

Community Health Worker (CHW) Fee-for-Service (Open Card) Billing Guide



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Introduction

The Oregon Health Authority (OHA) encourages primary care practitioners, health provider organizations, clinics, and community-based organizations to employ or contract with OHA-certified Community Health Workers (CHWs). CHWs can support the physical and social health needs of Oregon Health Plan (OHP) members.

If you are CHW providing services in a community based organization, or have a contract with a Coordinated Care Organizations (CCO), and would like more information about billing questions or concerns inquire with your regional CCO at [member's CCO](#).

About this guide

This guide explains how CHWs can qualify to serve OHP fee-for-service (open card) members and be reimbursed for services provided.

- Become a certified and registered CHW.
- Enroll as an Oregon Medicaid provider.
- Bill for covered services.

What is a Community Health Worker (CHW)?

An individual who:

CHWs have expertise or experience in public health and working in local communities. To the extent practicable, they share ethnicity, language, socioeconomic status, and life experiences with the residents of the community they serve. A CHW 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.

Provider Enrollment

Certification and registration

- The Equity and Inclusion Division’s Traditional Health Worker Program certifies Community Health Workers (CHW). To learn how to become a certified provider, [visit the program’s website](#).
- [How to become a Community Health Worker](#)

For rule and law, see Oregon Administrative Rule [950-060-0000](#) for the CHW requirements related to Certification, THW Registry Enrollment; Certification Curriculum Standards; Training and Standards of Professional Conduct.

How new providers can enroll with OHA

Obtain a unique National Provider Identifier (NPI)

Once you are registered with the Traditional Health Worker Registry, your next step is to obtain a unique NPI by applying at [The National Plan and Provider Enumeration System website](#). For reference, the taxonomy code for CHW is 172V00000X.

Enroll as an OHP provider

To enroll with OHA as an OHP provider, complete form [OHP 3113](#). Enter provider type 13, specialty code 601. Include your NPI and a copy of your OHA certification. To learn more, visit the [OHP provider enrollment page](#).

If you have questions about enrolling with OHA:

If you have questions about how to enroll, contact Provider Enrollment at 1-800-422-5047 or email provider.enrollment@odhsoha.oregon.gov.

Community Health Worker Resources

[Oregon Community Health Worker Association \(ORCHWA\)](#)

[Rural Health Information Hub \(RHInud\) Community Health Workers Toolkit](#)

[Communities in Action: Pathways to Health Equity](#)

[Is Theory Guiding Our Work? A Scoping Review on the Use of Implementation Theories, Frameworks, and Models to Bring Community Health Workers into Health Care Settings](#) (Journal of Public Health Management & Practice)

[Strengthening the Effectiveness of State-Level Community Health Worker Initiatives Through Ambulatory Care Partnerships](#) (J Ambul Care Manage)

Billing and Coding

Reimbursement rates

See the Medical/Dental and Behavioral Health fee schedules on the OHP [Fee Schedule](#) page.

Note: For providers reimbursed at an encounter rate methodology (such as FQHCs, RHCs, and tribal/urban Indian health programs), these codes may be reimbursable under the applicable encounter rate rather than under fee schedule pricing.

Billing information

Instructions for billing OHP services are on [OHP Billing Tips](#) page.

A Community Health Workers will be enrolled as “non-payable rendering provider”. CHWs must work and bill “under the supervision of a licensed provider.” When the CHW is the rendering provider, OHA will allow the code to pay. The billing provider must be a clinic or supervising licensed provider.

Supervision information

To learn more see, Supervision information: Other Practitioner Services/Non-licensed practitioners (page 378) [OHA State Plan](#)

To be eligible for payment, services by non-licensed practitioners must be:

- Supervised by a licensed health care professional, and
- Performed within the licensed practitioner’s scope of practice.

Licensed health care professionals include:

- Physicians,
- Certified nurse practitioners,
- Physician assistants,
- Dentists,
- Dental hygienists with an Expanded Practice Permit,
- Ph.D. psychologists,
- Psy.D. psychologists,

- Speech language pathologists,
- Licensed clinical social workers and
- Licensed professional counselors.
- Eligibility

Eligibility

Please verify OHP eligibility and enrollment prior to rendering service or billing. Go to the [OHP Eligibility Verification page](#) to learn more.

If you have billing questions or concerns:

For services to fee-for-service members, please review this guide, if you still have questions or concerns, call the Provider Services Unit at 1-800-336-6016 choose option 5 or email at DMAP.Providerservices@odhsoha.oregon.gov . For CCO contact your CCO THW liaison or inquire with your regional CCO at [member's CCO](#).

Coding

For inquiries about the Scope of Practice visit [Traditional Health Worker Toolkit](#)

Code	Description	Restrictions	Used for
97535	Self-care management training, Training for self-care or home management, direct one-on-one contact, each 15 minutes. Examples include activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment.	None	Coaching and social support
99211	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal. Typically, 5 minutes are spent performing or supervising these services.	None	Assessment, evaluation and research
99401	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual, 15 minutes. These services may include counseling/ evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues	None	Assessment, evaluation and research Coaching and social support
99402	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual 30 minutes.	None	Assessment, evaluation and research

Code	Description	Restrictions	Used for
	These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues		Coaching and social support
99403	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual 45 minutes These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues	None	Assessment, evaluation and research Coaching and social support
99404	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual 60 minutes Preventive medicine individual counseling services are face-to-face services performed by a qualified clinician in order to foster healthy living and/or avert illness/injury. Risk factor counseling may be utilized in the absence of illness. These services may include counseling/evaluation of family issues, appropriate diet and exercise, high-risk behavior, avoidance of injury, dental issues, and discussion of available laboratory and/or diagnostic results.	None	Assessment, evaluation and research Coaching and social support
99406	Smoking and tobacco use cessation counseling visit; intermediate, greater than 3 minutes up to 10 minutes Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse. These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury. The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation	None	Education Coaching and social support
99407	Smoking and tobacco use cessation counseling visit; intensive, greater than 10 minutes Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse. These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury.	None	Education Coaching and social support

Code	Description	Restrictions	Used for
	The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation		
99408	<p>Alcohol and/or substance (other than tobacco) abuse structured screening (for example, AUDIT, DAST) and brief intervention (SBI) services; 15 to 30 minutes</p> <p>Individual behavior change intervention services are counseling and/or intervention services directed at high-risk behaviors such as tobacco, alcohol, and substance abuse. These services can be reported as treatment of the condition or in relation to the condition that has the potential of causing illness or injury.</p> <p>The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation</p>	None	<p>Assessment, evaluation and research</p> <p>Care coordination and system navigation</p>
99409	<p>Alcohol and/or substance (other than tobacco) abuse structured screening (for example, AUDIT, DAST) and brief intervention (SBI) services; greater than 30 minutes</p> <p>These services can be treatment of the condition or treatment in relation to the condition that has the potential of causing illness or injury.</p> <p>The encounter also uses validated instruments to determine the patient's opinion related to behavior change and providing input on a plan to change behavior with appropriate actions and motivation</p>	None	<p>Assessment, evaluation and research</p> <p>Care coordination and system navigation</p>
99600	Unlisted home visit service or procedure	None	Coaching and social support
G0176	Activity therapy, such as music, dance, art or play therapies not for recreation, related to the care and treatment of patient's disabling mental health problems, per session (45 minutes or more)	E512-E512, F1010-F984, G300-G3183, R457-R457, Z62810-Z720	Coaching and social support
G0177	Training and educational services related to the care and treatment of patient's disabling mental health problems per session The goal is to alleviate patient discomfort and allow the patient to cope or control mental health issues. Each session should be 45 minutes or more.	E512-E512, F1010-F984, G300-G3183, R457-R457, Z62810-Z720	Education
H0032	Mental health service plan development by non-physician. A mental health service plan is developed for treating a patient. The plan should include modifying goals, assessing progress, planning transitions, and addressing	F0150-F99, G300-G3183, Z62810-Z7189	Care coordination and system navigation

Code	Description	Restrictions	Used for
	other needs.		
H0033	Oral medication administration, direct observation. Medication taken by mouth in the presence of a health care worker. Patients are assisted or observed by professional medical staff during the administration of oral medication. This is often used in the administration of drugs such as methadone when it must be established that the patient has received the medication.	F0150-F99, G300-G3183, Z62810-Z7189	Coaching and social support
H0048	Alcohol and/or other drug testing: collection and handling only, specimens other than blood. Collection of specimens for alcohol/drug analysis depends on the type of biological sample obtained. Samples typically include urine or hair. This code is for the collection and handling of specimens other than blood samples. The handling of specimens requires a chain of custody from the point of collection throughout the analysis process to ensure the integrity of the specimen.	F1010-F1999, Z0389-Z0389 1:1 and A000-Z0283, Z029-Z9989 0:11	Coaching and social support
H2014	Skills training and development, per 15 minutes. Skills training and development provides the patient with necessary abilities that will enable the individual to live independently and manage his/her illness and treatment. Training focuses on skills for daily living and community integration for patients with functional limitations due to psychiatric disorders.	F1010-F1999, Z0389-Z0389 1:1 and A000-Z9989 0:11	Coaching and social support Education
H2016	Comprehensive community support services, per diem. These services consist of mental health and substance abuse services. These services help patients meet their recovery and rehabilitation goals, reduce psychiatric and addiction symptoms and develop community living skills. Services may include coordination of services, support during a crisis, development of system monitoring and management skills, monitoring medications, and help in developing independent living skills.	None	Coaching and social support
H2032	Activity therapy, per 15 minutes. These services include music, dance, creative art or any type of play that is not for recreation, but related to the care and treatment of the patient's disabling mental health problems.	F1010-F1999, Z0389-Z0389 1:1 and A000-Z9989 0:11	Coaching and social support
98960	Education and training for patient self-management using a standard curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; individual patient. A physician prescribes this training to enable the patient to self-manage their illnesses or diseases with health care	None	Coaching and social support Education

Code	Description	Restrictions	Used for
	providers.		
98961	<p>Education and training for patient self-management using a standard curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; for a group of two to four patients.</p> <p>A physician prescribes this training to enable the patient to self-manage their illnesses or diseases with health care providers.</p>	None	<p>Coaching and social support</p> <p>Education</p>
98962	<p>Education and training for patient self-management using a standard curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; for a group of five to eight patients.</p> <p>A physician prescribes this training to enable the patient to self-manage their illnesses or diseases with health care providers.</p>	None	<p>Coaching and social support</p> <p>Education</p>
D9992	Dental case management - care coordination	None	Care coordination and system navigation