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**CY 2021 Traditional Health Worker (THW) Deliverables**

**PURPOSE**

This document provides instructions for the annual THW deliverables listed below required by Exh. K, Sec. 11 of the [2021](https://www.oregon.gov/oha/HSD/OHP/Documents/2021-CCO-Contract-Template.pdf) CCO Contract. This document also includes the reporting template for the THW Integration and Utilization Plan Update.

1. THW Integration and Utilization Plan Update
2. THW Integration and Utilization Data Report
3. THW Payment Model Grid

These deliverables are due to OHA **by Monday, November 15, 2021,** by email to: [CCO.MCODeliverableReports@dhsoha.state.or.us](mailto:CCO.MCODeliverableReports@dhsoha.state.or.us)

**INSTRUCTIONS**

1. THW Integration and Utilization Plan Update (Exh. K, Sec. 11 f)

The CCO must provide this update using the template that starts on page 3 of this file. There are 6 sections in the update template. The update should be based on the CCO’s THW Integration and Utilization Plan submitted with its CCO 2.0 RFA Application in 2019 and the feedback from OHA on the CCO’s 2020 update (due in January 2021). Each CCO was provided with OHA’s feedback in a file called “2020 THW Integration and Utilization Plan Evaluation and Feedback Form”.

**CCOs are required to provide an update on each area in their THW Integration and Utilization Plan that includes:**

1. A brief progress update on planned activities in year 1 (2020)
2. A summary of any challenges to year 1 (2020) implementation and any steps taken to address challenges,
3. A summary of key successes the CCO would like to highlight, and
4. Any changes, additions, or updates to the activity for year 2 (2021). OHA recommends that the CCO report on any changes, additions, or updates for any area of its 2020 (submitted in January 2021) for which it **received a score less than “2 – meets requirements.”**

***Submission requirements:***

* Must be written in 12-point Arial font with single spacing to meet readability and accessibility standards.
* All pages should be clearly numbered.
* 30-page maximum (5 pages per section) not counting referenced supporting documentation.
  + While OHA has provided generous page limit guidelines to accommodate each CCO’s unique needs and experience, OHA encourages CCOs to provide comprehensive responses while being as brief as possible.
* All supporting documentation referenced in the update template must be clearly labeled to reflect the content (e.g., CCOxyz\_LEP\_Policy). Please include document names and page numbers when referencing supporting documentation. Documents submitted but not referenced in the narrative will not be reviewed.

1. THW Integration and Utilization Data ReportTemplate (Exh. K, Sec. 11 g)

The CCO must submit this report using the Excel file provided by OHA. For the 2021 report, the CCO can choose from two versions of the reporting template:

* The “old” version provided with the CCO 2.0 RFA in 2019; or
* The “new” version created in August 2021.

Both versions are available on the CCO Contract Forms [webpage](https://www.oregon.gov/oha/HSD/OHP/Pages/CCO-Contract-Forms.aspx) and also on OHA’s THW information [webpage](https://www.oregon.gov/oha/EI/Pages/Info-Health-Systems-Providers-THWs.aspx). The “old” version will not be used after 2021.

The following timelines apply for reporting purposes:

* Reponses to items related to ***THW Integration*** should be as of June 30, 2021 (point in time)
* Response to items related to ***THW Utilization*** should be for the period of January 1, 2021 - June 30, 2021
  + OHA is not able to utilize its internal data systems, such as CCO encounter data, for THW utilization data because only a portion of such utilization is reported through encounter data.

1. THW Payment Model Grid (Exh. K, Sec. 11 b)

The CCO must submit its grid with the THW payment models utilized by the CCO for 2021. There is no formal template for this grid. However, the CCO is encouraged to model its grid after the table in OHA’s [model payment grid](https://www.oregon.gov/oha/EI/THW%20Documents/FINAL-Payment-Models-Grid-by-Worker-Type-with-Disclaimer-9.25.19.pdf) on the THW [webpage](https://www.oregon.gov/oha/EI/Pages/Info-Health-Systems-Providers-THWs.aspx).

***Section 1:* Integration of THWs into delivery of services (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *integrate THWs into delivery of services* to your members as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in *integrating THWs into delivery of services* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in *integrating THWs into delivery of services*?

Insert response

1. Please describe any changes, additions, or updates planned for year 2 (2021) in terms *of integration of THWs into delivery of services*.

Insert response

***Section 2:* Communicate to Members and Providers about the scope of practice, benefits, and availability of THW services (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *communicate to members and providers about the scope of practice, benefits, and availability of THW services* as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in *communicating to members and providers about the scope of practice, benefits, and availability of THW services* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in *communicating to members and providers about the scope of practice, benefits, and availability of THW services*?

Insert response

1. Please describe any changes, additions, or updates planned for year 2 in terms of *communicating to members and providers about the scope of practice, benefits, and availability of THW services*.

Insert response

***Section 3:* Increase member utilization of THW services (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *increase member utilization of THW services* as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *increase member utilization of THW services* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in your efforts to *increase member utilization of THW services*?

Insert response

1. Please describe any changes, additions, or updates planned for year 2 in terms of your efforts to *increase member utilization of THW services*.

Insert response

***Section 4:* Implement OHA’s Office of Equity and Inclusion THW Commission best practices which includes contracting with community-based organizations. (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *implement THW Commission best practices, including contracting with community-based organizations,* as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *implement THW Commission best practices, including contracting with community-based organizations,* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in your efforts to *implement THW Commission best practices, including contracting with community-based organizations?*

Insert response

1. Please describe any changes, additions, or updates planned for year 2 in terms of your efforts to *implement THW Commission best practices, including contracting with community-based organizations*.

Insert response

***Section 5:* Measure baseline utilization and performance over time. (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *measure baseline utilization and performance over time* as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *measure baseline utilization and performance over time* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in your efforts to *measure baseline utilization and performance over time?*

Insert response

1. Please describe any changes, additions, or updates planned for year 2 in terms of your efforts to *measure baseline utilization and performance over time.*

Insert response

***Section 6:* Utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in its provider network. (5-page maximum - not including attachments)**

Progress update:

Please provide a brief progress update on your efforts to *utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in your provider network,* as planned in your year one THW Integration and Utilization Plan and then answer the remaining questions.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in your provider network* and what steps did you take to address the challenges?

Insert response

1. What successes did you have in your efforts to *utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in your provider network?*

Insert response

1. Please describe any changes, additions, or updates planned for year 2 in terms of your efforts to *utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in your provider network.*

Insert response