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**CY 2023 Traditional Health Worker (THW) Deliverables**

**PURPOSE**

This document provides instructions for the THW deliverables listed below required by Exh. K, Sec. 11 of the [2023](https://www.oregon.gov/oha/HSD/OHP/CCO/2023-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 Payment Model Grid
3. THW Integration and Utilization Data Report

These deliverables are due to OHA **by January 16th 2024,** via the Contract Deliverables portal located at <https://oha-cco.powerappsportals.us/>. (The submitter must have an OHA account to access the portal.)

**INSTRUCTIONS**

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

The CCO must provide this update using the template that starts on page 3 of this file. There are 6 sections in the updated 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, previous OHA feedback identifying opportunities for improvement, , and any sections that scored less than two (2) points Each CCO was provided with OHA’s feedback in the previous year’s submission. CCOs with multiple contracts must submit separate THW deliverables for each contract.

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

1. A brief progress on planned activities in the reporting year. Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two (2) points.** ;
2. A summary of any implementation challenges and progress made to address challenges; and
3. A summary of key successes the CCO would like to highlight.

***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.
* 24-page maximum (4 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 Payment Model Grid (Exh. K, Sec. 11 b)

The CCO must submit its grid with the THW payment models utilized by the CCO for 2023. 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). The CCO’s payment grid must clearly identify the payment method(s) for each THW type and should also clearly identify the service delivery setting(s) for each THW type’s payment method(s). Examples of service delivery setting include but are not limited to clinical organizations and community-based organizations. Refer to the separate guidance and evaluation criteria document for the list of THW types. CCOs with multiple contracts must submit separate THW deliverables for each contract.

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

The CCO must submit this report using the 2023 Excel file provided by OHA 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). Do not use any prior version of the Excel file. CCOs with multiple contracts must submit separate THW deliverables for each contract.

The following timelines apply for reporting purposes:

* Reponses to items related to ***THW Integration*** should be as of June 30, 2023 (point in time)
* Response to items related to ***THW Utilization*** should be for the period of July 1, 2022 - June 30, 2023
  + 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.

***Section 1:* Integration of THWs into delivery of services (4-page maximum - not including attachments)**

Progress update:

Please provide a brief progress on your efforts to *integrate THWs into delivery of services* to your members as planned for the reporting year. Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two (2) points.**

CCOs must address the following components in the progress update:

* Clinical setting (PCPCH) contracts that promote inclusion of THWs on primary care teams
* Other provider strategies for increasing THW utilization and contracting (e.g. Supporting and building infrastructure hubs across the state like Doula hubs)
* Contracts with Community Based Organizations (CBOs) to fund community based THWs
* Description of how CCO addresses barriers to integration and utilization of THWs and provision of services to members

Insert response

Key questions:

1. What, if any, challenges did you encounter in *integrating THWs into delivery of services* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in *integrating THWs into delivery of services*?

Insert response

***Section 2:* Communication to Members and Providers about the scope of practice, benefits, and availability of THW services (4-page maximum - not including attachments)**

Progress update:

Please provide a brief progress on your efforts to *communicate to members and providers about the scope of practice, benefits, and availability of THW services* for the reporting year. Additionally, OHA requires that the CCO report on any area of its preceding year’s plan for which it **received a score less than two (2) points .**

CCO must address the following components in the progress update:

* Written notice to members about the availability of THWs (e.g., doulas for pregnant women)
* CCO webpage has information about THW availability
* CCO demonstrates to its members how to avail and utilize THW related services in all settings using various communication tools in multiple accessible formats including translated brochures/flyers, audio and visual materials
* Include a section on THWs in provider manual for quick access (e.g., How to access Peers, CHWs and other THWs)
* Targeted CMEs on integrating THWs into care teams and referral to community based THWs

The THW section of the Member Handbook will be provided by the CCO Quality Assurance team to the THW evaluators. According to the Member Handbook evaluation criteria, the THW section of the Member Handbook must include: a definition of the various types of THWs; the benefits and availability of THW services, how to qualify for, receive and request THW services; provide information about how to contact the CCO THW liaison either in its Member Handbook, in prominent location on its website referred to in the Member Handbook, or both; and explain where the CCO posts updated information if the contact information for the CCO’s THW liaison changes.

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 actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

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

***Section 3:* Increasing member utilization of THW services (4-page maximum - not including attachments)**

Progress update:

Please provide a brief progress on your efforts to *increase member utilization of THW services* for the reporting year. Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two (2) points.**

CCOs must address the following components in the progress update:

* Use of member and provider communication strategies
* Integration into health systems delivery

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *increase member utilization of THW services* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

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

Insert response

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

Progress update:

Please provide a brief progress on your efforts to *implement THW Commission best practices, including contracting with community-based organizations (CBO), provider contracting strategies, supervision competencies, THW support and integration, and payment advancement* for the reporting year. CCO should submit relevant policies and procedures, service contract agreements. Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two(2) points.**

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 actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

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

***Section 5:* Measuring utilization and performance over time. (4-page maximum - not including attachments)**

Progress update:

Please provide a brief progress on your efforts to *measure utilization and performance over time* for the reporting year including, analysis on trends. Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two (2) points.**

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *measure trends in utilization and performance over time* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

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

Insert response

***Section 6:* Utilization of the THW Liaison position to improve access to members and increase recruitment and retention of THWs in its provider network. (4-page maximum - not including attachments)**

Progress update:

Please provide a brief progress on your efforts to *incorporate the THW Liaison role in CCO decision-making regarding improvements to recruitment and retention of THWs in the provider network, not limited to improving access to members.* Additionally, OHA requires that the CCO reports on any area of its preceding year’s plan for which it **received a score less than two (2) points.**

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *utilize the THW Liaison role in CCO decision-making regarding improvements to recruitment and retention of THWs in the provider network, not limited to improving access to members*  and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What successes did you have in your efforts to *utilize the THW role in CCO decision-making regarding improvements to recruitment and retention of THWs in the provider network, not limited to improving access to members?*

Insert response