

The Arizona State Seal is a circular emblem on the left side of the slide. It features a central figure of a Native American holding a bow and arrow, surrounded by various symbols including a cactus, a sun, a mountain, and a river. The seal is rendered in a light teal color against the darker teal background.

# **ARIZONA**

## **HEALTH CARE COST CONTAINMENT SYSTEM**

**Community Health Worker (CHW)  
Community Health Representative (CHR)**

May 07, 2025

Division of Fee-for-Service Management

# About This Presentation

This presentation is designed for the Division of Fee-for-Service programs which include the American Indian Health Program (AIHP), DD-Tribal Health Program (DD-THP), Tribal Regional Behavioral Health Authorities (TRBHAs), and Tribal Arizona Long Term Care Services (ALTCS).

Providers servicing members enrolled in Medicaid Managed Care Organization (MCO) please refer to the MCO plan for specific guidance.

# Topics

The following topics will be discussed in the overview of the Community Health Worker:

- Community Health Worker/Community Health Representatives
- Definitions of a CHW/CHR
- ADHS CHW/CHR Certification Requirements - ADHS
- [AMPM Policy 310-W CHW/CHR](#)
- Provider Types Authorized to Recommend and Bill Covered CHW/CHR Services
- Roles and Responsibilities for CHWs and CHW Supervising Providers
- Resources

# AHCCCS Medical Policy Manual

The AMPM provides guidance to contractors and their delegated subcontractors, along with providers regarding services covered under the AHCCCS Program. The AMPM operates with authority in conjunction with federal and state regulations, other agency guides and manuals, and applicable contracts.

The AMPM applies to Managed Care Organization (MCO) Contractors, their delegated subcontractors, and Fee-For-Service (FFS) Programs including:

- American Indian Health Program (AIHP),
- Tribal Regional Behavioral Health Authorities (TRBHA),
- Tribal Arizona Long Term Care Services (ALTCS),



# Community Health Representatives Community Health Workers

# Definitions

Community Health Worker is an umbrella term used to encompass many different job descriptions including Community Health Representatives, Patient Navigators, Promotors de Salud, Community Health Advisors, and Cultural Health Navigators.

**Certified Community Health Worker/Community Health Representative (CHW/CHR)** means a nonmedical health worker who serves as a liaison between health, social services, and the community to facilitate access to services, improve the quality and cultural competence of service delivery, and facilitate coordination of services to improve medical and behavioral health outcomes.

# Community Health Worker/ Community Health Representative

A **frontline public health worker** who is a trusted member of the community to help people:

- Navigate health care system,
- Encourage preventive care,
- Manage chronic illnesses,
- Maintain healthy lifestyles, and
- Assist in culturally and linguistically relevant ways.



# Community Health Representative

“Community Health Representative” or “CHR” means an individual who has completed an Indian Health Services National Training Program for:

- A. Basic training through completing general health education to promote health and social services and assist in the prevention of disease and disabilities in tribal communities; or
- B. Advanced training through increased health and knowledge for a variety of public health topics designed to improve outreach capacity to advance tribal health systems



# CHW/CHR Certification Requirements

## Arizona Department of Health Services (ADHS)

# CHW Voluntary Certification Rule

- The final [CHW Voluntary Certification Rules](#) were approved by the Governor's Regulatory Review Council (GRRC) and were filed with the Secretary of State on September 7, 2022.
- The rules are effective as of November 6, 2022.
- The ADHS Special Licensing department is accepting applications as of November 7, 2022 through an online portal.

# ADHS Certification Requirements for CHW/CHRs

A certified Community Health Worker/Community Health Representative (CHW/CHR), is an individual who obtains certification through the Arizona Department of Health Services (ADHS) as specified in A.A.C. R9-802 may provide AHCCCS-covered member education and preventive services, as outlined in AMPM 310-W, section B, to eligible members.

[A.A.C. R9-16-802 Community Health Workers Eligibility and Scope of Practice](#)

[A.A.C R9-16-803 Community Health Workers Trainer Qualifications](#)

# CHW/CHR Certification Requirements

For eligible AHCCCS-registered providers to obtain Medicaid reimbursement for Medicaid covered services provided by a CHW/CHR, the CHW/CHR **must** be certified through ADHS.

Information on CHW certification is posted on the Arizona Department of Health Services [Community Health Worker \(CHW\) Licensing Management System \(LMS\)](#) page.

# ADHS WebSite - CHW/CHR

## [Community Health Workers and Community Health Representatives](#)

Information on CHW certification is posted on the Arizona Department of Health Services [Community Health Worker \(CHW\) Licensing Management System \(LMS\)](#) page.

Information available on the ADHS web site is not limited to the topics below:

- Portal Training
- Portal FAQs
- Licensing Information
- Provider Application
- License Verification
- Statutes & Rules
- Continuing Education



# AHCCCS Medical Policy Manual Policy 310-W

## Certified Community Health Worker Community Health Representative Requirements

# Community Health Workers and Representatives

Effective April 1, 2023, Arizona Health Care Cost Containment (AHCCCS) covers reimbursable services rendered by Certified Community Health Workers (CHWs) and Community Health Representatives (CHRs) who are employed by an AHCCCS registered provider.

A CHW/CHR is a non-physician public health worker who works directly with the community. They are often from the communities they serve, which helps them understand the needs and trust of the people.

# AMPM Policy 310-W

AMPM Policy 310-W establishes requirements for services provided by Certified Community Health Workers/Community Health Representatives (CHWs/CHRs).

A CHW/CHR is:

- non-physician public health worker,
- works directly with communities,
- has experience-based knowledge on how to build individual and community capacity,
- helps to empower individuals and the community,
- knowledge to effectively outreach and educate the community,
- delivers culturally appropriate health education and information to members.

## Definitions:

**“Practice as a certified community health worker”** means a community health worker’s application of the education, training and experience in the core competencies to effectively provide services to the communities and populations that the community health worker serves through one or more of the community health workers’ roles.



# Criteria for CHW/CHR Services

# Member Eligibility for CHW/CHR Services

Members eligible to receive CHW/CHR services shall:

1. Have a chronic condition, or
2. Be at risk for a chronic condition, or
3. Have a documented barrier (e.g., disability, social isolation, language) that is affecting the member's health.

**Documentation Requirements:** At least one of the above conditions or barriers shall be included in the member's medical record in order for CHW/CHR services to be reimbursable by AHCCCS or the Contractor.

# Services Provided By A Certified CHW/CHR

Medicaid eligible services provided by a certified CHW are limited to the following:

- a. Health system navigation and resource coordination,
- b. Health education and training, including services to train and/or increase the member's awareness of methods and measures that have been proven to be effective in avoiding illness and/or lessening the effects of an illness. The content of the education shall be consistent with established healthcare standards, or
- c. Health promotion and/or coaching to provide information and training to members that enables the member to make positive contributions to their health status.



# AHCCCS Provider Types Who Can Recommend and Supervise CHW/CHR Eligible Services

# Covered CHW/CHR Services

The CHW/CHR services shall be medically necessary and shall be recommended by an eligible physician or other licensed practitioner of the healing arts acting within the scope of authorized practice under State law and are limited to the provider types listed in AMPM 310-W, section A(1).

Eligible physicians and licensed practitioners who can recommend services are limited to the Provider Types (PTs) listed under section A.(1) and must have the ***category of service "01," associated with their NPI number*** which denotes the service type “Medicine”.

# Eligible Provider Types (PTs)

638 FQHC (PT C5)	Federally Qualified Health Centers (FQHCs) (PT C2),
Behavioral Outpatient Clinics (PT 77)	Hospitals (PT 02)
Clinics (PT 05)	Integrated Clinics (PT IC)
Community/Rural Health Centers (RHCs) (PT 29)	MD-Physicians (PT 08)
Community Health Worker Organizations (PT CH)	Physician's Assistants (PT 18),
DO-Physician Osteopaths (PT 31)	Registered Nurse Practitioners (PT 19)



# Supervising Services Performed by the CHW/CHR

# Community Health Workers and Supervising Provider Types

A certified CHW/CHR shall work under the direction and employment of one of the eligible AHCCCS-registered providers referenced in AMPM 310-W, Section III(A) for Medicaid covered services to be billed.

The supervising of CHWs/CHRs involves providing guidance, support, and oversight to CHWs to ensure they are effectively performing their duties and meeting the needs of the population they serve.

Services that meet the requirements shall be documented in the member's medical record as specified in:

[AMPM 940 Medical Records and Communication of Clinical Information](#)

[AHCCCS Medical Policy Manual Web page](#)

# AHCCCS Reimbursement of CHW/CHR Covered Services

For services to be eligible for Medicaid reimbursement, the CHW/CHR shall ***complete certification obtained through the Arizona Department of Health Services (ADHS)*** as specified in A.A.C. R9-16-802 (Community Health Workers Eligibility and Scope of Practice).

The Contractor shall ensure providers maintain proof of certification for CHW/CHRs.

# Services Provided By A Certified CHW/CHR

Medicaid eligible services provided by a certified CHW are limited to the following:

- a. Health system navigation and resource coordination,
- b. Health education and training, including services to train and/or increase the member's awareness of methods and measures that have been proven to be effective in avoiding illness and/or lessening the effects of an illness. The content of the education shall be consistent with established healthcare standards, or
- c. Health promotion and/or coaching to provide information and training to members that enables the member to make positive contributions to their health status.

# CHW Eligible Billing Provider Types

The CHW/CHR services shall be medically necessary and shall be recommended by an eligible physician or other licensed practitioner of the healing arts acting within the scope of authorized practice under State law and are limited to the provider types listed on the next slide.

**Note: If a claim is submitted under a provider type that is not on the AHCCCS provider eligible list, the claim will deny.**

# Eligible Provider Types (PTs)

638 FQHC (PT C5)	Federally Qualified Health Centers (FQHCs) (PT C2),
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DO-Physician Osteopaths (PT 31)	Registered Nurse Practitioners (PT 19)



# CHW/CHR Non-covered Services

# Services Performed by Non-Certified CHW/CHRS Are Not Covered

It is important to note that a CHW/CHR may provide community health services in Arizona without obtaining voluntary certification; however, AHCCCS will only reimburse services provided to eligible members by a **certified CHWs/CHRs**.

## Non-Certified CHWs/CHRs

- Providers may employ CHWs/CHRs who are not certified, but they will not be able to bill Medicaid for services provided by non-certified CHWs/CHRs.

# Non-Covered CHW/CHR Services

The following services performed by a CHW/CHR cannot be billed for Medicaid reimbursement:

- Case management
- Travel expenses
- Peer Support (*by a CHW/CHR that does not have a Peer support credential*)



# CHW/CHR Billing Requirements

## CPT Codes

## Claim Submission

# Claim Submissions for Services Provided by CHW

- Claim Form Type: CMS 1500/837P
- Billing Codes: 98960, 98961, 98962.
- CHW/CHR Services are submitted under the AHCCCS registered “supervising provider” NPI.
- Participating Provider Requirements must be reported in the “Additional information field” and or associated EDI Loop.
- Prior Authorization is not required for this service.

# CHW Billing Codes /Covered Services

**98960** - Education and training for patient self-management by a qualified, non-physician health care professional using a standardized curriculum face-to-face with the patient (could include member/ caregiver/family), **face-to-face, each 30 minutes; individual patient.**

**98961** - Education and training for patient self-management by a qualified, non-physician health care professional using a standardized curriculum face-to-face with the patient (could include member/ caregiver/family), **face-to-face, each 30 minutes; 2- 4 patients each 30 minutes.**

**98962** - Education and training for patient self-management by a qualified, non-physician health care professional using a standardized curriculum face-to-face with the patient (could include member/ caregiver/family), **face-to-face, each 30 minutes; 5-8 patients, each 30 minutes.**

# Important Billing Limitations

The certified CHW/CHR employed by an AHCCCS registered provider can submit claims for a maximum of four units per day, up to 24 units per month, per member.

- Documentation must support the duration billed.
- Total units allowable is inclusive of all 3 billable codes (98960, 98961, 98962);
- CPT Codes cannot be billed together on the same day for the same member.

# Billing CHW/CHR Services

CHWs and CHR are not individually registered practitioners with the AHCCCS.

CHW/CHR services must be medically necessary and recommended by and performed under the direction of an eligible AHCCCS registered provider.

To submit claims for services performed by a CHW/CHR, the AHCCCS registered provider, whom the CHW/CHR is employed and working under the direction of, will submit claims on behalf of the CHW/CHR.

A CHW or CHR can be employed by multiple AHCCCS registered providers.

AHCCCS registered providers may employ multiple CHWs or CHRs.

# Billing Requirements

The eligible AHCCCS-registered provider, as referenced in Section III (A) , seeking Medicaid reimbursement for CHW/CHR services shall do all of the following:

1. Ensure that the CHW/CHR maintains a current certification as specified in A.A.C. R9-16-805.
2. Bill only for services provided by a certified CHW/CHR as specified in this Policy, the AHCCCS FFS Provider Billing Manual, and/or the Medical Coding resource webpage.
3. Maintain accurate and current records of all CHW/CHR certification documentation.
4. Provide proof of certification of employed CHWs/CHRs upon request by the Contractor or AHCCCS.

# Documentation of Certified CHW/CHR Services

Services that meet the above requirements shall be documented in the member's medical record as specified in:

[AMPM 940-Medical Records and Documentation of Clinical Information](#)

Billing Example: The provider NPI is entered in field 24J. The group practice (clinic) NPI is entered in field 33A. The CHW who performed the service is listed in the “Additional Information field (19) or EDI loop.

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) <b>9999999999Brown, Robert</b>										20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO		\$ CHARGES	
24. A. DATE(S) OF SERVICE From To MM DD YY MM DD YY		B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) OPT/HCPCS MODIFIER			E. DIAGNOSIS POINTER	F. \$ CHARGES		G. DAYS OR UNITS	H. EPDT Family Plan	I. ID QUAL	J. RENDERING PROVIDER ID. #
1 07 10 24 07 10 24		11		98961			A	24 60		2		NPI 1234567890	
2												NPI	
3												NPI	
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)				32. SERVICE FACILITY LOCATION INFORMATION				33. BILLING PROVIDER INFO & PH# ( ) <b>Hope for Med Practice (group)</b>					
SIGNED		DATE		A. NPI	D.	R. <b>1122334455</b>		D.					

HIPPI IFR INFORMATION





# Federally Qualified Health Centers (FQHC)

# CHW/CHR FQHC Billing Information

For purposes of FQHCs billing the PPS/APM rate, services provided by a CHW/CHR **do not meet the definition of a face-to-face encounter** with a licensed, AHCCCS registered practitioner during which an AHCCCS-covered ambulatory service is provided.

Based on this guidance, services provided by the CHW/CHR would be considered services **“incident to”** an ambulatory service are **not covered**.

FQHCs may submit a scope of service change to account for CHW/CHR services as part of the PPS/APM rate calculation until the next rate rebase.

# FQHC Incident To Services

**Definition:** “Incident to” a visit:

- (a)** Services and supplies that are an integral, though incidental, part of the physician’s or practitioner’s professional service (examples: medical supplies; venipuncture; assistance by auxiliary personnel such as a nurse or medical assistant); or
  
- (b)** Diagnostic or therapeutic ancillary services provided on an outpatient basis as an adjunct to basic medical or surgical services (Examples: x-ray; medication; laboratory test).



# CHW/CHR Resources

# CHW/CHR Resources

- [AHCCCS CHW/CHR Webpage](#)
- [AHCCCS's State Plan Amendment](#)
- [CHW/CHR Frequently Asked Questions](#)
- [Fee-for-Service Provider Billing Manual](#)
- [AMPM 310-W- Certified CHW/CHR](#)
- [CH Provider Type Registration Information](#)





**End**