

**NEW MEXICO MEDICAID REIMBURSEMENT
TOOLKIT FOR
COMMUNITY HEALTH WORKERS**

Office of Community Health
Workers (OCHW)

JULY 2024



"A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy"

– National Public Health Association

Introduction

Welcome to the Medicaid Reimbursement Guide for Community Health Workers (CHWs) in New Mexico!

This guide will help Community Health Workers (CHWs) and Community Health Representatives (CHRs) understand how they can get paid for their important work. CHWs and CHRs help people in their communities stay healthy.

CHWs are also called Community Health Representatives (CHRs) or *Promotoras*. They are trusted members of their communities. In New Mexico, CHWs and CHRs are an integral part of health and social care teams that supports health equity opportunities for communities statewide by addressing health and social needs through identifying community resources and access to care.

As a CHW, your work is part of medical care, not just social help. This means you can get paid for teaching people about their health through Medicaid.

Studies show that when CHWs help, healthcare costs go down. People with health problems like high blood pressure, diabetes, and asthma manage their health better. There are fewer trips to the emergency room and fewer hospital stays.

Many states are now paying CHWs through Medicaid. This helps CHWs have successful jobs while getting paid fairly:

- **Starting July 1, 2023**, certified CHWs in New Mexico can bill Medicaid for services like health education, health guidance, and clinical support.
- This guide will show you how to become a certified CHW in New Mexico. You will learn how to get paid through Medicaid for your services.

This guide will give you the tools to make sure your important work is recognized and supported.

Thank you for all you do to keep our communities healthy!

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Key Concepts

- NM state CHW certification requirements through NMDOH: Please visit the Office of Community Health Workers (OCHW) website for more information on the certification process and renewal requirements and certification paths: <https://www.nmhealth.org/about/phd/pchb/ochw/cert>
- Medicaid Provider Enrollment: Whether you are a healthcare professional or a part of a social service program assisting community members, this guide will assist you in becoming a Medicaid provider.
- CHW Medicaid Billing:
 - We explain the basics of Medicaid billing for CHWs, why it's important, and how it helps communities.
 - We describe the three billing codes CHWs can use and what forms to fill out to get paid.
 - We talk about the benefits and challenges of Medicaid billing for CHWs in simple terms everyone can understand.

Glossary

- **AHEC - Area Health Education Centers:** Places that teach and train healthcare workers in areas that need more healthcare.
- **APHA - American Public Health Association:** A group that works to make communities healthier through teaching, research, and speaking up for health.
- **Billing Provider** – the organization that a CHW/R works under that takes on the role of overseeing the billing process and submitting billing claims
- **CBO - Community-Based Organization:** A group that helps and supports people in a specific community.
- **CDC - Centers for Disease Control and Prevention:** A government agency that works to keep people safe from diseases and other health problems.
- **CHR - Community Health Representative:** People who help promote health and prevent disease in their communities.
- **CHW - Community Health Worker:** A healthcare worker who teaches and supports people in their community about health.
- **CMS - Centers for Medicare & Medicaid Services:** A government agency that manages Medicare (healthcare for older people) and Medicaid (healthcare for low-income people).
- **CMS 1500 Form:** A form used by healthcare workers to bill Medicaid for services they provide.
- **CPT Codes - Current Procedural Terminology Codes:** Codes used to describe medical services provided by healthcare workers.
- **DHHS - U.S. Department of Health and Human Services:** A government department that works to protect the health of all Americans.
- **Facility Support Staff:** People who help support healthcare services in hospitals and clinics.
- **FFS - Fee for Services:** A payment method where healthcare workers are paid for each service they provide.
- **HCPCS Codes - Healthcare Common Procedure Coding System Codes:** Codes used to identify healthcare services and supplies.
- **IHS Inpatient Per Diem Rate:** The amount paid for each day a patient stays in an Indian Health Service hospital.
- **Indian Health Service (IHS) Facility:** A healthcare facility that provides services to American Indian and Alaska Native people.
- **MAD 312:** A form used by Medicaid to sign up healthcare providers who work on their own and bill Medicaid.
- **MAD 335:** A form used by Medicaid to sign up healthcare providers who work for an organization and bill Medicaid through that organization.
- **MCO - Managed Care Organization:** A group that manages healthcare services and costs for patients.
- **NACHW - National Association of Community Health Workers:** A group that works to support Community Health Workers and promote health equality.
- **NMAC - New Mexico Administrative Code:** Rules and regulations for New Mexico.

- **Outpatient Encounter:** A visit between a patient and a healthcare worker.
- **Rendering Provider:** A healthcare worker who directly provides medical services to patients.
- **Social Determinants of Health (SDOH):** Conditions in which people are born, grow, live, and age that affect their health.
- **Tribal 638 Facility:** A healthcare facility run by a federally recognized tribe and funded by the government.

Section A. NMDOH CHW Scope of Work & Credentialing Requirements

Community Health Worker/Representative Services

Starting July 1, 2023, New Mexico Medicaid will pay for CHW/CHR services. These services help people stay healthy and include:

- System Navigation: Helping people find and use health and community resources.
- Health Promotion and Coaching: Helping people set health goals and make plans to reach them.
- Clinical Support: Checking vital signs, sharing information with doctors, and coordinating care.

Benefits of CHW Certification

Getting certified as a Community Health Worker (CHW) or Representative (CHR) has several advantages, including:

- Recognition for your work in the community.
- Acknowledgment of your diverse skills, such as language translation.
- More job opportunities and career paths.
- Medicaid Reimbursement

Certification for Community Health Workers/Representatives (CHW/Rs)

- **CHWs** must get certified through the NM Department of Health, either through a grandfathering or approved training program.
- **CHRs** that have completed the IHS BASICS course are eligible for state CHW certification as it aligns with the required state Core Competencies.

Contact: Devona Quam, Office of Community Health Workers Director

Phone: (505) 469-7150

Email: Devona.Quam@doh.nm.gov

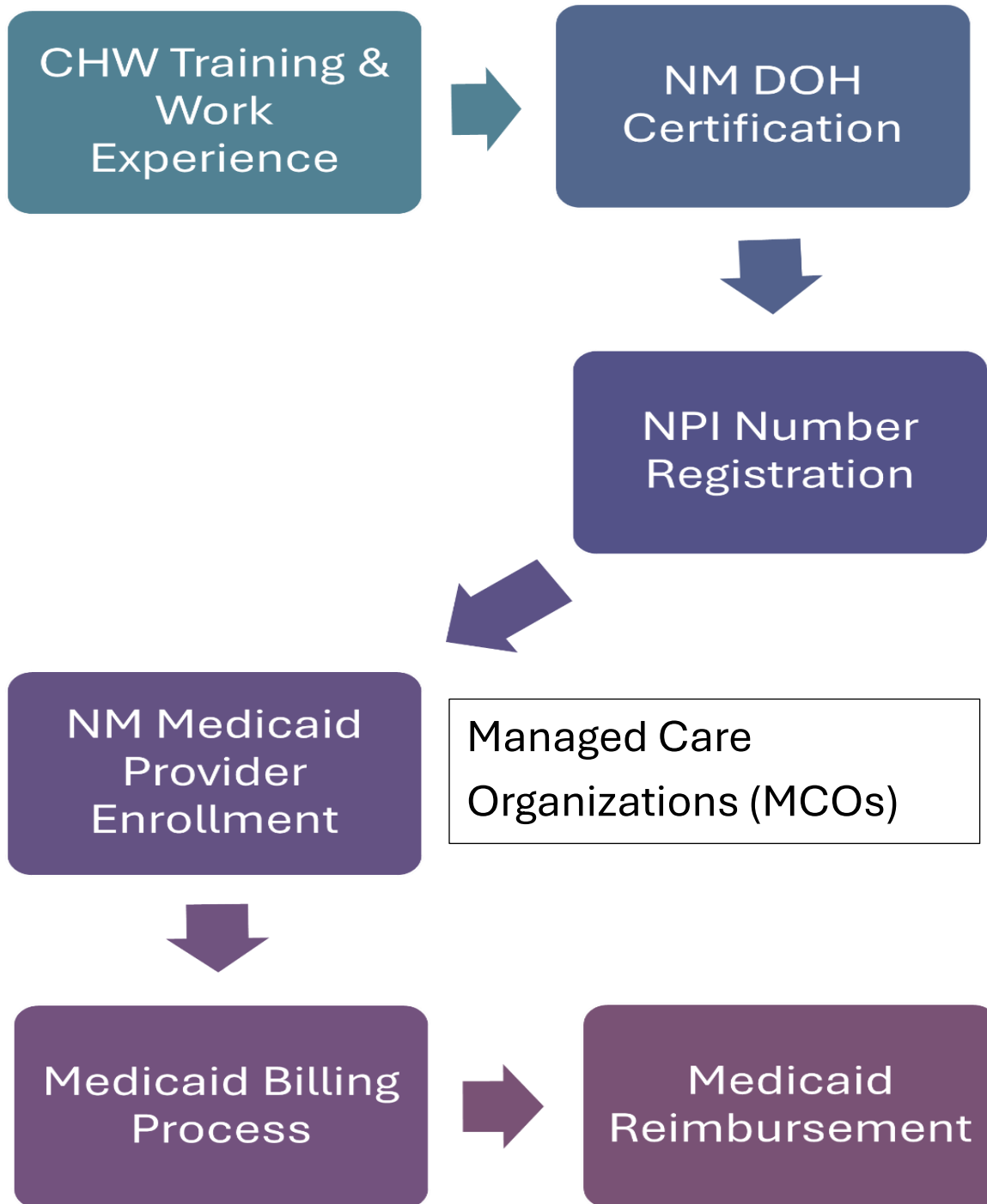
How to Get Certified

- **Grandfathering Certification Path** – recognizes volunteer or paid work-related experience prior to 2014. This requires 2000 hours of paid or volunteer work as a CHW or CHR.
- **Formal Training Certification Path** with hands on learning. This requires 100 hours of classroom training followed by 40 hours of experiential learning.

For more information visit the NMDOH Office of Community Health Workers website:

<https://www.nmhealth.org/about/phd/pchb/ochw/>

Section B. Pathway to becoming a Medicaid-Reimbursable CHW in New Mexico



PART I.

PART II.

PART III.

PART IV. & V.

PART I. Becoming a Certified NM DOH CHW

NM DOH Certification Portal: <https://certify.nmchw.org/default.html>



NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Community Health Workers

Login Below:

EMAIL

PASSWORD

[Login](#) [Forgot Password?](#)

Create an Account:

If you need technical assistance, you can always contact the Office of Community Health Workers via email at CommHealthWorker@state.nm.us or by phone at (505) 841-5883.

Albuquerque Office:

Devona Quam
Director
(505) 469-7150
Email:
Devona.Quam@doh.nm.gov

Las Cruces Office:

Bea Martinez
Southern Coordinator
Cell: (505) 377-6275
Email:
Beatriz.Martinez@doh.nm.gov

Santa Fe Office:

Tribal & Northern Coordinator
Devona Quam, Director
(505) 469-7150
Email:
Devona.Quam@doh.nm.gov

PART II. Obtaining an NPI

NOTE: Individual NPI for each individual provider will not be required for NMDOH CHW/Rs

What is an NPI?

NPI stands for **National Provider Identifier**. It's like a special number for healthcare providers, kind of like your social security number.

You need this to be able to bill Medicaid and register in the NM Medicaid Portal as a CHW who is reimbursable provider. If you work for an MCO or for the DOH, you may be able to use the NPI for the clinician who oversees your work.

NPI registration Step 1. All Community Health Workers (CHWs) and Community Health Representatives (CHRs) must obtain their individual National Provider Identifier for independent and provider billing:

<https://npiregistry.cms.hhs.gov/search>

NPI registration Step 2. To apply for an NPI #, go to <https://nppes.cms.hhs.gov/#/>

The screenshot shows the NPPES website interface. On the left, there is a 'Registered User Sign In' section with fields for 'User ID' and 'Password', and buttons for 'SIGN IN' and 'FORGOT USER ID or PASSWORD?'. On the right, there is a 'Create or Manage an Account' section with a blue button that is circled in red. The button text is 'CREATE or MANAGE AN ACCOUNT'. Below the button, there are links for 'To learn more about Multi-Factor Authentication (MFA) click here' and 'To learn more about how to apply for an NPI click here'. At the bottom, there is an 'ANNOUNCEMENTS' section with three images: a pair of glasses on a newspaper, a 'Q. A.' sign, and a laptop displaying the NPPES Web Application.

NPI registration Step 3. Access the NPI Enumerator Website: Visit the National Plan and Provider Enumeration System (NPPES) website at <https://nppes.cms.hhs.gov> to access the NPI Enumerator, where you will apply for your NPI.

NPI registration Step 4. Gather Required Information: Before starting the application process, gather all the necessary information. This typically includes personal information such as name, address, Social Security number, contact information, and any relevant professional credentials or licenses.

You will need:

- Your email address and a secondary email address
- Your business address and contact information
- Your training certificates and state certification as a CHW and/or CHR in a PDF format which can be uploaded to the website. This should include your training certificates, degrees or transcripts of training you have completed, and any licenses you might hold.
 - If you need assistance with this, please contact your local OCHW office:
 - Devona Quam, Director
Devona.Quam@doh.nm.gov
(505) 469-7150
 - Monica Ibarra, OCHW Administrative Support
Monica.Ibarra@doh.nm.gov
(505) 469-9982
 - Bea Martinez, Southern Coordinator
Beatriz.martinez@doh.nm.gov
(505) 377-6275
- The NPI website will ask you to specify a “taxonomy”, this is a number that tells CMS what your professional role is within the healthcare system and how they can categorize your services.
 - For the role of Community Health Worker, this number is **172V00000X**.
 - You can also look this up here: <https://npiprofile.com/taxonomy-lookup>

172V00000X

Community Health Worker

Community health workers (CHW) are lay members of communities who work either for pay or as volunteers in association with the local health care system in both urban and ...

NPI registration Step 5. Select "Apply Online": On the NPI website (<https://nppes.cms.hhs.gov>), select the option to "Apply Online."

NPI registration Step 6. Determine **your practice type** and apply as a provider based on your practice type:

- **Option A. NMDOH contracted CHW/R**
- **Option B. CHW/R affiliated with an MCO, Community-Based Organization or other healthcare organization**
- **Option C. Independent/Freelance CHW/R**

OPTION A: NMDOH contracted CHW/R

a. Contact DOH: Before starting the application process

b. Begin Individual Provider Application: Since you're applying as an individual CHW, choose the option to apply as an "Individual Provider."

c. Enter Personal Information: Fill out all required personal information accurately. Ensure that the information matches the details provided by your employer and any official documents.

d. Enter Employer Information: Provide details about DOH.

At NMDOH the NPI for the overseeing provider and information needed to complete this section will be provided to you by the OCHW, contact **Devona Quam**(Devona.Quam@doh.nm.gov)

OPTION B: CHWs affiliated with a MCO, CBO or healthcare organization

a. Consult your Employer: Before starting the application process, consult with your employer, such as the Managed Care Organization (MCO), to determine if they have specific procedures or assistance available for obtaining an NPI.

They may have internal processes or support in place to streamline the application.

b. Begin Individual Provider Application: Since you're applying as an individual CHW, choose the option to apply as an "Individual Provider."

c. Enter Personal Information: Fill out all required personal information accurately. Ensure that the information matches the details provided by your employer and any official documents.

d. Enter Employer Information: Provide details about your employer, including the name of the Managed Care Organization (MCO) or similar entity, their address, and any identifying information required. Your employer may have their own NPI which you will need to affiliate with your NPI.

OPTION C: Independent CHW/R

a. Begin Individual Provider Application:

If you're applying as an individual CHW who sees clients on your own, choose the option to apply as an "Individual Provider."

b. Complete Personal Information: Fill out all required personal information accurately. This includes your legal name, contact details, date of birth, Social Security number, name you do business under (the "DBA") and any other requested information.

c. Enter Professional Information: Provide details about your professional practice as a CHW. This might include any certifications or licenses you hold, your area of expertise, and your practice address.

NPI registration Step 7. Complete Additional Questions: Answer any additional questions about your practice or affiliation with the MCO as required. These questions may vary depending on your specific circumstances.

NPI registration Step 8. Review and Submit Application: Review all the information you've entered to ensure it's accurate and complete. Once you're satisfied, submit your application.

NPI registration Step 9. Receive NPI Notification: After submitting your application, you will receive a notification confirming receipt of your application in your email. This notification will include your NPI application tracking number.

- **Wait for Processing:** The NPI application processing time can vary, but you should receive your NPI within a few weeks of submitting your application.
- **Check Application Status:** If you haven't received your NPI within the expected timeframe, you can check the status of your application online using the NPI Enumerator website or by contacting the NPI Enumerator directly.

NPI registration Step 10. Once you Receive NPI: Once your application is approved, you will receive your NPI via email or regular mail. Keep this number in a safe place, as you will need it for billing and other administrative purposes.

Now you are ready to register with the NM Medicaid Portal as a Medicaid Reimbursable Provider in the State of New Mexico (see [PART III](#)).

PART III. Medicaid Portal Registration

Register as a service provider on the NM Medicaid Portal: Once you have your NPI, you can begin using it for enrollment, billing, claims processing, and other administrative purposes related to your practice as a CHW. Make sure to keep your NPI information up to date, especially if any of your personal or professional details change.

NM Medicaid Portal: <https://nmmedicaid.portal.conduent.com/webportal/enrollOnline>

- **If you are a CHW or CHR working for an MCO, CBO or other healthcare organization:** Work closely with your employer, the MCO or similar entity, to ensure that your NPI is properly integrated into their billing and administrative systems.
- **Regardless of your employment status, all CHWs and CHRs will need to have their own NPI:** You will need your NPI to register as a provider on the NM Medicaid portal in order to receive reimbursement for your services to clients who are covered by Medicaid.
- **NOTE: NEW Medicaid Portal scheduled to go LIVE at the end of October 2024**

Medicaid Portal Registration Step 1: You will need :

- An email address that you use for your CHW work to create an account.
- Your NPI number (see Part II of this section)
- Your Provider Name or the name you do business under (DBA)

The screenshot shows the 'New Mexico Medicaid Portal' website. At the top, there are two buttons: 'Provider Enrollment Federal and State compliance' (red) and 'Apply for Benefits' (green). Below these is the main navigation area with 'Recipient/Recipiente' and 'Providers' tabs. The 'Providers' tab is active. The main content area is divided into three columns. The left column is for 'Recipients' and the right column is for 'Providers'. In the 'Providers' column, under the 'PUBLIC INFORMATION' section, the link 'Provider Online Application and TAD/Reverification' is circled in red. Other links in this section include 'Provider Update Form | Instructions', 'Training Presentations and Webinars', 'Fee Schedules', 'New Mexico Medicaid E-News', 'Electronic Visit Verification (EVV)', 'Self-Direction FMA Forms (MI Via, Supports Waiver & Self-Directed Community Benefit)', 'Centennial Care 2.0 FAQ', 'Provider Search', 'Vendor Payment Request (VPR) | Instructions', 'MI Via Grievance Escalation Form', 'Formulario de escalamiento de quejas de MI Via', and 'MNC Validation Outreach Cover Sheet'.

Medicaid Portal Registration Step 2: on the next screen choose your application type.

MAD312 – for CHWs who work independently of a larger organization. You can choose if you are willing to accept payment as FFS only or via an MCO or FFS

MAD335 – for CHWs working under a group practice. You can choose if you are willing to accept payment as FFS only or via an MCO or FFS

Medicaid Portal Registration Step 3: select “Initial Enrollment” if this is your first time applying to become a Medicaid Provider

Provider Enrollment

Please click here for additional information regarding Provider Type-Specialty .

[Provider Type & Specialty Listing](#)

Please check your provider type. **This application is limited to one provider type.** To apply for more than one provider type, separate applications must be submitted.

- 216 Accredited Residential Treatment Center (ARTC)
- 401 Ambulance, air
- 402 Ambulance, ground
- 364 Ambulatory Surgical Center
- 331 Audiologist
- 432 Behavioral Health Agency
- 462 Case Management Agency or Case Manager
- 341 Chiropractor
- 313 Clinic Federally Qualified Health Center (FQHC)
- 311 Clinic, Diagnostic & Treatment Center
- 312 Clinic, Family Planning
- 433 Clinic, Mental Health Center - DOH Certified (CMHC)
- 314 Clinic, Rural Health Medical, freestanding
- 315 Clinic, Rural Health Medical, hospital based
- 306 Clinical Nurse Specialist, Medical
- 446 Core Service Agency (CSA)
- 353 Laboratory, Clinical with Radiology
- 354 Laboratory, Diagnostic, for Tests and Measurements
- 436 Licensed Marriage and Family Therapist (LMFT)
- 435 Licensed Professional Clinical Counselor (LPCC)
- 346 Lodging, Meals
- 414 Medical Supply/Durable Medical Equipment provider (DME)
- 322 Midwife, Certified Nurse
- 323 Midwife, Licensed (non-nurse)
- 316 Nurse, Certified Nurse Practitioner (CNP)
- 318 Nurse, Certified Registered Nurse Anesthetists (CRNA)
- 317 Nurse, RN
- 324 Nursing Agency, Private Duty
- 211 Nursing Facility, Private
- 212 Nursing Facility, State
- 451 Occupational Therapist (OT), Licensed and Certified
- 452 Occupational Therapist (OT), Licensed, Not Certified
- 343 Opioid Treatment Program (OTP)

Medicaid Portal Registration Step 4: choose the option “462 Case Manager Agency or Case Manager”

Specialties

Please click here for additional information regarding Provider Type-Specialty .

[Provider Type & Specialty Listing](#)

Provider Specialties	
<input type="checkbox"/> 063 Case Management - Developmentally Disabled Adults	<input type="checkbox"/> 061 Case Management Medically at risk children Early Periodic Screening, Diagnostic and Treatment (EPSDT)
<input type="checkbox"/> 062 Case Management - Developmentally Disabled Children	<input type="checkbox"/> 065 Case Management Traumatic Brain Injury (TBI)
<input type="checkbox"/> 064 Case Management - Maternal and Child Care (Families First)	<input type="checkbox"/> 230 Certified Community Health Worker (CHW)/Community Health Representative (CHR)

[Back](#) [Continue](#) [Exit Application](#)

Medicaid Portal Registration Step 5: choose option “230 Certified Community Health Worker (CHW)/Community Health Representative (CHR)”

New Mexico Medicaid Portal

Home Contact Us

INFORMATION

- Provider Information
- FAQ

WEB REGISTRATION

PROVIDER ENROLLMENT

- Enroll Online
- Check Enrollment Status
- Download Enrollment
- Application
- Upload License Attachment

Provider Enrollment

Reference Number: GKHLVBCM CX

Instructions

Your Reference Number is: **GKHLVBCM CX**

Please record your reference number. You may use

Contact a Provider Enrollment Specialist

You may contact the Consolidated Customer Service Center application.

Saving an Application for Recall at a Later Time

If at any time while completing this application you would like to save your information and finish at a later time, click the Save Application button at the bottom of the page. The next time you visit the online application, enter your reference number in the Recall Application section.

This application will only be available for 90 days. After the 90 day limit, the entire application will be purged and all information will need to be re-entered.

PDF Files

The Provider Enrollment application, signature page, and other documents that are available for download from this web site are presented in Adobe PDF file format. To view PDF files you will need Adobe Acrobat Reader installed on your computer. For a free download please click the Acrobat Reader icon.



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Medicaid Portal Registration Step 6: The next screen will provide you with your reference number. Save this in case you need to come back to complete this application later and for your records.

[Terms of Usage](#) [Privacy Policy](#) [Browser Compatibility](#)

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Contact your organization for next steps. If you are an individual CHW/R, you may need to set up contract agreements with health care organizations in order to provide services to clients, see [PART IV](#) for contact information.

PART IV. Setting up a contract with an MCO or healthcare organization

Each MCO and health organization will have their own provider contract process, see MCO websites for more information

- Blue Cross Blue Shield (BCBS) of New Mexico: <https://www.bcbsnm.com/provider/network-participation/network-participation/credentialing>
- PHP Provider Page: <https://www.phs.org/providers/our-networks/health-plan>
- UHC: [Join our network | UHCprovider.com](https://www.uhc.com/provider)
- Molina Healthcare: <https://provider.molinahealthcare.com/>

For information on Medicaid billing processes, please go to [PART V](#).

PART V. Medicaid Reimbursement Overview

Getting Paid as a Community Health Worker in New Mexico

Starting July 1, 2023, Community Health Workers (CHWs) and Community Health Representatives (CHRs) in New Mexico can get paid by Medicaid for their work. This includes health education, helping people navigate the healthcare system, and clinical support.

Research shows that when CHWs and CHRs help, healthcare costs go down, people with long-term health problems like high blood pressure, diabetes, and asthma get better control of their conditions, and there are fewer emergency room visits and hospital stays.

CHWs and CHRs get paid based on a fee schedule. The rates are the same for both government and private providers. The rates were set on July 1, 2023, and apply to services provided from that date onward. You can find all the rates at: [New Mexico HSD Fee Schedules](#).

This section provides an overview of Medicaid billing and reimbursement procedures.

Eligibility and Registration

1. **Medicaid Enrollment Approval:** Only certified CHWs/CHRs can bill Medicaid. They must be contracted with the MCOs they work with to bill for Medicaid clients or have the option to bill Medicaid as a Fee For Service based on the number of services provided or performed.
 - CHWs/CHRs must be enrolled with New Mexico Medicaid (see section B – Pathway to becoming a Medicaid Reimbursable CHW).
 - Enrollment info like the Online Application, Forms, and Provider Enrollment Workshop can be found on the New Mexico Medicaid Portal at <https://nmmedicaid.portal.conduent.com/static/index.htm>.
 - Providers need to complete a Provider Participation Agreement (PPA). Use MAD 312 for individual applicants who work within a group or MAD 335 for groups or individuals getting payments.
 - Enroll as Provider Type 462 and Provider Specialty 230 Certified Community Health Worker (CHW) / Community Health Representative (CHR).

Medicaid Provider Type 462 Case Management Agency or Case Manager	Medicaid Specialty Code 230
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Provider Enrollment
Reference Number: JDQ573PZFA

Please click here for additional information regarding Provider Type-Specialty .

[Provider Type & Specialty Listing](#)

Please check your provider type. This application is limited to one provider type. To apply for more than one provider type, separate applications must be submitted.

319 Anesthetist Assistant

331 Audiologist

430 Behavioral Health Worker

462 Case Management Agency or Case Manager

341 Chiropractor

306 Clinical Nurse Specialist, Medical

445 Counselors, Therapists, and other Social Workers

423 Dental Hygienist

421 Dentist

333 Dietician

302 Doctor of Osteopathy (DO) and Naturopathic Doctor (ND)

436 Licensed Marriage and Family Therapist (LMFT)

435 Licensed Professional Clinical Counselor (LPCC)

322 Midwife, Certified Nurse

323 Midwife, Licensed (non-nurse)

316 Nurse, Certified Nurse Practitioner (CNP)

318 Nurse, Certified Registered Nurse Anesthetists (CRNA)

317 Nurse, RN

451 Occupational Therapist (OT), Licensed and Certified

452 Occupational Therapist (OT), Licensed, Not Certified

335 Optometrist

320 Pharmacist Clinician

411 Pharmacist General

453 Physical Therapist (PT), Licensed and Certified

454 Physical Therapist (PT), Licensed, Not Certified

305 Physician Assistant

301 Physician, Medical Doctor (MD)

325 Podiatrist

338 Prosthetist and/or Orthotist

443 Psychiatric Clinical Nurse Specialist

438 Psychologist School Certified

431 Psychologist, (Ph.D., Ed.D., Psy.D.)

444 Social Worker, Licensed Clinical (LCSW)

458 Speech Therapist for Children, School Certified

457 Speech Therapist, Licensed (SLP)

440 Substance Abuse Counselor

Back
Continue
Exit Application

Specialties

Please click here for additional information regarding Provider Type-Specialty .

[Provider Type & Specialty Listing](#)

Provider Specialties

<input type="checkbox"/>	230 Certified Community Health Worker (CHW)/Community Health Representative (CHR)	
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Back
Continue
Exit Application

- Get a *certification* from the New Mexico Department of Health Office of Community Health that says you or your group can bill Medicaid.
 - CHWs/CHRs must check if the recipient is eligible for services using the New Mexico Medicaid Portal.
 - CHWs/CHRs must complete the New Mexico Statewide Standing Order & Form for CHWs/CHRs for each date of service. This form must be attached to each claim for possible review by the Office of CHWs or HSD.
 - The standing order form is also available at the New Mexico Medicaid Portal: <https://nmmedicaid.portal.conduent.com/static/index.htm>

Effective Date: Billing is allowed starting July 1, 2023 as long as application adjudication date is within 21 months of this date, otherwise MAD will use whichever date is later.

NPI Number: Get a National Provider Identifier (NPI) number at [NPPES](#).

Taxonomy Code for CHW/Rs: 172V00000X

Enrollment and Claims Submission

1. **Enroll in the NM Medicaid Program: NM Medicaid Portal:** [NM Medicaid Portal](#).
2. **After approval is received from the Medical Assistance Division (MAD), you may register with each Managed Care Organization (MCO) as a provider:**

- Molina Healthcare: 800-580-2811
- Presbyterian Healthcare (PHP): 888-977-2333
- Blue Cross Blue Shield of NM (BCBS): 866-689-1523
- United Healthcare (UHC): 866-842-3278

3. **Claims Submission:** Submit claims directly in the NM Medicaid Portal [NM Medicaid Portal](#) or appropriate MCO claims portal with the organization you are contracted with.

Billing Codes

1. **Education and Training for Patient Self-Management:**

The following Current Procedural Terminology (CPT) codes may be billed by CHW/CHRs:

Procedure Code	Description
98960	<i>Education and training for patient self-management, each 30 minutes</i>
98961	<i>Education and training for patient self-management, 2-4 patients, each 30 minutes</i>
98962	<i>Education and training for patient self-management, 5-8 patients, each 30 minutes</i>

2. **Telehealth Services (not routine for CHW/Rs):**

- **Modifiers:**

CHW service is provided via telehealth. Using one of the following modifiers:	
GT	Interactive telecommunication
95	Synchronous Telehealth Service Rendered via Real-Time Interactive Audio and Video Telecommunications System.

Claims will be submitted on CMS-1500 claim form.

- Use taxonomy **172V00000X**.
- CHW/CHR's individual NPI number must be entered in the "rendering provider" field on the claim form.
 - Rendering provider** = CHW/CHR's providing services through a clinic
 - Billing provider** = clinic where the provider is registered and is providing services for
- Reimbursement methodology is at the fee schedule rate published at <https://www.hsd.state.nm.us/providers/fee-schedules/>

Reimbursement Limitations

Reimbursement Limitations:

CHW/R	<i>Is limited to 10 units or 5 hours per day of member facing time.</i>
Medicaid recipient/client	<i>Is limited to 16 units or 8 hours per 30-day period without prior authorization.</i>

Required Forms

1. CHW/CHR Standing

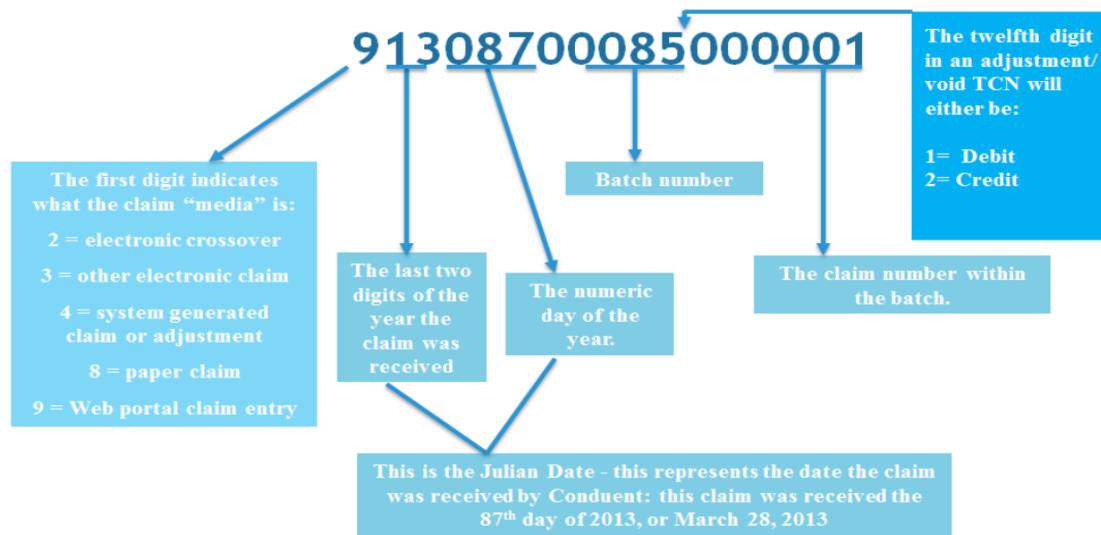
<https://nmmedicaid.portal.conduent.com/static/PDFs/TrainingPresentations/CMS-1500 Online Claims Entry.pdf> **Form:** Must be completed for each client and attached to the Health Insurance Claim Form ([CMS 1500 Form via Conduent](#))

Timely Filing Limits (deadline for sending in your bills to Medicaid)

1. **General:** 90 days from the date of service for all providers.
 2. **Exceptions:**
 - Schools: 120 days initial filing, 120 days grace period for Medicaid School Based Services (MSBS).
 - IHS and Tribal 638 facilities: 2 years from the date of service.
 - Provider retroactive eligibility: 120 days from eligibility addition.
- If a claim was filed on time but was denied or needs fixing, there is an extra one-time 90-day grace period from the date of denial or payment to re-file or make adjustments.
 - It's best to re-submit a claim within the initial 90 days to have more time to re-file or adjust during the 90-day grace period if needed.
 - Claims can be re-filed as many times as needed during the 90-day grace period, but claims filed after the grace period will be denied.

Transaction Control Number (TCN)

- The TCN is a unique number assigned to each and every claim. This number contains information about the claim and can be used to identify the claim when calling provider services.



Claim Adjustments

Managed Care Organizations (MCOs) will let providers fix any claim mistakes for Community Health Worker (CHW) services given to Medicaid-eligible people from July 1, 2023, until now. Providers can send in corrected claims by following the given instructions.

MCOs will give an extra 90 days to resubmit claims that were first denied because they missed the deadline, starting from May 31, 2024 ([publication of State of New Mexico Letter of Determination \(LOD\) and Supplement](#))

MCOs will carefully check all claims sent before this date to make sure they are handled correctly based on the rules in the published guidance.

Claim Follow-up

Check for claim status on the Web Portal.

Claim specific search capability is available using the web portal to locate specific claims quickly:
<https://nmmedicaid.portal.conduent.com/static/index.htm>

Eligible Recipient Requirements

All clients must be eligible for New Mexico Medicaid, if they are not current members of Medicaid they can apply for benefits through the Human Services Department:

- Apply online: www.yes.state.nm.us
- Apply over the phone: 1-855-637-6574

The following groups can get Medicaid in New Mexico (the limits include a 5% income disregard for MAGI-based Medicaid eligibility):

- Adults under 65 with household incomes up to 138% of the poverty level.
- Children aged 0-5 with household incomes up to 305% of the poverty level.
- Children aged 6-18 with household incomes up to 245% of the poverty level.
- Pregnant women with household incomes up to 255% of the poverty level. Pregnant women also get coverage for a year after the baby is born, not just 60 days.

Covered Services:

- CHW/CHR services include helping people navigate the healthcare system, health promotion, health coaching, and clinical support.
- CHW/CHR services will be paid for outpatient Medicaid-eligible recipients when they follow quality guidelines by the Office of CHWs at DOH and are medically necessary.
- Oversight and program integrity are managed by NM DOH Office of CHWs.
- CHW/CHRs will work under [standing orders](#) signed by the Chief Medical Officer of the Medical Assistance Division.
- CHW/CHRs should use the **HSD/MAD CHW Scope of Work form** as their standing order form and save this document for possible auditing by the Office of CHWs or HSD.

System Navigation

- Address basic needs such as food, shelter and safety
- Navigate health and social service system
- Facilitate enrollment in health programs and services
- Translate and interpret
- Arrange transportation

Health Promotion and Health Coaching

- Identify individual strengths and needs
- Set goals and provide action planning
- Teach health promotion and prevention
- Coach on problem solving, self-care, and self-management
- Utilize harm reduction principles

- Support and model behavior change
- Promote understanding of health information and health education materials
- Promote self-sufficiency
- Lead educational and support groups
- Teach families how to self-advocate

Clinical Support

- Conduct home safety assessments
- Measure and respond to vital signs
- Promote follow-up/maintenance of medical treatment plans
- Provide feedback to medical providers
- Coordinate referrals, care and follow-up

Noncovered Services

The CHW/CHR benefit is based on preventive health services and case management services. Several CHW roles do not fall within this benefit including:

- Population health activities (community outreach, organizing, needs assessments, advocacy)
- Duplicative services (care coordination activities)
- Transportation of members
- Personal and in-home care services (childcare, ADLs, housekeeping)

APPENDIX ONE: Important Documents and Links

Document	Link
NM DOH Community Health Workers – Training Manual for Applicants	https://certify.nmchw.org/TrainingManualCHW.pdf
NM DOH CHW State Certification Application & Renewal	https://www.nmhealth.org/about/phd/pchb/ochw/cert
CMS 1500 Form and Conduent guidance	https://nmmedicaid.portal.conduent.com/static/PDFs/TrainingPresentations/CMS-1500%20Online%20Claims%20Entry.pdf
MAD 312 Box by Box instructions	https://nmmedicaid.syst.portal.conduent.com/static/PDFs/ProvEnrollPacket/MAD%20312%20Instructions.pdf
MAD 335 Box by Box instructions	https://nmmedicaid.syst.portal.conduent.com/static/PDFs/ProvEnrollPacket/MAD%20335%20Instructions.pdf
State of NM MAP Standing Orders	https://www.hca.nm.gov/wp-content/uploads/Final-24-08-Supplement-CHW-CHR-LR_TDG5.20.24-003-1.pdf

APPENDIX TWO: Decision-tree: Navigating the Reimbursement Enrollment Process

Option A. NMDOH contracted CHW/Rs

Option B. MCO, CBO or healthcare organization

Option C. Independent CHW/Rs