

CCO 2.0 TRADITIONAL HEALTH WORKER (THW) INTEGRATION GUIDANCE AND EVALUATION CRITERIA

<i>CCO Name</i>		Scale	
<i>Date of Review</i>		2	Meets expectations
<i>Name of Reviewer</i>		1	Partially meets expectations
<i>Score</i>	out of possible xxx points	0	Expectations not met

Overview:

The primary goal of including THW Integration requirements in coordinated care organization (CCO) contracts is to eliminate health and health care disparities and achieve health equity for all Oregon Health Plan members. THW requirements are provided in Exhibit K, Section 11 of the [CCO Contract](#).

The purpose of this document is to provide information to CCOs on how their THW integration efforts will be measured. CCOs are expected to show progress on integration of THWs through completion of the following deliverables:

1. (A) Updated THW Integration and Utilization Plan (Exh. K, Sec. 11, Para. f)
 - Includes (B) THW Liaison job description (Exh. K, Sec. 11, Para. e (1))
2. THW Payment Grid (Exh. K, Sec. 11, Para. b)
3. THW Integration and Utilization Report (Exh. K, Sec. 11, Para. g)

DUE DATES FOR THW DELIVERABLES

<i>Deliverable</i>	<i>Contract Citation</i>	<i>Due Date</i>
1. (A) Updated THW Integration and Utilization Plan, including (B) THW Liaison job description	Exh. K, Sec. 11, Paras. e (1) and f	November 15 of each Contract Year; extended to January 6, 2021, for CY 2020
2. THW Payment Grid	Exh. K, Sec. 11, Para. b	April 15 of each Contract Year; extended to January 6, 2021, for CY 2020
3. THW Integration and Utilization Report	Exh. K, Sec. 11, Para. g	November 15 of each Contract Year; optional for CY 2020 (extended to January 6, 2021)

1. (A) THW Integration and Utilization Plan – Evaluation Criteria

Pursuant to Exh. K, Sec. 11, Para. f, the THW Integration and Utilization Plan, which includes the THW Liaison job description, is subject to OHA review and approval. The criteria in this table will be used to evaluate the Plan and job description.

Requirements	Source	Required Elements
THW Integration Plan describes how CCO will:	CCO contract - Exh. K, Sec. 11, Paras. a and e	CCO must address how the following components are met:
Integrate THWs into health care delivery services	Exh. K, Sec. 11, Para. a (1)	<ul style="list-style-type: none"> • 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
Communicate to members about the scope of practice, benefits, and availability of THW services (all member communications must follow relevant member communication regulations and contract provisions)	Exh. K, Sec. 11, Para. a (2) Exh. K, Sec. 11, Para. e (3)	<ul style="list-style-type: none"> • Member handbook includes section on THWs addressing the benefits and availability of THW services. OHA will use this element using the 2021 Member Handbook submission. Beginning with the 2021 Member Handbook submission, OHA will ask CCOs to include relevant THW information in the covered services section (e.g., doulas in maternal health section; peers in behavioral health section). • 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
Communicate to providers about the scope of practice, benefits, and availability of THW services	Exh. K, Sec. 11, Para. a (2) Exh. K, Sec. 11, Para. e (4)	<ul style="list-style-type: none"> • 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
Measure baseline utilization and performance over time	Exh. K, Sec. 11, Para. a (5)	<ul style="list-style-type: none"> • Demonstrate baseline measurement through THW Integration and Utilization Report (using the template starting 2021)
Increase member utilization of THWs	Exh. K, Sec. 11, Para. a (3)	<ul style="list-style-type: none"> • See member and provider communication strategies above

		<ul style="list-style-type: none"> ● See integration into health services strategies above
Implement OEI's THW best practices, including contracting with CBOs See <i>THW Best Practices</i> below	Exh. K, Sec. 11, Para. a (4)	<ul style="list-style-type: none"> ● Incorporate best practices into CCO policies and procedures ● Incorporate best practices into THW and provider contracting strategies ● Incorporate best practices into THW Integration and Utilization Plan
Use the THW liaison position to increase access to members and increase recruitment and retention of THWs in the CCO's provider network See <i>THW Liaison Position</i> below	Exh. K, Sec. 11, Para. a (6)	<ul style="list-style-type: none"> ● Incorporate goals into THW liaison position description ● Incorporate THW liaison role in CCO decision-making regarding improvements to THW integration and utilization efforts
Requirements	Source	Required Elements
CCO collaborates with OHA's THW Commission to implement best practices to enhance organizational capacity to:	CCO contract - Exh. K, Sec 11, Para. c; Traditional Health Worker Toolkit	CCO must address how the following components will be met:
Contract with CBOs	Exh. K, Sec. 11, Para. (c)(1); Traditional Health Worker Toolkit , p. 16	<ul style="list-style-type: none"> ● Submit evidence of THW contracts with CBOs or contracts that support CBOs ● Include description in the THW Integration and Utilization Plan of any existing or planned contracts with CBOs
Align and retain THW workforce	Exh. K, Sec. 11, Para. c (2); Traditional Health Worker Toolkit , p. 15	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented
THW support and supervision	Exh. K, Sec. 11, Para. c (3); Traditional Health Worker Toolkit , p. 17	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented
Supervision competencies	Exh. K, Sec. 11, Para. c (4); Traditional Health Worker Toolkit , p. 17	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented
Understanding THW provider enrollment	Exh. K, Sec. 11, Para. c (5)	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented

Improve billing and payment procedures	Exh. K, Sec. 11, Para. c (6); THW Resources Webpage	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented
Understand benefits of integrating individual THWs	Exh. K, Sec. 11, Para. c (7); Traditional Health Worker Toolkit , pp. 10-14	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented
Understand THW scope of practice	Exh. K, Sec. 11, Para. c (8); Traditional Health Worker Toolkit , pp. 4-9	<ul style="list-style-type: none"> ● Submit relevant policies and procedures ● Include description in your THW Integration and Utilization Plan demonstrating how this best practice has been or will be implemented

1. (B) THW Liaison Position – Evaluation Criteria

<i>Requirements</i>	<i>Source</i>	<i>Required Elements</i>
CCO subcontracts, hires, or designates an existing employee as its THW Liaison and meets the following requirements:	CCO contract - Exh. K, Sec. 11, Paras. d and e	CCO must address how the following components are met:
CCO drafts and maintains the THW Liaison position description and submits it to OHA for review and approval	Exh. K, Sec. 11, Para. d Exh. K, Sec. 11, Para. e (1)	<ul style="list-style-type: none"> ● Position description must be submitted to OHA for review and approval
Include THW Liaison contact information in Member Handbook	Exh. K, Sec. 11, Para. e (2)	<ul style="list-style-type: none"> ● Include information in Member Handbook to explain to the member where to find the THW Liaison contact information (OHA will use the 2021 Member Handbook submission to validate this element); address how members will be informed of THW liaison changes
CCO has filled the position	Exh. K, Sec. 11, Para. d	<ul style="list-style-type: none"> ● Position filled
Position description includes:	Exh. K, Sec. 11, Para. d	<ul style="list-style-type: none"> ● Responsibility as single point of contact for communicating with members, the community, THWs, and stakeholders regarding THW services
	Exh. K, Sec. 11, Para. d (1)	<ul style="list-style-type: none"> ● Responsibility for integrating THWs into the delivery system
	Exh. K, Sec. 11, Para. d (2)	<ul style="list-style-type: none"> ● Responsibility for addressing barriers to integration and utilization of THWs and their services
	Exh. K, Sec. 11, Para. d (3)	<ul style="list-style-type: none"> ● Responsibility for coordinating CCO’s THW workforce (employed and contracted)
	Exh. K, Sec. 11, Para. d (4)	<ul style="list-style-type: none"> ● Responsibility for designing and implementing the THW Integration and Utilization Plan

	Exh. K, Sec. 11, Para. d (4)	<ul style="list-style-type: none"> ● Responsibility for increasing recruitment and retention of THWs in CCO's network
	Exh. K, Sec. 11, Para. d (5)	<ul style="list-style-type: none"> ● Responsibility for providing TA to help THWs become enrolled as providers
	Exh. K, Sec. 11, Para. d (6) and (8)	<ul style="list-style-type: none"> ● Responsibility for assisting members with utilizing THW services in both clinical and community-based settings and ensuring THWs are integrated into member's care teams and part of member's treatment plans
	Exh. K, Sec. 11, Para. d (7)	<ul style="list-style-type: none"> ● Responsibility for providing assistance and support for establishing THW payments
	Exh. K, Sec. 11, Para. d (9)	<ul style="list-style-type: none"> ● Responsibility for assisting management with understanding the THW care model, scope of work, and their oversight responsibilities

2. THW Payment Grid – Guidance

The THW Payment Grid is not currently subject to OHA review and approval. The information in this table is provided to assist the CCO in developing its Grid. OHA may provide recommendations to the CCO for how to improve its Grid so it addresses the elements provided below.

Requirements	Source	Required Elements
CCO establishes a payment grid	CCO contract - Exh. K, Sec. 11, Para. b	CCO must address how the following components will be met:
Includes payment models for each THW worker type (based on OHA and THW Commission guidelines)	Exh. K, Sec. 11, Para. b	<ul style="list-style-type: none"> ● Include payment models which address Fee for-Service, alternative payment models such as bundled payments and per-Member per month payments, direct employment for: <ul style="list-style-type: none"> ○ Community Health Workers ○ Doulas ○ Peer Support Specialists <ul style="list-style-type: none"> ▪ Family Peers ▪ Youth Peers ○ Peer Wellness Specialists <ul style="list-style-type: none"> ▪ Family Peers ▪ Youth Peers ○ Patient Health Navigators
Requirements	Source	Required Elements
Best Practices from the THW Commission's Core Principles for THW Payment	<u>Recommendations for Traditional Health Worker Payment Models (Core Principles)</u>	CCO must address how the following components will be met:
Payment is sustainable and continuous	<u>Recommendations for Traditional Health Worker Payment Models (Core Principles)</u> , #1, p. 1	<ul style="list-style-type: none"> ● Payment arrangements involve a continuous funding source with no expiration date ● Payment rates are sufficient to sustain THW positions and program costs

Payment is comprehensive	Recommendations for Traditional Health Worker Payment Models (Core Principles) , #2, p. 1	<ul style="list-style-type: none"> • Payment arrangement allows THW employer to expect THW to perform the full range of services for which they are certified
Community and equity driven	Recommendations for Traditional Health Worker Payment Models (Core Principles) , #3, p. 1	<ul style="list-style-type: none"> • Payment arrangements supports culturally specific community-based THWs and CBOs, not only clinic-based THWs
Not solely contingent upon short-term outcomes	Recommendations for Traditional Health Worker Payment Models (Core Principles) , #4, p. 1	<ul style="list-style-type: none"> • Payment is not solely based on a short-term health outcome or process measure (e.g., number of members with reduced A1C or adolescent well care visits)

4. THW Integration and Utilization Report – Guidance

The THW Integration and Utilization Report is not currently subject to OHA review and approval. The information in this table is provided to assist the CCO in developing its Report. OHA may provide recommendations to the CCO for how to improve its Report so it addresses the elements provided below.

Requirements	Source	Required Elements
CCOs shall collect data to measure integration and utilization of THWs and report it to OHA using OHA’s reporting template. The report shall:	CCO contract - Exh. K, Sec. 11, Paras. g, h, and i	CCO must address how the following components will be met:
Include an assessment of member satisfaction with THW services	Exh. K, Sec. 11, Para. g (1)	<ul style="list-style-type: none"> • Add THW questions to an existing member satisfaction survey and administer it on an annual basis • Compile and analyze grievance and appeal data related to THWs • Prompt customer service reps to ask questions about THW services at the end of calls and collect data
Include the ratio of THWs to the total number of CCO members	Exh. K, Sec. 11, Para. g (2)	<ul style="list-style-type: none"> • Include the ratio of each worker type to each member or each relevant group of members (e.g., doulas to pregnant women) • Include the ratio of all THWs to all CCO members
Include the number of each THW worker type in your network: CHW, doulas, peer support specialists, peer	Exh. K, Sec. 11, Para. g (3)	<ul style="list-style-type: none"> • Include the number of each worker type

wellness specialists, patient health navigators		
Include whether each THW is employed by the CCO or under contract and, if employed whether full or part time	Exh. K, Sec. 11, Para. g (4)	<ul style="list-style-type: none"> ● Include whether the CCO employs or contracts with the THW (including if they are employed by a contractor) ● If employed by the CCO include whether they are full-time or part-time
Include the number of member requests for THW services by worker type	Exh. K, Sec. 11, Para. g (5)	<ul style="list-style-type: none"> ● Include the number of member requests for THW services by worker type
Include the number of times members are referred to a THW by a member of the member’s care team	Exh. K, Sec. 11, Para. g (6)	<ul style="list-style-type: none"> ● Include the number of times members are referred to a THW by a member of the member’s care team
Include demographics of THWs	Exh. K, Sec. 11, Para. g (7)	<ul style="list-style-type: none"> ● Compare demographics of THWs to demographics of CCO members (according to OHA) ● “Demographics” must include race, ethnicity, language, and disability (REAL-D)
Include the number of THWs who work in a clinical versus community-based setting and the number of encounters in each setting	Exh. K, Sec. 11, Para. g (8-9)	<ul style="list-style-type: none"> ● Include the number of THWs who work in a clinical versus community-based setting ● Include the number of encounters in clinical versus community-based settings
Include the payment model used to pay each THW and the number of THWs paid under each payment model	Exh. K, Sec. 11 Para. h	<ul style="list-style-type: none"> ● Include the payment model used to pay each category of THWs (e.g., doula, peer support specialists, peer workers) and the number of THWs paid under each payment model