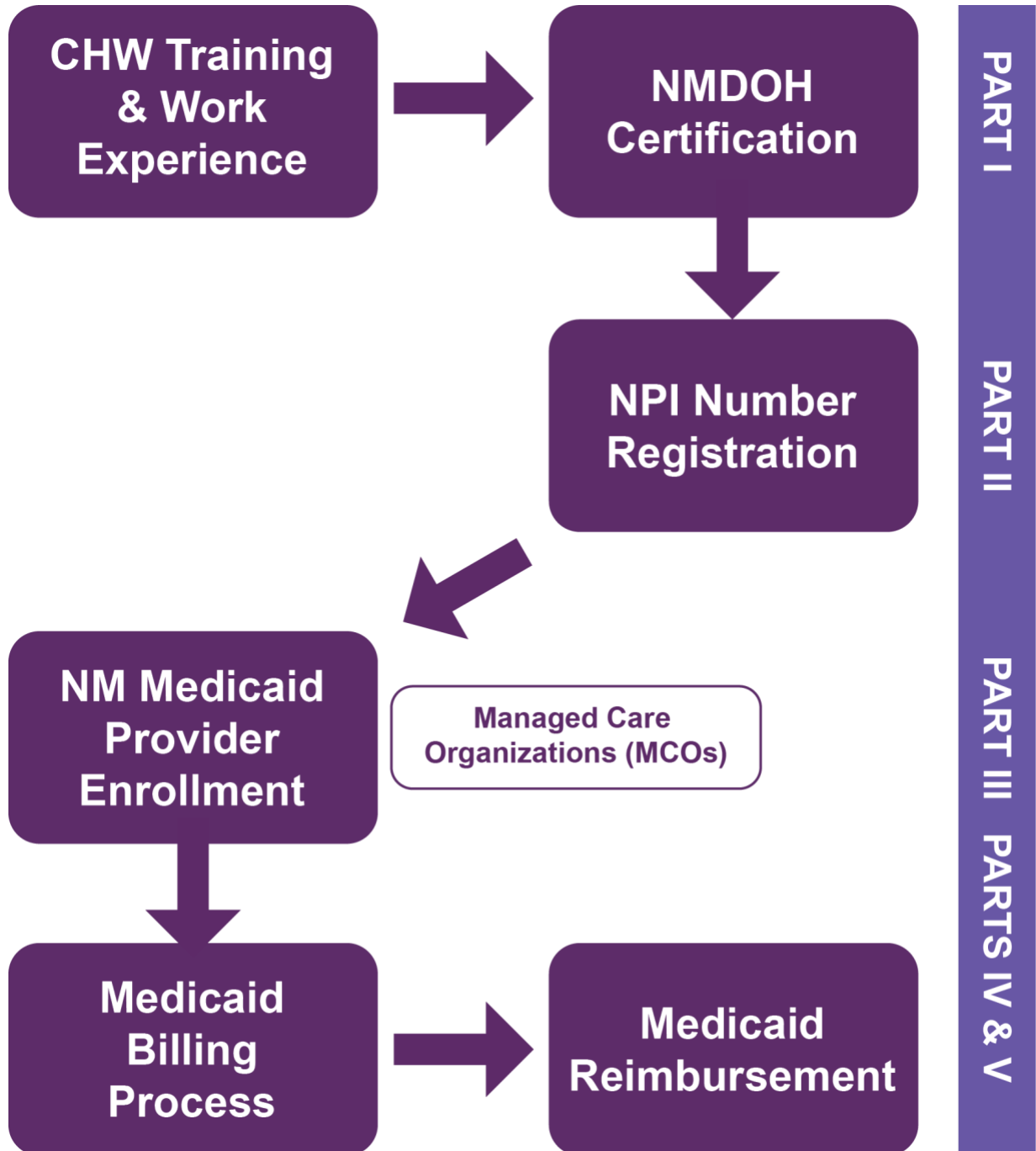
- **Grandfathering Certification Path** – recognizes volunteer or paid work-related experience prior to 2014. This requires 2000 hours of paid or volunteer work as a CHW or CHR.
- Formal Training Certification Path with hands on learning. This requires 100 hours of classroom training followed by 40 hours of experiential learning.

For more information visit the [NMDOH Office of Community Health Workers website](#).

# Section B. Pathway to Becoming a Medicaid Reimbursable CHW in New Mexico

## Part I. NMDOH Certification

### Pathway to Certification Diagram



# Community Health Worker Online Certification

## NMDOH Online Certification Portal



### Community Health Workers

**Login Below:**

EMAIL

PASSWORD

Login

[Forgot Password?](#)

**Create an Account:**

If you need technical assistance, you can always contact the Office of Community Health Workers via email at [Comm\\_HealthWorker@state.nm.us](mailto:Comm_HealthWorker@state.nm.us) or by phone at (505) 841-5883.

[Create Account](#)

[Training Manual](#)



## Part II. Obtaining a National Provider Identifier (NPI)

*NOTE: Individual NPI for each individual provider will not be required for NMDOH CHW/Rs*

### **What is an NPI?**

NPI stands for National Provider Identifier. It's like a special number for healthcare providers, kind of like your social security number.

You need this to be able to bill Medicaid and register in the NM Medicaid Portal as a CHW who is reimbursable provider. If you work for an MCO or for the DOH, you may be able to use the NPI for the clinician who oversees your work.

**NPI registration Step 1.** All Community Health Workers (CHWs) and Community Health Representatives (CHRs) must obtain their individual National Provider Identifier for independent and provider billing: <https://npiregistry.cms.hhs.gov/search>

**NPI registration Step 2.** To apply for an NPI #, go to <https://nppes.cms.hhs.gov/#/>

## Registered User Sign In

Log in to view/update your National Provider Identifier (NPI) record.

User ID 

I&A User ID, used to access NPPES, EHR & PECOS

Password

SIGN IN

FORGOT USER ID or PASSWORD?

\*If your User ID is associated with a large number of providers, you could experience a small delay while the application retrieves all NPPES profile related information

## Create or Manage an Account

You need an Identity & Access Management System (I&A) account to log into NPPES.



Individual Providers or Users Working on Behalf of a Provider or Organization

If you don't have an I&A account, or you need to update your existing I&A account, then select the "CREATE or MANAGE AN ACCOUNT" button below to go to I&A.



After successfully creating your I&A account, return to NPPES and use your I&A User ID and Password to log in. This is where you can create and maintain NPI data that you are associated with.

CREATE or MANAGE AN ACCOUNT

To learn more about Multi-Factor Authentication (MFA) click here

To learn more about how to apply for an NPI click here

### ANNOUNCEMENTS



**NPI registration Step 3.** Access the NPI Enumerator Website: Visit the [National Plan and Provider Enumeration System \(NPPES\) website](#) to access the NPI Enumerator, where you will apply for your NPI.

**NPI registration Step 4.** Gather Required Information: Before starting the application process, gather all the necessary information. This typically includes personal information such as name, address, Social Security number, contact information, and any relevant professional credentials or licenses.

- You will need:
- Your email address and a secondary email address
- Your business address and contact information
- Your training certificates and state certification as a CHW and/or CHR in a PDF format which can be uploaded to the website. This should include your training certificates, degrees or transcripts of training you have completed, and any licenses you might hold.

- If you need assistance with this, please send an email to:  
[Comm.Healthworker@doh.nm.gov](mailto:Comm.Healthworker@doh.nm.gov)
- The NPI website will ask you to specify a “taxonomy”, this is a number that tells CMS what your professional role is within the healthcare system and how they can categorize your services.
  - For the role of Community Health Worker, this number is 172V00000X.
  - You can also look this up here: <https://npiprofile.com/taxonomy-lookup>

**NPI registration Step 5.** Select "Apply Online": On the [NPI website](#) select the option to "Apply Online."

**NPI registration Step 6.** Determine your practice type and apply as a provider based on your practice type:

- Option A. NMDOH contracted CHW/R
- Option B. CHW/R affiliated with an MCO, Community-Based Organization or other healthcare organization
- Option C. Independent/Freelance CHW/R
- 

### OPTION A: NMDOH Contracted CHW/R

**A. Contact DOH:** Before starting the application process

**B. Begin Individual Provider Application:** Since you're applying as an individual CHW, choose the option to apply as an "Individual Provider."

**C. Enter Personal Information:** Fill out all required personal information accurately. Ensure that the information matches the details provided by your employer and any official documents.

**D. Enter Employer Information:** Provide details about DOH.

At NMDOH the NPI for the overseeing provider and information needed to complete this section will be provided to you by the OCHW, email: [Comm.Healthworker@doh.nm.gov](mailto:Comm.Healthworker@doh.nm.gov)

## CHWs affiliated with a MCO, CBO or healthcare organization

- A. Consult your Employer:** Before starting the application process, consult with your employer, such as the Managed Care Organization (MCO), to determine if they have specific procedures or assistance available for obtaining an NPI. They may have internal processes or support in place to streamline the application.
- B. Begin Individual Provider Application:** Since you're applying as an individual CHW, choose the option to apply as an "Individual Provider."
- C. Enter Personal Information:** Fill out all required personal information accurately. Ensure that the information matches the details provided by your employer and any official documents.
- D. Enter Employer Information:** Provide details about your employer, including the name of the Managed Care Organization (MCO) or similar entity, their address, and any identifying information required. Your employer may have their own NPI which you will need to affiliate with your NPI.

## OPTION C: Independent CHW/R

- A. Begin Individual Provider Application:** If you're applying as an individual CHW who sees clients on your own, choose the option to apply as an "Individual Provider."
- B. Complete Personal Information:** Fill out all required personal information accurately. This includes your legal name, contact details, date of birth, Social Security number, name you do business under (the "DBA") and any other requested information.
- C. Enter Professional Information:** Provide details about your professional practice as a CHW. This might include any certifications or licenses you hold, your area of expertise, and your practice address.

**NPI registration Step 7. Complete Additional Questions:** Answer any additional questions about your practice or affiliation with the MCO as required. These questions may vary depending on your specific circumstances.

**NPI registration Step 8. Review and Submit Application:** Review all the information you've entered to ensure it's accurate and complete. Once you're satisfied, submit your application.

**NPI registration Step 9. Receive NPI Notification:** After submitting your application, you will receive a notification confirming receipt of your application in your email. This notification will include your NPI application tracking number.

- **Wait for Processing:** The NPI application processing time can vary, but you should receive your NPI within a few weeks of submitting your application.
- **Check Application Status:** If you haven't received your NPI within the expected timeframe, you can check the status of your application online using the NPI Enumerator website or by contacting the NPI Enumerator directly.

**NPI registration Step 10. Once you Receive NPI:** Once your application is approved, you will receive your NPI via email or regular mail. Keep this number in a safe place, as you will need it for billing and other administrative purposes.

*Now you are ready to register with the NM Medicaid Portal as a Medicaid Reimbursable Provider in the State of New Mexico (see PART III).*

## Part III. Medicaid Portal Registration

Register as a service provider on the [NM Medicaid Portal](#). Once you have your NPI, you can begin using it for enrollment, billing, claims processing, and other administrative purposes related to your practice as a CHW. Make sure to keep your NPI information up to date, especially if any of your personal or professional details change.

- **If you are a CHW or CHR working for an MCO, CBO or other healthcare organization:** Work closely with your employer, the MCO or similar entity, to ensure that your NPI is properly integrated into their billing and administrative systems.
- **Regardless of your employment status, all CHWs and CHRs will need to have their own NPI:** You will need your NPI to register as a provider on the NM Medicaid portal in order to receive reimbursement for your services to clients who are covered by Medicaid.

### Medicaid Portal Registration Step 1: You will need:

- An email address that you use for your CHW work to create an account.
- Your NPI number (see Part II of this section)
- Your Provider Name or the name you do business under (DBA)

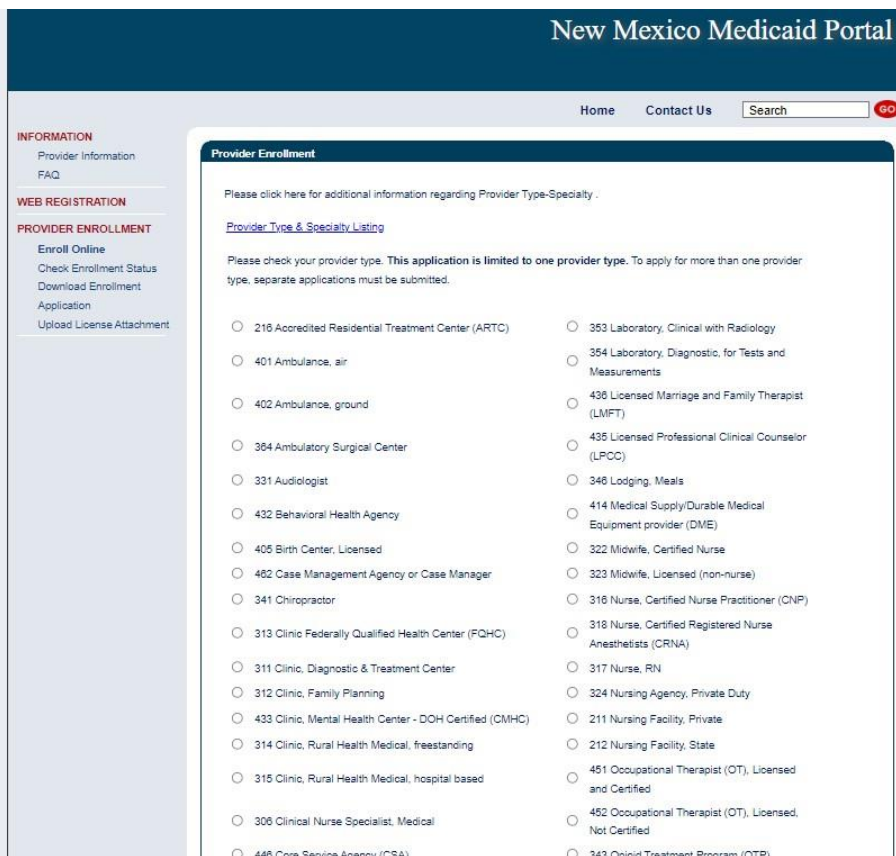
The screenshot shows the New Mexico Medicaid Portal website. At the top, there are two buttons: 'Provider Enrollment Federal and State compliance' (red) and 'Apply for Benefits' (green). Below the header, there are two main sections: 'Recipient/Recipiente' and 'Providers'. The 'Providers' section is highlighted with a red circle around the 'Provider Online Application and TAD/Reverification' link. The 'Providers' section also includes 'URGENT ACTION REQUIRED: EVV Home Health and Medically Fragile Providers: Your CLAIM SUBMISSION Process Will Change Effective January 1, 2024. Click here for more information.' and 'ATTENTION: Certain flexibilities that were allowed during the COVID-19 public health emergency have ended. You may be required to submit outstanding documents to continue serving Medicaid members. Click here for more information.' The 'Recipients' section includes 'Click here for additional COVID-19 vaccine information', 'Medicaid Coverage and Application phone numbers', 'I AM ALREADY ENROLLED IN THE NEW MEXICO MEDICAID PROGRAM', 'Log in to:', 'Check your eligibility', 'Ask a Service Representative a Question', 'Reprint a 1095-B IRS Form', 'Enroll in or change your managed care plan', 'Request a Replacement Medicaid Identification Card for Fee-for-Service (Not with an MCO)', '1095-B Information', 'Contact Us', 'Números de teléfono de cobertura y aplicación de Medicaid', 'YA ESTOY REGISTRADO/A EN EL PROGRAMA DE MEDICAID DE NUEVO MEXICO', 'Entre a:', 'Chequear su elegibilidad', 'Hacer una pregunta sobre su cobertura', 'Reimprimir un 1095-B formulario del IRS', 'Oprima aquí para el sitio de YESNM a fin de:', 'Registrarse o cambiar su plan de cuidado administrativo', 'Solicitar una tarjeta de identificación para el programa de pago por servicio de Medicaid (tarjeta azul/no con un plan de cuidado)'. The 'Providers' section also includes 'NO ESTOY REGISTRADO/A, PERO QUISIERA SABER MAS INFORMACIÓN SOBRE EL PROGRAMA DE MEDICAID DE NUEVO MEXICO', 'Haga "click" aquí para información sobre el programa', 'Haga "click" aquí para ver si puede ser elegible', 'beWellnm y el grupo de seguros de Nuevo', 'Cómo activar su tarjeta EBT', 'La cobertura de grupo sin seguro de COVID19 finaliza el 30 de abril de 2023. Haga clic aquí para obtener más información.', 'URGENT ACTION REQUIRED: EVV Home Health and Medically Fragile Providers: Your CLAIM SUBMISSION Process Will Change Effective January 1, 2024. Click here for more information.', 'ATTENTION: Certain flexibilities that were allowed during the COVID-19 public health emergency have ended. You may be required to submit outstanding documents to continue serving Medicaid members. Click here for more information.', 'SECURE INFORMATION', 'Log in to:', 'Submit claims online.', 'Inquire on recipient eligibility, claims, payments, and prior authorizations.', 'View or print remittance advices and other reports.', 'MORE', 'PUBLIC INFORMATION', 'View valuable information about the New Mexico Medicaid program, including:', 'Provider Online Application and TAD/Reverification', 'Provider Update Form | Instructions', 'Training Presentations and Webinars', 'Fee Schedules', 'New Mexico Medicaid E-News', 'Electronic Visit Verification (EVV)', 'Self-Direction FMA Forms (Mi Via, Supports Waiver & Self-Directed Community Benefit)', 'Centennial Care 2.0 FAQ', 'Provider Search', 'Vendor Payment Request (VPR) | Instructions', 'Mi Via Grievance Escalation Form', 'Formulario de escalamiento de quejas de Mi Via', 'MNC Validation Outreach Cover Sheet'.

**Medicaid Portal Registration Step 2:** on the next screen choose your application type. MAD312 – for CHWs who work independently of a larger organization. You can choose if you are willing to accept payment as FFS only or via an MCO or FFS

MAD335 – for CHWs working under a group practice. You can choose if you are willing to accept payment as FFS only or via an MCO or FFS

**Medicaid Portal Registration Step 3:** select “Initial Enrollment” if this is your first time applying to become a Medicaid Provider.

**Medicaid Portal Registration Step 4:** choose option “462 Case Manager Agency or Case Manager”.



**Medicaid Portal Registration Step 5:** choose option “230 Certified Community Worker (CHW)/Community Health Representative (CHR)”.

The screenshot shows the 'New Mexico Medicaid Portal' interface. The header includes 'Home', 'Contact Us', and a search bar. The left sidebar contains navigation links under 'INFORMATION', 'WEB REGISTRATION', and 'PROVIDER ENROLLMENT'. The main content area is titled 'Specialties' and contains a table of provider specialties with checkboxes for selection.

**Specialties**

Please click here for additional information regarding Provider Type-Specialty .

[Provider Type & Specialty Listing](#)

Provider Specialties	
<input type="checkbox"/> 063 Case Management - Developmentally Disabled Adults	<input type="checkbox"/> 061 Case Management Medically at risk children Early Periodic Screening, Diagnostic and Treatment (EPSDT)
<input type="checkbox"/> 062 Case Management - Developmentally Disabled Children	<input type="checkbox"/> 065 Case Management Traumatic Brain Injury (TBI)
<input type="checkbox"/> 064 Case Management - Maternal and Child Care (Families First)	<input type="checkbox"/> 230 Certified Community Health Worker (CHW)/Community Health Representative (CHR)

[Back](#) [Continue](#) [Exit Application](#)

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**Medicaid Portal Registration Step 6:** The next screen will provide you with your Reference Number. Save this in case you need to come back to complete this application later, and for your records.

The screenshot displays the 'New Mexico Medicaid Portal' interface. At the top, there is a dark blue header with the text 'New Mexico Medicaid Portal'. Below the header, a navigation bar includes 'Home', 'Contact Us', and a search box with a 'GO' button. A left sidebar contains a menu with categories: 'INFORMATION' (Provider Information, FAQ), 'WEB REGISTRATION', and 'PROVIDER ENROLLMENT' (Enroll Online, Check Enrollment Status, Download Enrollment Application, Upload License Attachment). The main content area is titled 'Provider Enrollment' and shows a 'Reference Number: GKHLVBCMCX'. The page content includes instructions, the reference number, a note to record the number, contact information for a Provider Enrollment Specialist (1-800-299-7304), a section on saving applications for recall, a 90-day availability warning, and a PDF Files section with an Adobe Acrobat Reader icon. At the bottom of the main content area are three buttons: 'Back', 'Continue', and 'Exit Application'. The footer contains 'Terms of Usage', 'Privacy Policy', 'Browser Compatibility', and 'Build Version: 2024-03-05\_08-03-12-5029 - 121'.

Contact your organization for next steps. If you are an individual CHW/R, you may need to set up contract agreements with health care organizations in order to provide services to clients, see [PART IV](#) for contact information.

## Part IV. Setting up a contract with an MCO or healthcare organization

Each MCO and health organization will have their own provider contract process, see MCO websites for more information

- [Blue Cross Blue Shield \(BCBS\) of New Mexico](#)
- [PHP Provider Page](#)
- [UHC: Join our network](#)
- [Molina Healthcare](#)

For information on Medicaid billing processes, please go to [PART V](#).

## PART V. Medicaid Reimbursement Overview

### Getting Paid as a Community Health Worker in New Mexico

Starting July 1, 2023, Community Health Workers (CHWs) and Community Health Representatives (CHRs) in New Mexico can get paid by Medicaid for their work. This includes health education, helping people navigate the healthcare system, and clinical support.

Research shows that when CHWs and CHRs help, healthcare costs go down, people with long-term health problems like high blood pressure, diabetes, and asthma get better control of their conditions, and there are fewer emergency room visits and hospital stays.

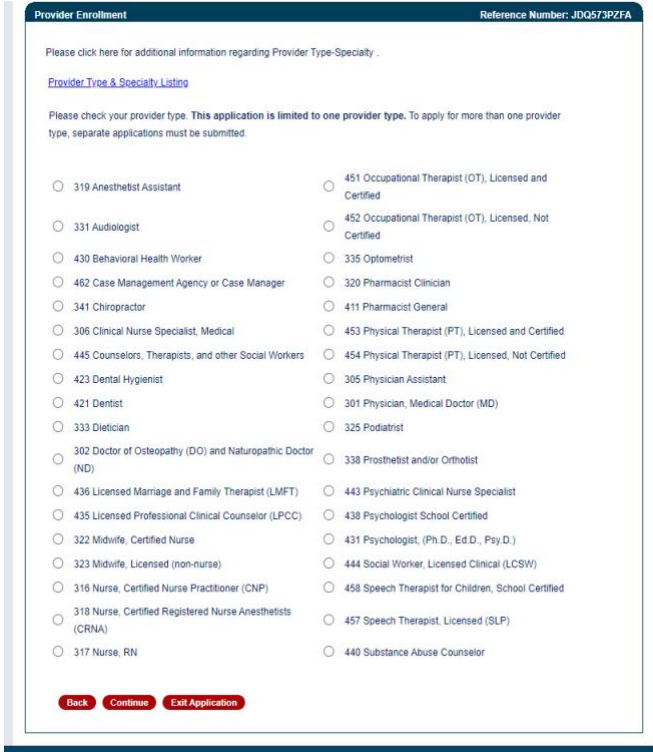

CHWs and CHRs get paid based on a fee schedule. The rates are the same for both government and private providers. The rates were set on July 1, 2023, and apply to services provided from that date onward. You can find all the rates at: [New Mexico HSD Fee Schedules](#).

This section provides an overview of Medicaid billing and reimbursement procedures.

## Eligibility and Registration

1. Medicaid Enrollment Approval: Only certified CHWs/CHRs can bill Medicaid. They must be contracted with the MCOs they work with to bill for Medicaid clients or have the option to bill Medicaid as a Fee For Service based on the number of services provided or performed.
  - a. CHWs/CHRs must be enrolled with New Mexico Medicaid (see section B – Pathway to becoming a Medicaid Reimbursable CHW).
  - b. Enrollment info like the Online Application, Forms, and Provider Enrollment Workshop can be found on the [New Mexico Medicaid Portal](#).
    - i. Providers need to complete a Provider Participation Agreement (PPA). Use MAD 312 for individual applicants who work within a group or MAD 335 for groups or individuals getting payments.
    - ii. Enroll as Provider Type 462 and Provider Specialty 230 Certified Community Health Worker (CHW) / Community Health Representative (CHR).
      1. Get a *certification* from the New Mexico Department of Health Office of Community Health that says you or your group can bill Medicaid.
    - iii. CHWs/CHRs must check if the recipient is eligible for services using the New Mexico Medicaid Portal.
    - iv. CHWs/CHRs must complete the New Mexico Statewide Standing Order & Form for CHWs/CHRs for each date of service. This form must be attached to each claim for possible review by the Office of CHWs or HSD.
    - v. The standing order form is also available at the [New Mexico Medicaid Portal](#).

- vi. Effective Date: Billing is allowed starting July 1, 2023 as long as application adjudication date is within 21 months of this date, otherwise MAD will use whichever date is later.
- vii. NPI Number: Get a National Provider Identifier (NPI) number at [NPPES](#). Taxonomy Code for CHW/Rs: 172V00000X

<p><b>Medicaid Provider Type 462 Case Management Agency or Case Manager</b></p>	 <p>The screenshot shows the 'Provider Enrollment' page with a reference number of JD0573PZFA. It includes a link for 'Provider Type &amp; Specialty Listing' and a list of 46 provider specialties, each with a radio button. At the bottom are 'Back', 'Continue', and 'Exit Application' buttons.</p>
<p><b>Medicaid Specialty Code 230</b></p>	 <p>The screenshot shows the 'Specialties' page with a search result for '230 Certified Community Health Worker (CHW)/Community Health Representative (CHR)'. It includes a link for 'Provider Type &amp; Specialty Listing' and 'Back', 'Continue', and 'Exit Application' buttons.</p>

- Get a *certification* from the New Mexico Department of Health Office of Community Health that says you or your group can bill Medicaid.
  - CHWs/CHRs must check if the recipient is eligible for services using the New Mexico Medicaid Portal.

- CHWs/CHRs must complete the New Mexico Statewide Standing Order & Form for CHWs/CHRs for each date of service. This form must be attached to each claim for possible review by the Office of CHWs or HSD.
- The standing order form is also available at the [New Mexico Medicaid Portal](#).

Effective Date: Billing is allowed starting July 1, 2023 as long as application adjudication date is within 21 months of this date, otherwise MAD will use whichever date is later.

NPI Number: Get a National Provider Identifier (NPI) number at [NPPES](#). Taxonomy Code for CHW/Rs: 172V00000X

## Enrollment and Claims Submission

- 1. Enroll in the NM Medicaid Program:** NM Medicaid Portal: NM Medicaid Portal.
- 2. After approval is received from the Medical Assistance Division (MAD), you may register with each Managed Care Organization (MCO) as a provider:**
  - a. Molina Healthcare: 800-580-2811
  - b. Presbyterian Healthcare (PHP): 888-977-2333
  - c. Blue Cross Blue Shield of NM (BCBS): 866-689-1523
  - d. United Healthcare (UHC): 866-842-3278
- 3. Claims Submission:** Submit claims directly in the NM Medicaid Portal NM Medicaid Portal or appropriate MCO claims portal with the organization you are contracted with.

## Billing Codes

### 1. Education and Training for Patient Self-Management:

The following Current Procedural Terminology (CPT) codes may be billed by CHW/CHRs:

Procedure Code	Description
98960	Education and training for patient self-management, each 30 minutes

<b>98961</b>	Education and training for patient self-management, 2-4 patients, each 30 minutes
<b>98962</b>	Education and training for patient self-management, 5-8 patients, each 30 minutes

**1. Telehealth Services (not routine for CHW/Rs):**

**Modifiers:**

<b>CHW service is provided via telehealth. Using one of the following modifiers:</b>	
<b>GT</b>	Interactive telecommunication
<b>95</b>	Synchronous Telehealth Service Rendered via Real-Time Interactive Audio and Video Telecommunications System.

Claims will be submitted on CMS-1500 claim form.

- i. Use taxonomy **172V00000X**.
- ii. CHW/CHR's individual NPI number must be entered in the "rendering provider" field on the claim form.
  - a. **Rendering provider** = CHW/CHR's providing services through a clinic
  - b. **Billing provider** = clinic where the provider is registered and is providing services for
- iii. Reimbursement methodology is at the fee schedule rate published on the [Provider Fee Schedules](#) section of the Health Care Authority's website.

## Reimbursement Limitations

<b>Reimbursement Limitations</b>	
<b>CHW/R</b>	Is limited to 10 units or 5 hours per day of member facing time.
<b>Medicaid Recipient/client</b>	Is limited to 16 units or 8 hours per 30-day period without prior authorization.

## Required Forms

1. [CHW/CHR Standing Form](#):

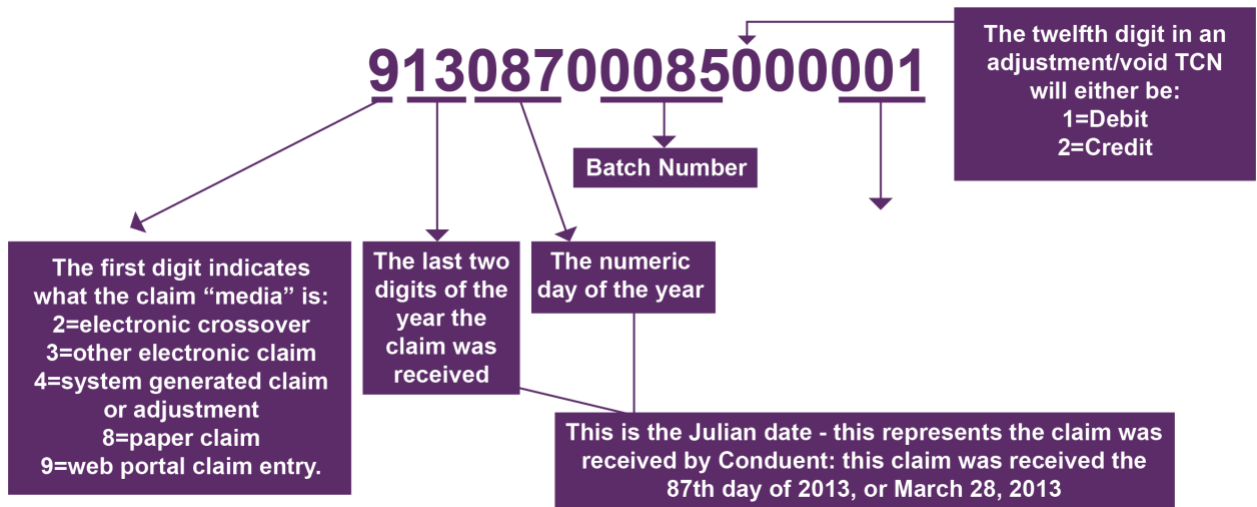
Must be completed for each client and attached to the Health Insurance Claim Form ([CMS 1500 Form via Conduent](#))

## Timely Filing Limits (deadline for sending in your bills to Medicaid)

1. General: 90 days from the date of service for all providers.
  2. Exceptions:
    - a. Schools: 120 days initial filing, 120 days grace period for Medicaid School Based Services (MSBS).
    - b. IHS and Tribal 638 facilities: 2 years from the date of service.
    - c. Provider retroactive eligibility: 120 days from eligibility addition.
- If a claim was filed on time but was denied or needs fixing, there is an extra one-time 90-day grace period from the date of denial or payment to re-file or make adjustments.
  - It's best to re-submit a claim within the initial 90 days to have more time to re-file or adjust during the 90-day grace period if needed.
  - Claims can be re-filed as many times as needed during the 90-day grace period, but claims filed after the grace period will be denied.

## Transaction Control Number (TCN)

- The TCN is a unique number assigned to each and every claim. This number contains information about the claim and can be used to identify the claim when calling provider services.



## Claim Adjustments

Managed Care Organizations (MCOs) will let providers fix any claim mistakes for Community Health Worker (CHW) services given to Medicaid-eligible people from July 1, 2023, until now. Providers can send in corrected claims by following the given instructions.

MCOs will give an extra 90 days to resubmit claims that were first denied because they missed the deadline, starting from May 31, 2024 ([publication of State of New Mexico Letter of Determination \(LOD\) and Supplement](#))

MCOs will carefully check all claims sent before this date to make sure they are handled correctly based on the rules in the published guidance.

## Claim Follow-up

- Check for claim status on the [Web Portal](#).
- Claim specific search capability is available using [the web portal](#) to locate specific claims quickly.

## Eligible Recipient Requirements

All clients must be eligible for New Mexico Medicaid, if they are not current members of Medicaid they can apply for benefits through the Health Care Authority:

- [Apply online](#)
- Apply over the phone: 1-855-637-6574

The following groups can get Medicaid in New Mexico (the limits include a 5% income disregard for MAGI-based Medicaid eligibility):

- Adults under 65 with household incomes up to 138% of the poverty level.
- Children aged 0-5 with household incomes up to 305% of the poverty level.
- Children aged 6-18 with household incomes up to 245% of the poverty level.
- Pregnant women with household incomes up to 255% of the poverty level.  
Pregnant women also get coverage for a year after the baby is born, not just 60 days.

## Covered Services:

- CHW/CHR services include helping people navigate the healthcare system, health promotion, health coaching, and clinical support.
- CHW/CHR services will be paid for outpatient Medicaid-eligible recipients when they follow quality guidelines by the Office of CHWs at DOH and are medically necessary.
- Oversight and program integrity are managed by NM DOH Office of CHWs.
- CHW/CHRs will work under standing orders signed by the Chief Medical Officer of the Medical Assistance Division.
- CHW/CHRs should use the HSD/MAD CHW Scope of Work form as their standing order form and save this document for possible auditing by the Office of CHWs or HSD.

## System Navigation

- Address basic needs such as food, shelter and safety

- Navigate health and social service system
- Facilitate enrollment in health programs and services
- Translate and interpret
- Arrange transportation

## **Health Promotion and Health Coaching**

- Identify individual strengths and needs
- Set goals and provide action planning
- Teach health promotion and prevention
- Coach on problem solving, self-care, and self-management
- Utilize harm reduction principles
- Support and model behavior change
- Promote understanding of health information and health education materials
- Promote self-sufficiency
- Lead educational and support groups
- Teach families how to self-advocate

## **Clinical Support**

- Conduct home safety assessments
- Measure and respond to vital signs
- Promote follow-up/maintenance of medical treatment plans
- Provide feedback to medical providers
- Coordinate referrals, care and follow-up

## **Noncovered Services**

The CHW/CHR benefit is based on preventive health services and case management services. Several CHW roles do not fall within this benefit including:

- Population health activities (community outreach, organizing, needs assessments, advocacy)

- Duplicative services (care coordination activities)
- Transportation of members
- Personal and in-home care services (childcare, ADLs, housekeeping)

## **APPENDIX 1: Important Documents & Links**

- [NM DOH Community Health Workers – Training Manual for Applicants](#)
- [NM DOH CHW State Certification Application & Renewal](#)
- [CMS 1500 Form and Conduent Guidance](#)
- [MAD 312 Box by Box instructions](#)
- [MAD 335 Box by Box instructions](#)
- [State of NM MAP Standing Orders](#)

## **APPENDIX 2: Decision-tree: Navigating the Reimbursement Enrollment Process**

- Option A. NMDOH contracted CHW/Rs
- Option B. MCO, CBO or healthcare organization
- Option C. Independent CHW/Rs