

TRADITIONAL HEALTH WORKERS FAQ'S

<p>UMPQUA HEALTH ALLIANCE'S BACKGROUND</p>	<p>UHA's mission works to achieve health equity for all population groups by allocating resources towards designing policies and programs to create greater social justice in health. Developing THW's in our community will bring a significant return on investment to our efforts in achieving health equity for all populations. THW's are more prepared to serve in a culturally and linguistic manner. UHA will provide additional resources to the network on a regular basis in developing infrastructure to support the THW model of care.</p>
<p>WHO ARE WE?</p>	<p>Traditional Health Workers (THW's) assist individuals in their communities by providing physical and behavioral health services. THW's help improve patient and provider experiences while enhancing patient-centered care.</p>
<p>HOW CAN A THW HELP A PROVIDER?</p>	<p>THW's go beyond the clinical aspect of care and can help break down barriers that may exist for the patient. The information THW's can obtain regarding the patients' health status, and their unique understanding of patients' social and cultural barriers to health can be shared with the care team, significantly improving care.</p>
<p>HOW CAN A THW HELP A PATIENT?</p>	<p>THW's are essential in supporting patients with medically complex conditions during and between doctor visits. Most THW's are from the community and have shared life experiences and/or shared population with the patient.</p>
<p>WHAT TYPES OF THW'S ARE THERE?</p>	<p>There are six (6) different types of THW's:</p> <ul style="list-style-type: none"> • Doula – <u>A Doula</u> is a birth companion who provides personal, nonmedical support to women and families throughout a woman's pregnancy, childbirth, and post-partum experience. Doulas serve on the health care team and provide support before, during, and after pregnancy. • PSS – <u>A Peer Support Specialist</u> is any range of individual who provides supportive services to a current or former consumer of mental health or addiction treatment. • PWS – <u>A Peer Wellness Specialist</u> is an individual who has lived experience with psychiatric condition(s) plus intensive training, who works as part of a person-driven, home health team, integrating behavioral health and primary care to assist and advocate for individuals in achieving well-being. • PHN – <u>A Personal Health Navigator</u> is an individual who provides information, assistance, tools, and support to enable a patient to make the best health care decisions.

	<ul style="list-style-type: none"> • CHW – A <u>Community Health Worker</u> is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. CHW’s can serve in clinical and community-based settings. • Tribal THW is an individual who works in a tribal community or an urban Indian community, either for pay or as a volunteer in association with a local health care system. <p>Visit Oregon Health Authority’s (OHA) <u>Traditional Health Workers Scope of Practice</u> for more information on how THW’s support the community and health care teams.</p>
<p>WHAT KIND OF TRAINING DO THW’S HAVE?</p>	<p>THW’s must meet and maintain compliance with all criteria for training, certification, and enrollment on the THW registry maintained by OHA.</p> <ul style="list-style-type: none"> • Birth Doulas must also meet all requirements of <u>OAR 410-130-0015</u>. • Peer Wellness and Support Specialists must also meet the requirements of OAR Chapter 309, Division 019 when applicable
<p>WHAT ARE THE STEPS TO BECOMING A CERTIFIED THW?</p>	<ol style="list-style-type: none"> 1. THW’s must complete an OHA-approved training program to qualify for state certification. 2. Complete THW Certification and Registry Process 3. Must enroll as an Oregon Medicaid Provider
<p>WHERE CAN THW’S WORK?</p>	<p>THW’s can be employed by community-based organizations, hospitals, behavioral health providers, primary care clinics, and coordinated care organizations.</p>
<p>WHAT KIND OF SUPERVISION IS REQUIRED?</p>	<p>THW services must be supervised by clinic providers who are Licensed Health Care Professionals (LHCP) within the providers scope of practice. LHCP’s include:</p> <ul style="list-style-type: none"> • Physicians • Nurse Practitioners (NP’s) • Physician Assistants (PA’s) • Dentists • Dental Hygienists (with an expanded practice permit) • Psychologists • Licensed Clinical Social Workers (LCWS) • Licensed Professional Counselors (LPC’s).

HOW DO I BILL FOR THW SERVICES?

Except as otherwise provided in UHA’s Policies and Procedures, Clinics shall use the billing rules, codes, and modifiers specified in the current version of OHA Rules and Guides when billing for THW services as follows:

- PSS and PWS services will be billed using OHA’s [Peer Specialist Billing Guide](#)
- CHW services will be billed using OHA’s [Community Health Worker Billing Guide](#)
- Doula services will be billed using codes and modifiers as specified in [OAR 410-130-0015](#) and OHA’s [Birth Doula Billing Guide](#)
- PNS services billing information will be provided by UHA when available

WHERE ELSE MIGHT I FIND MORE INFORMATION?

- Wraparound [Best Practice Guide Version 1.0](#)
- CHW Core Consensus [C3 Final Report](#)
- [Multisector Intervention Report: CHW for Patients with Chronic Disease](#)
- [Best and Promising Practices: Integration of Community Health Workers into Clinical Settings](#)
- [Behavioral Health Collaborative Report](#) and Recommendations
- [Guidelines for THW Doulas Serving OHP Members](#)

MORE RESOURCES?

- [Office of Equity and Inclusion](#)
- [OHA’s THW Requirements and Certification Resource Site](#)
- [OHA THW Registry](#)
- [Oregon Community Health Workers Association \(ORCHWA\)](#)
- [Traditional Health Worker Oregon Administrative Rules](#)
- The [Traditional Health Worker Tool Kit](#) includes the following topics:
 - THW Overview and 101
 - THW Scopes of Practice
 - Benefits of Integrating THW’s
 - Integrating and Retaining THW’s
 - Health Care Delivery System Contracting with Community Based Organizations
 - Recommendations for Supporting and Supervising THW’s
 - Best and Promising Practices Resources