

Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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From: Manuel T.G. Enriquez 
Senior Director, Provider Network Management

Subject: **All Plan Letter 22-016: Community Health Worker Services Benefit**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 22-016](#), "Community Health Worker Services Benefit." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 22-016 outlines the qualifications for becoming a Community Health Worker (CHW), defines eligible populations for CHW services, and describes conditions where the CHW benefit is applicable. "CHW services are defined as preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health."

Key information

- CHW qualifications:
 - Lived experience similar to the members being served
 - Certificate in CHW or Violence Prevention
 - If they do not have a certificate, someone with 2,000+ hours of work experience in CHW may provide services for up to 18 months while they complete their certificate.
 - CHWs are not required to enroll as Medi-Cal Providers.
- CHWs are employed by a Supervising Provider, which must be a licensed provider, hospital, clinic, local health jurisdiction, or community-based organization. The Supervising Provider is responsible for documentation and creating Plans of Care.
- Member eligibility for CHW services:
 - Written recommendation from a physician or licensed practitioner
 - Meets one or more criteria, including chronic health condition, risk of chronic disease, adverse childhood event, known risk factors (domestic violence, tobacco, alcohol or drug misuse), unmet health-related social needs, visit(s) to a hospital emergency department, hospital stay(s), detox facility stay(s), two or more missed medical appointments, member expressed need for support, and need for preventative services
 - Violence prevention services are for members who have been injured or are at risk of injury as a result of community (e.g., gang) violence or who experience chronic exposure to such violence.
 - Managed care plans (MCPs) should also use data to determine which populations need priority in receiving CHW services.

- Covered CHW services include violence prevention, health education, health navigation, screening and assessment services that do not require a license, and individual support or advocacy.
- CHW workers may provide street medicine, but cannot offer services that require a license.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 22-016 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-016.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield of California Promise Health Plan members to our Provider Services Department at (800) 468-9935 from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.