



TO: ALL PROVIDERS

RE: Expanded Eligibility for Community Health Worker Services

Impacted Plans: Medicaid, HIV-SNPs, HARP

Dear MetroPlusHealth Provider,

Currently, MetroPlusHealth provides coverage of Community Health Worker (CHW) services to our Medicaid members during pregnancy and up to 12 months after the end of pregnancy, regardless of the pregnancy outcome.

RETROACTIVE: Effective January 1, 2024, MetroPlusHealth will expand coverage to include members eligible for CHW services beyond pregnant and postpartum populations as follows:

- Children under 21 years of age,
- Adults with chronic conditions,
- Individuals with justice system involvement within the past 12 months,
- Those with unmet health-related social care needs, and
- Those experiencing community violence.

A Community Health Worker (CHW) is a public health worker who reflects the community served through lived experience that includes pregnancy and birth; housing status; mental health conditions; substance use or other chronic conditions; shared race, ethnicity, language, and/or sexual orientation; or community of residence.

Billing Guidelines:

A CHW is not recognized as a licensed or certified NYS Medicaid provider.

CHW services **must be** recommended by a physician or other licensed practitioner of the healing arts, acting within their scope of practice under State law, to be eligible for NYS Medicaid reimbursement.

Limitations and Unallowable Service Combinations:

Per NYS DOH guidelines, Medicaid members **who receive care coordination services** through the Health Home program, a Health Home Care Coordination Organization (CCO - Health Home), certified community behavioral health clinics (CCBHCs), Assertive Community Treatment (ACT), and institutional settings are **not** eligible for CHW service coverage.

Medicaid members **who do not receive care coordination** through these entities **are** eligible for CHW service coverage.

To ensure correct billing and reimbursement of CHW services please note the following:

- CHW services **must be** delivered under the supervision of a Medicaid enrolled, licensed billable provider with an active National Provider Identification (NPI) number:

CHW services can be billed by the following Provider types:

- Clinic
 - Hospital Outpatient Department (OPDs)
 - Physician
 - Midwife
 - Nurse Practitioner (NP)
 - Psychologist
 - Licensed Clinical Social Worker (LCSW)
 - Licensed Mental Health Counselor (LMHC)
 - Licensed Marriage Family Therapist (LMFT)
- Article 28 freestanding clinics and HOPDs can bill for CHW services using the codes below on Ambulatory Patient Groups (APG) claim.
 - Federally Qualified Health Centers (FQHCs) may bill for CHW services only if the FQHC has elected to be reimbursed under APGs when the CHW service is provided in conjunction with a threshold visit with a licensed health care provider.

CPT Code/Modifier	Code Description	Annual Units Limits
98960/U1, U3	Self-management education and training face-to-face using a standardized curriculum for an individual NYS Medicaid member, each 30 minutes.	Unit of Measure (30 minutes = 1 unit) <ul style="list-style-type: none"> ○ A maximum of 12 units for Adult populations ○ A maximum of 24 units for Children under 21 years
98961/U1, U3	Self-management education and training face-to-face using a standardized curriculum for two to four NYS Medicaid members, each 30 minutes.	
98962/U1, U3	Self-management education and training face-to-face using a standardized curriculum for five to eight NYS Medicaid members, each 30 minutes.	

If you have any questions regarding this memo, please contact MetroPlusHealth at: ProviderRelationsOps@metroplus.org.

Thank you

MetroPlusHealth