Community Based Organization (CBO) Workflow: Community Health Integration (CHI) Codes

	CHW (Individual)	Communitty Based Organization	Payor
Preparation		**Contracting** • CBO and Billing HCO enter into a contract and Business Associate Agreement outlining the terms of the relationship **Patients & Needs:** • Billing HCO communicates withh CBO the patients they want CBO CHWs to serve and how they will be referred. • CBO and billing HCO determine patient needs and develop CHW best practices to serve those needs **Supervision / Oversight:** • Determine workflow for Billing Provider delivering initiating visit (at Billing HCO) to also provide general supervision of CBO's CHW services (CHI requirement) **Documentation & Billing:** • CBO identifies HIPAA compliant platform for documenting CHW services • CBO and Billing HCO develop CHW documentation workflows • CBO works with Billing HCO and health care attorney to create or modify CHW intake forms • HIPAA: CBO develops policies and practices to ensure organization meets HIPAA and other data security requirements	
Training	**CHW Certificate:** • CHW completes approved certificate courses - OR • CHR with IHS training or 5 years of supervision	**Organizational Training:** CBO and Billing HCO train CHW on: • HIPAA • Fraud, Waste & Abuse • CHW service delivery and documentation requirements	
Enrollment	• CHW (individual) and obtains NPI numbers • CHW (individual) enrolls with MHCP	• Billing HCO registers/enrolls CBO's CHWS with MCOs	Service Contract(s) and Enrollment
Service Delivery	**CHW Service Delivery:** • CHW completes intake form with patient • CHW provides services in clinic, community or home settings, or via telehealth following established best practices. (Includes services rendered on behalf of the patient when the patient is not present. **CHW Service Documentation:** • CHW documents required service and billing information	**Service Authorization** • Billing Provider at Billing HCO refers patient to CBO's CHW services after an initiating visit identifies Upstream Drivers of health that significantly limit the Billing Provider's ability to diagnose or treat the patient **Oversight** • Day-to-day CHW supervisor and Billing Provider at Billing HCO support and direct CHW, and assure best practices and workflows are followed	
Billing		**Claims Preparation and Submission** • **Billing HCO prepares and submits claims via clearinghouse and form 837P** • **Coding: Biller assigns appropriate diagnosis and procedure codes** • **Biller uses payer portals to track payment status** **EOBs and Reconciliation** • **Billing HCO downloads EOBs and reconciles payments** **Troubleshooting** • **CBO assists Billing HCO to address denials and rejections, investigates reasons, and resubmit or appeal claims**	**Payer pays claims that meet all requirements**