
To: AmeriHealth Caritas Louisiana Providers

Date: July 6, 2022

Subject: Informational Bulletin 22-20: Community Health Workers

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

The Louisiana Department of Health (LDH) has added coverage of services by qualified Community Health Workers (CHW), **effective January 1, 2022.**

Eligibility Criteria include:

- Diagnosis of one or more chronic health (including behavioral health) conditions;
- Suspected or documented unmet health-related social need; or
- Pregnancy.

Covered services include:

- Health promotion and coaching; includes assessment and screening for health-related social needs, setting goals and creating an action plan, on-site observation of members' living situations, and providing information and/or coaching in an individual or group setting.
- Care planning with members and their healthcare team; this should occur as a person-centered approach to improve health by meeting the member's situational health needs and health-related social needs, including time-limited episodes of instability and ongoing secondary and tertiary prevention.
- Health system navigation and resource coordination services; this includes helping to engage, reengage, or ensure patient follow-up in primary care; routine preventive care; adherence to treatment plans; and/or self-management of chronic conditions.

Services must be ordered by a physician, advanced practice registered nurse (APRN), or physician assistant (PA) with an established clinical relationship with the member. Services must be rendered under this supervising provider's general supervision, but the provider's presence is not required during the performance of the CHW services.

AmeriHealth Caritas Louisiana will not restrict places of service for members. Services are also available via telehealth/telemedicine.

AmeriHealth Caritas Louisiana will not cover the following services when provided by CHWs:

- Insurance enrollment and insurance navigator assistance;
- Case management;
- Direct provision of transportation for a member to and from services; and
- Direct patient care outside the level of training an individual has attained.

AmeriHealth Caritas Louisiana will reimburse a maximum of two hours per day, and ten hours per month per member.

Our claims system is being updated to reflect these new services, which should complete no later than **July 31, 2022**.

Providers do not need to take action. Claims on file that denied prior to the completion of our system update will be reprocessed automatically no later than **August 15, 2022**.

This information will be updated in the [AmeriHealth Caritas Louisiana Provider Handbook](#) on **July 15, 2022**.

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Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.