



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 outlining the minimum written policies listed below. Please use this document as a checklist to ensure all policy requirements are met.

Abuse and Neglect Reporting Policy

The policy must conform to any applicable mandatory reporting laws.

Staffing Policy

The items below must be acknowledged and maintained in the CHW Agency's employee records:

Policy must indicate that all CHWs will obtain and maintain certification through the CHW Collaborative of South Dakota

CHW Agency must identify how they will oversee staff, including CHW staff who are relatives/legal guardians of the eligible recipient.

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 staff training.

The CHW Agency must provide a new Employee Orientation to each new employee before the employee enters an eligible recipient's home unsupervised.

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.

Intake/Admission Policy
The intake/admission process must include the provider's process for reviewing and accepting referrals from ordering providers as well as the process to ensure CHW Services will begin in a timely manner.
The CHW Agency is expected to consider all referrals but may turn down a referral due to safety concerns, unavailability of staff, or inability to serve the eligible recipient's need.
Discharge Policy
When the CHW Agency determines services to an eligible recipient must be discontinued by their agency the CHW Agency must provide 30 days advance written notice prior to the discharge date, unless the eligible recipient's home constitutes an unsafe environment for provider staff and/or the eligible recipient. The policy will include the discharge reasons.
Any discharge reason must specify the reason for discharge
Eligible Recipient Confidentiality Policy
The confidentiality policy must include specifics on maintenance of recipient records, transmission of personal recipient information and confidentiality practices by staff.
Recipient Rights and Responsibilities Policy
The policy must contain a section on the recipient rights and responsibilities.
Documentation Policy and Procedures
The documentation policy must outline how CHWs document each interaction with an eligible recipient.
Documentation must be kept for each eligible recipient.
Documentation can be kept in written or electronic form and must be easily accessible upon request.
Documentation must include, at a minimum, the type of service performed including whether it was an individual or group service; a summary of services provided including the objectives in the care plan the service is related to; the eligible recipient receiving the service; the number of group members if a group service was provided; the date of the service; the location of service delivery; the time the service begins and ends; the name of the individual providing the service; and the signature of the individual providing the service.
Incident Reporting Policy
Process for reporting incidents and occurrences, including possible exploitation, serious injury, missing person, restraint, seclusion, and death.
Process for doing periodic analysis of reported incidents and the development of a plan to monitor incidents and prevent future incidents.
Emergency Response Policy
Identify CHW Agency policy for handling emergency situations.

Health and Safety including Universal Precautions Policy

The policy must include detail on the use of universal precautions.

Quality Assurance Policy

The written quality assurance and improvement plan must detail all activities conducted by the CHW Agency to ensure quality service provision.

The CHW Agency must also specify how the CHW Agency will discover, fix, and report problems.

Eligible Recipient Grievances Policy

The eligible recipient grievance policy must include how the eligible recipient is notified of the grievance policy, where grievances are reported and the process for addressing and resolving eligible recipient grievances and feedback.

Gifting Policy

The gifting policy must detail the CHW Agency's expectations and prohibitions for staff accepting gifts from eligible recipients.

Per ARSD 67:16:01:07 payment by South Dakota Medicaid is considered payment in full for CHW Services. No additional charges may be made to the eligible recipient, family, or friends for covered services.