



# Community Health Representatives

Medicaid Enrollment and Billing



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## Community Health Representatives

South Dakota Medicaid recognizes that Community Health Representatives (CHRs) are an integral part of tribal communities.

A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the American Public Health Association's definition of a CHW and IHS' definition of a CHR.

For purposes of this presentation, the term Community Health Workers (CHW) is inclusive of Community Health Representatives (CHR).

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## Provider Enrollment Requirements – CHW/CHR

- CHW Agencies are required to enroll with South Dakota Medicaid to be reimbursed for services.
- The Agency must enroll using a unique Billing National Provider Identifier (BNPI) that is not currently enrolled with Medicaid. The BNPI can be obtained from <https://nppes.cms.hhs.gov/#/>
- Agencies must complete the Provider Enrollment Checklist and submit agency policies and procedures as outlined in the Provider Policy Requirements document (documents can be found online at <https://dss.sd.gov/medicaid/providers/billingmanuals/default.aspx>)

**Professional Provider Manuals**

- 340B Drugs
- Allergy Testing and Immunotherapy Services
- Anesthesia Services
- Applied Behavior Analysis
- Audiology Services
- Birth to Three Non-School District Services
- Child Advocacy Program
- Chiropractic Services
- Community Health Worker Services
  - o Provider Enrollment Checklist
  - o Provider Policy Requirements

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 DIVISION OF MEDICAID SERVICES  
 SOUTH DAKOTA  
 Department of Social Services

Checklist for Community Health Worker (CHW) Provider Enrollment

The following checklist is intended to assist CHW agencies with completing the Medicaid provider enrollment process. For more information about Medicaid CHW agency requirements and policies please refer to the [Community Health Worker Services Manual](#).

Once the application and all supporting documents have been submitted, Provider Enrollment will review. Agencies may not bill for services until they receive an approval notice from Provider Enrollment.

Task	Mark when complete
Obtain Type 2 (Billing) BNPI for CHW Agency from <a href="#">DSS</a>	
Request WP for access to <a href="#">Provider Enrollment Portal</a>	
Once access is granted, complete and submit billing NPI/Entity enrollment to the enrollment portal. Include <a href="#">billing supporting documents</a> (see the list of documents to include in <a href="#">Billing Support Documents</a> upon completion).	
Make-up documentation and delay enrollment	
Provider Agreement	
Disclosure	
Blank letter to support EFT information	
CHW Acknowledgment	
CHW Agency Policies and Procedures	
Sign letter to Service Recipient after Receiving an Approval Notice from Provider Enrollment	

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**CHW Agency Policy Review Template**

This document serves as a guide for Community Health Worker (CHW) Agencies enrolling as South Dakota Medicaid Provider. The CHW Agency must have a Policy and Procedure Manual listing the minimum written policies listed below. Please use this document as a checklist to ensure all policy requirements are met.

The policy must conform to any applicable mandatory reporting laws.

**Abuse and Neglect Reporting Policy**

**Staffing Policy**

The items below must be acknowledged and maintained in the CHW Agency's employee manual.

Policy must indicate that all CHWs will obtain and maintain certification through the CHW Certification of Health Care.

CHW Agency must identify how they will oversee staff, including CHW staff who are subcontracted/gig/other or self-employed.

CHW Agency must have a written policy regarding the scope of services a CHW may provide. The policy must prohibit CHWs from providing services that require a license.

**Staff Training Policy**

Staff Training process should entail the following:

- The staff training policy should identify the processes and timelines for new staff orientation and annual self-training.
- The CHW Agency must provide a new Employee Orientation to each new employee before the employee begins or begins providing a service.
- The CHW Agency must maintain a training record for each CHW including the date, length, and topic of each training completed.
- The CHW Agency must provide training on mandatory reporting laws to staff on at least an annual basis.
- The CHW Agency training must provide CHW and other staff training on the eligible recipient rights and responsibility policy on an annual basis.

## Provider Billing Requirements- CHW/CHR

- All services must be rendered and billed according to the guidelines outlined in the Community Health Worker Services Billing and Policy Manual. An updated version of this manual can be found at <https://dss.sd.gov/docs/medicaid/providers/billingmanuals/Professional/Community Health Worker Services.pdf>
- Covered services include Health System Navigation and Resource Coordination, Health Promotion, and Health Education.
- Services are time-based (see chart below) and may be provided to individual recipients (98960), a group of 2-4 recipients (98961), or a group of 5-8 recipients (98962).
- Services must be ordered by a physician, physician assistant, nurse practitioner, certified nurse midwife, or dentist with whom the recipient has had a face-to-face or telemedicine visit within the last 90 days.
- The services must be delivered according to a CHW service plan written by the ordering provider, or a qualified health professional supervised by the ordering provider.
- The service plan must be finalized prior to CHW services being rendered.

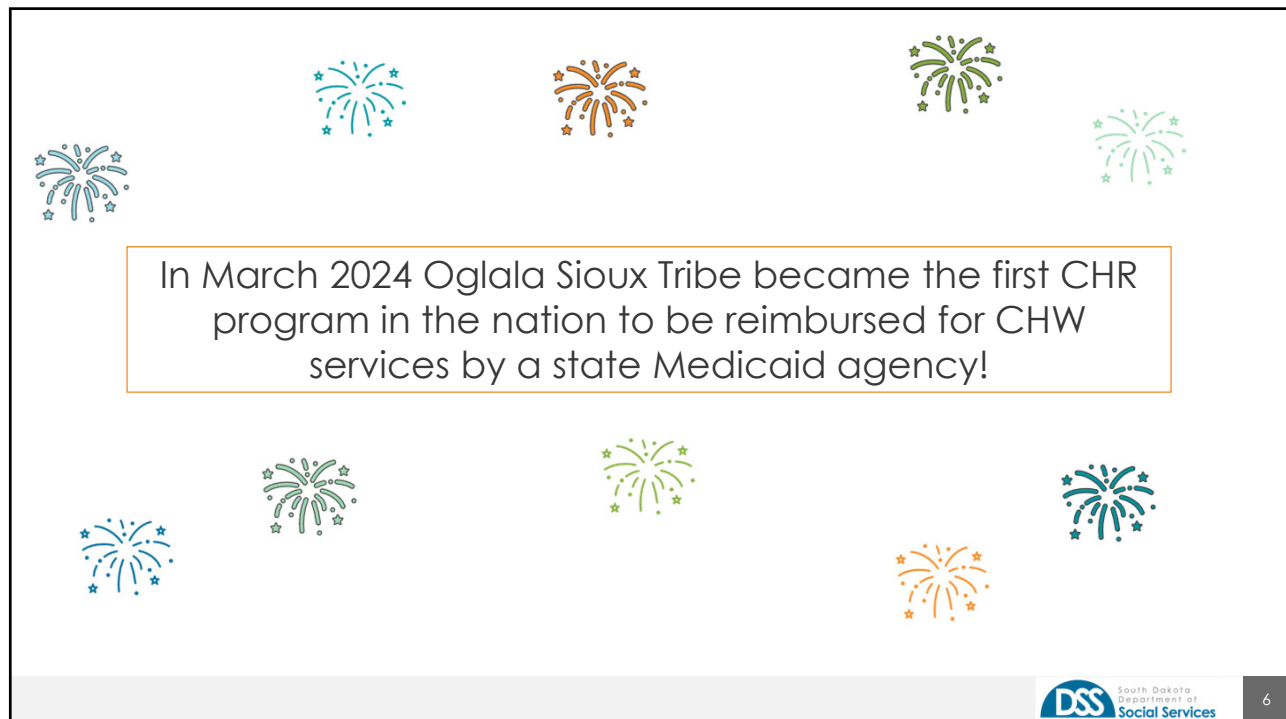
Units	Time
1 Unit	16-45 Minutes of Service
2 Units	46-75 Minutes of Service
3 Units	76-105 Minutes of Service
4 Units	106+ Minutes of Service

## Provider Claims Instructions - CHW/CHR


- Providers may bill for services by submitting claims to DSS via the provider portal, a third-party claims administrator (EDI), or mailing printed claims to 700 Governors Drive, Pierre, SD 57501
- Detailed claims instructions can be found in the CMS 1500 Claim Instruction Billing and Policy Manual located at:  
[https://dss.sd.gov/docs/medicaid/providers/billingmanuals/CMS\\_1500/CMS\\_1500\\_Claim\\_Instruction\\_s.pdf](https://dss.sd.gov/docs/medicaid/providers/billingmanuals/CMS_1500/CMS_1500_Claim_Instruction_s.pdf)
- Note: Block 24J should contain ONLY the enrolled BNPI (Type 2 NPI) of the CHW agency. CHWs/CHRs are not allowed to enroll or bill for services using a rendering NPI (Type 1).
- Providers can check the status of claims and inquire about claims payment calculation and other related questions by contacting the Claims Advice Processing unit:
  - In-state: 800.452.7691
  - Out-of-state: 605.945.5006

Additional questions regarding enrollment and claims processing can be emailed to Ashley Lauing at [Ashley.Lauing@state.sd.us](mailto:Ashley.Lauing@state.sd.us)

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In March 2024 Oglala Sioux Tribe became the first CHR program in the nation to be reimbursed for CHW services by a state Medicaid agency!



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