



CORPORATE POLICY & PROCEDURE

	Policy Name: CR19 - Traditional Health Worker Requirements
Department: Credentialing	Policy Number: CR19
Version: 1	Creation Date: 02/03/2022
Revised Date:	
Line of Business: <input type="checkbox"/> All	
<input checked="" type="checkbox"/> Umpqua Health Alliance	<input type="checkbox"/> Umpqua Health Management
<input type="checkbox"/> Umpqua Health - Newton Creek	<input checked="" type="checkbox"/> Umpqua Health Network
Approved By: Credentialing Committee, Douglas Carr (Medical Director) Date: 03/07/2022	

POLICY STATEMENT

Umpqua Health Alliance (UHA) through Umpqua Health Network (UHN) shall, in accordance with Oregon Administrative Rule (OAR) 410-141-3510 and in accordance with Coordinated Care Organization (CCO) Contract require all Traditional Health Worker (THW) types to complete requirements outlined and 410-180-0300 through 410-180-0380 prior to initial credentialing or recredentialing for network participation. THWs must complete and meet requirements for, and pass the background check, as described under OAR 410-180-0326.

PURPOSE

To provide a procedure for the Credentialing Department and Credentialing Committee to collect evidence of credentials, screen the credentials, report credentialed information of participating THW in order to deliver physical, behavioral health, and oral health services. This process helps lead to early detection of incomplete/lack of education or training in the THW’s scope of stated practice during the initial credentialing and re-credentialing process outlined in CR16 – Non-Licensed Provider Credentialing and Re-Credentialing Process.

RESPONSIBILITY

Credentialing Department
 Credentialing Committee

DEFINITIONS

Authority: Oregon Health Authority.

Authority Approved Training Program: An organization that provides an education in the core curriculum that meets Authority standards for one or more types of traditional health workers and is approved by the Authority to train those types of traditional health workers.

Community Health Worker (CHW): Is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.

Grandfathered Traditional Health Worker: An individual certified before June 30, 2019, by the Oregon Health Authority’s (OHA or Authority) as a result of their prior work experience and fulfillment of all additional requirements for grandfathering as set forth in OARs 410-180-0300 through 410-180-0380.

Primary Source Verification: Verification of credentialing information directly from the entity (e.g., state licensing board) that conferred or issued the original credential



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Registry: A list maintained by the Authority of THWs certified under OARs 410-180-0300 through 410-180-0380.

Traditional Health Worker (THW): THW is an umbrella term for frontline public health workers who work in a community or clinic under the direction of a licensed health provider. Birth Doula, Personal Health Navigators, Peer Support Specialist, Peer Wellness Specialists, and Community Health Worker not otherwise regulated or certified by the State of Oregon.

PROCEDURES

General

1. THWs whether they are UHA employees or subcontractors will need to complete and meet requirements for, and pass the background check, as described under OAR 410-180-0326.
2. THWs must not be permitted to provide services without the supervision of a licensed medical practitioner.
3. Traditional Health Worker (THW) Types:
 - a. Doula: A (Birth) Doula is a birth companion who provides personal, nonmedical support to women and families throughout a woman's pregnancy, childbirth, and post-partum experience.
 - b. Peer Support Specialist (PSS): An individual providing services to another individual who shares a similar life experience with the peer support specialist (addiction to addiction, mental health condition to mental health condition, family member of an individual with a mental health condition to family member of an individual with a mental health condition. A peer support specialist shall be:
 - i. A self-identified individual currently or formerly receiving addictions or mental health services;
 - ii. A self-identified individual in recovery from an addiction disorder who meets the abstinence requirements for recovering staff in alcohol or other drug treatment programs;
 - iii. A self-identified individual in recovery from problem gambling.
 - c. Peer Wellness Specialist (PWS): Is an individual who has lived experience with a psychiatric condition(s) plus intensive training, who works as part of a person-driven, health home team, integrating behavioral health and primary care to assist and advocate for individuals in achieving well-being.
 - i. Family Support Specialist: An individual who meets qualification criteria adopted under ORS 414.665 and may be either a peer support specialist or a peer wellness specialist who, based on similar life experiences, provides support services to and has experience parenting a child who:



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1. Is a current or former consumer of mental health or addiction treatment; or
 2. Is facing or has faced difficulties in accessing education, health, and wellness services due to mental health or behavioral health barriers.
- ii. Youth Support Specialist: An individual who meets qualification criteria adopted under ORS 414.665 and may be either a peer support specialist or a peer wellness specialist and who, based on a similar life experience, provides supportive services to an individual who:
1. Is not older than 30 years old, and
 2. Is a current or former consumer of mental health or addiction treatment; or
 3. Is facing or has faced difficulties in accessing education, health, and wellness services due to mental health or behavioral health barriers.
- d. Personal Health Navigator (PHN): Is an individual who provides information, assistance, tools and support to enable a patient to make the best health care decisions.
- e. Community Health Worker (CHW): An individual who:
- i. Has expertise or experience in public health;
 - ii. Works in an urban or rural community either for pay or as a volunteer in association with a local health care system;
 - iii. To the extent practicable, shares ethnicity, language, socioeconomic status, and life experiences with the residents of the community where the worker serves;
 - iv. Assists members of the community to improve their health and increases the capacity of the community to meet the health care needs of its residents and achieve wellness;
 - v. Advocates for the individual patient and community health needs, building individual and community capacity to advocate for their health;
 - vi. Provides health education and information that is culturally appropriate to the individuals being served;
 - vii. Assists community residents in receiving the care they need;
 - viii. May give peer counseling and guidance on health behaviors; and
 - ix. May provide direct services such as first aid or blood pressure screening.
- f. Tribal Traditional Health Worker.
4. Certification Requirements:
- a. Individuals who hold national or non-Oregon state certification and are in good standing with their certifying body may be granted reciprocity or receive



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equivalent credit for previously completed training. The Authority shall determine the criteria for reciprocity and equivalent credit.

- b. For Community Health Worker, Peer Wellness Specialist, Personal Health Navigator must meet requirements outlined in OAR 410-180-0310.
 - i. Complete all required training offered by an Authority approved 80-hour training program for that individual’s traditional health worker (THW) type;
 - ii. Complete an Authority approved oral health training;
 - iii. Complete all application requirements to be in the state registry;
 - iv. Complete the Authority certification process; and
 - v. Be successfully accepted into the state registry.
- c. For Peer Support Specialist must meet requirements outlined in OAR 410-180-0312.
 - i. Complete all required training offered by an Authority approved 40-hour training program for peer support specialists by specialization;
 - ii. Complete an Authority approved oral health training;
 - iii. Complete all application requirements to be in the state registry;
 - iv. Complete the Authority certification process; and
 - v. Be successfully accepted into the state registry.
- d. For Birth Doula must meet requirements outlined in OAR 410-180-0315.
 - i. Complete all required training specified in OAR 410-180-0375 (Birth Doula Certification Curriculum Standards) through:
 - 1. An Authority approved birth doula training program; or
 - 2. A combination of programs that results in meeting all the requirements through equivalent credit.
 - ii. Complete an Authority approved oral health training;
 - iii. Be CPR-certified for children and adults;
 - iv. Create a community resource list on an Authority approved form;
 - v. Document attendance at a minimum of three births and three postpartum visits using an Authority approved form;
 - vi. Complete all application requirements to be in the state registry;
 - vii. Complete the Authority certification process; and
 - viii. Be successfully accepted into the state registry.
- 5. For THWs to maintain their certification status, they must complete continuing education requirements outlined in OAR 410-180-0320.
- 6. All community health workers, peer wellness specialists, and personal health navigators must complete curriculum standards outlined in OAR 410-180-0370.
- 7. All birth doulas seeking certification with the state must complete curriculum standards outlined in OAR 410-180-0375.



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8. An Authority certified THW shall comply with Standards of Professional Conduct set forth in OAR 410-180-0340. Violation of the standards may result in the suspension or revocation of certification or denial of an application for renewal.

OHA’s Certification and Registry Process (OAR 410-180-0325)

1. THWs must complete OHA approved training programs to qualify for state certification. When state certification is obtained THWs must complete the THW certification and registry process with OHA prior to requesting network participation and enroll as an Oregon Medicaid Provider (DMAP). Applicants soliciting how to become a THW will be referred to the Application and Renewal Process 1) for Traditional Health Worker (THW) Certification and Registry Enrollment outlined in OARs 410-180-0325 or 2) for Authority Training Program Approval outlined in 410-180-0355.
 - a. THWs will need to submit their application and supporting documents by one of the following three methods:
 - i. Traditional Health Worker Program
Office of Equity and Inclusion
421 SW Oak St. Suite 750
Portland, Oregon 97204
 - ii. Fax: 971-673-1128
 - iii. Email: thw.program@dhsaha.state.or.us
 1. Per the OHA THW website, email is the quickest and most preferred method.
 - b. THWs will need to provide the following to OHA:
 - i. Traditional Health Worker Full Certification and Renewal Application.
 - ii. Copy of their training certificate from an OHA-approved training program.
 - iii. Clear copy of a government-issued identification.
 - iv. Proof of Oral Health training.
 - c. Must enroll as an Oregon Medicaid Provider
 - d. Must not be listed on the Medicaid provider exclusion list.
 - e. Must pass a criminal background check.
 - f. Training program applications are available on the THW program webpage or by request from the OHA’s Office of Equity and Inclusion.

Applying for UHN Network Participation

1. THW applicants requesting network participation must fully complete a Non-Licensed Provider Credentialing Application and provide supporting documentation, including OHA’s THW approval letter, to UHN’s Credentialing Department prior to initiating the credentialing or re-credentialing process.



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- a. UHN verify certification and registry from OHA’s THW Registry: <https://traditionalhealthworkerregistry.oregon.gov/>
2. Applicant must hold or apply for a Medicare number in order to proceed with the credentialing process.

THW Credentialing and Re-Credentialing

1. Credentialing and Re-Credentialing processes for THWs are outlined in policy CR16 - Non-Licensed Provider Credentialing and Re-Credentialing.

Denial, Suspension, or Revocation of Training Program Approval

1. If at any time OHA denies, suspends, or revokes a THW’s training program approval, the THW must notify UHN within 30 days of receiving notification.
 - a. If a THW receives such notice, there is an opportunity to request a reconsideration and a meeting with the Authority. THW must submit a written request within 30days of the date the Authority mails the written decision.
 - i. The request must contain a detailed statement with supporting documentation explain why the applicant believes the Authority’s decision is in error.
 - b. The Authority will issue a written decision on reconsideration following review of the materials submitted by the applicant and schedule a meeting with the applicant if applicable.

Required Documentation

1. Oregon State professional licenses/certifications.
2. Evidence of active THW certification, registry enrollment and OHA approved oral health training, if applicable.

Provider Notification

1. Upon completion of the credentialing process and decision from the Credentialing Committee, the provider will be notified in writing of approval and or denial via mail, email, or fax within (10) ten business days of the Credentialing Committee decision.

Department	Standard Operating Procedure Title	SOP Number	Effective Date	Version Number
Credentialing	NA	NA	NA	NA