

Project Director's Meeting

FAQs

February 14, 2024

Thank you for the wonderful questions and resource sharing in the chat during the February PDM. We have collated some of the key questions/resources in this document.

Leveraging the CHW Benefit for Oral Health: Eileen Espejo, Children Now.

1. How do we learn more about the CHW/PR benefit? Is there a manual?

Visit Community Health workers (DHCS. CA.GOV)

<https://www.dhcs.ca.gov/community-health-workers>

2. Is there a link to document/s that have the billing codes?

Billing codes are listed in the manual, see Community Health Worker (CHW)

Preventive Services (https://mcweb.apps.prd.cammis.medi-cal.ca.gov/news/31781_01)

3. Do you have to be certified to bill for CHW?

There are 2 "pathways" per the docs shared. A "certificate pathway" or a "work experience pathway." For the work experience pathway: "An individual who has 2,000 hours working as a CHW in paid or volunteer positions within the previous three years and has demonstrated skills and practical training in the areas described above, as determined by the supervising provider, may provide CHW services without a certificate of completion for a maximum period of 18 months. A CHW who does not have a certificate of completion must earn a certificate of completion, as described above, within 18 months of the first CHW visit provided to a Medi-Cal beneficiary."

4. Can LOHP staff become CHWs and get an NPI number to bill for services using CPT codes?

Yes, or the LOHPs can subcontract with CBOs that have CHWs and use their NPI to seek reimbursement.

5. Will this Oral Health specialty focus be required for CHWs or optional?

A primary care provider would need to activate the CHW for the CHW to use CPT codes. If leveraged this way (as could be done today), then the CHW doesn't need to use the CDT code. If a Medi-Cal Dental provider wants to activate a CHW, that CHW will need to take the OH specialty training to bill using the CDT codes.

6. Will CHW Benefits be like the FV benefit? Will there be a set #/limits for medical and dental, or will it be a collective of the 2 types of covered benefits?
A Medi-Cal provider creates a treatment plan for a member and assigns a CHW to help that member complete treatment. A Medi-Cal member could also request a CHW to complete treatment assigned by a Medi-Cal provider.

7. How can I learn more about CHW/P/R Training and Certification Requirements?
To get notifications about updates: email: CHW@hcai.ca.gov

Please copy and paste below URL in your browser for more information:
[Chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://hcai.ca.gov/wp-content/uploads/2023/03/CHW.P.R-FAQ-for-HCAI-website-1.pdf](https://efaidnbmnnnibpcajpcglclefindmkaj/https://hcai.ca.gov/wp-content/uploads/2023/03/CHW.P.R-FAQ-for-HCAI-website-1.pdf)

8. Resources:
<https://www.dhcs.ca.gov/community-health-workers>

Medi-Cal Dental 2024: Adrianna Alcalá-Beshara, DHCS

1. Will the CDT code rates be the same as the CPT code rates? Where and when will the CDT code rates be made available?
Would be analogous to current CPT codes and they are working to confirm these soon.

2. What is a CBO?
Community Based Organization

3. Is there a reimbursement for a telehealth services?
Medi-Cal covers synchronous telehealth (e.g., video synchronous interaction and audio-only synchronous interaction) and asynchronous telehealth (e.g., store and forward and e-consults) across multiple services and delivery systems, including physical health, **dental**, specialty and non-specialty mental health, and SUD services (State Plan Drug Medi-Cal and Drug Medi-Cal Organized Delivery System / DMC-ODS).

Please visit the below URL for more information.
<https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthFAQ.aspx>

4. Are we putting a caveat on care every 6 months for people under 21yrs since those over 21yrs with Medi-Cal are only covered for preventive care every 12months?

NOTE: For specific questions. Please contact Dental@dhcs.ca.gov

Crafting Seamless Dental Care Coordination: Effective Strategies: Dr. Bahar Amanzadeh, COHTAC

1. Who is doing Dental Care Coordination in your jurisdiction?
 - One LOHP knows about MCAH and works with the nurses to support their efforts. Lots of hands-on support. They also have a referral with school nurses, but this is partnering with 1 FQHC location.
 - Another LOHP partners with First 5. They partner with 5 local agencies that are dental care coordinators.
 - One LOHP states that they have a managed care dental pilot program. Their managed care plan covers dental, and they hire dental care coordinators. These are primarily "dental care coordinators" for Medi-Cal in their county. But they are few and very busy, so in the LOHP's county health dept., public health nurses take on this role sometimes. The LOHP is trying to channel all their public health nurses to the managed care plan's dental staff, since there is complexity and confusion in working w/ dental clinics to best refer to specialty care, for example. Only the managed care plan has all the behind-the-scenes info about new providers, providers with special Letters of Agreements for certain services, etc. So, the managed care plan's dental staff/ care coordination staff is really where the LOHP is trying to channel everyone who is trying to help people access dental care."
 - Yet another LOHP is "pilot testing the dental care coordination for the preschools who are receiving dental screening. However, for the dental screenings that happen in the elementary schools, the dental provider who is giving the dental screening takes the lead on the dental follow up."

2. Is there a list of dental referral management software available?

COHTAC has received a list of software that LOHPs are using. Some of them are through the Department of Education and some Public Health Reps. State OOH is also working on providing state-wide software. If you think the list that we have is helpful, we can send that.

Sonoma County is using Apricot 360 through Bonterra for their pilot referral management platform in Sonoma County.

3. Please share link to HTHC Dental Care Coordination Curriculum:
<https://dental.acphd.org/media/programs/resources/curriculum-dental-care-coordination-guide-for-trainers-2020.pdf>

Working with CHWs and Promotoras at the Local Level: Mary Ellen Rehse and Jennyffer Rivera (Santa Barbara County LOHP); Ariel Thomas-Urlik (Sonoma County LOHP)

1. Do these organizations offer oral health-specific training, too?
 - No specific oral health training is offered in Sonoma County. Specific topic trainings are offered by individual programs and can be shared at networking meetings for CHWs across the county.
 - Santa Barbara Promotores network have their own core training to become part of the Network. This training is different than the State training Certification.

Q & A: Lindsey McDermid, CSUS

1. How are you funding your community health worker?

This is a funded position in LOHP grant; therefore, the prop 56 money is used to fund that position.
2. How can Local Oral Health plans find out who their Medi-Cal managed care plan representative is?

It depends on what the oral health plan is looking for, for connection. Please contact Dental@dhcs.ca.gov . They will find the best contact for LOHP based on the needs.
3. Is there any special billing for travel time?

Medi-Cal Dental has travel services that are available for their members. Instead of a provider going to the member, the member goes to the provider. That is provided through non-emergency medical transportation as well as Medi-Cal transportation services.
4. How to receive information and to register for RBA (Results-based Accountability)?

<https://oralhealthsupport.ucsf.edu/RBA>