

**2023 TRADITIONAL HEALTH WORKER  
INTEGRATION GUIDANCE  
AND EVALUATION CRITERIA**



<b>CCO Name</b>	
<b>Date of Review</b>	
<b>Name of Reviewer</b>	
<b>Score</b>	out of possible <b>xxx</b> points

Scale	
2	Meets expectations
1	Partially meets expectations
0	Expectations not met

**Overview:**

The primary goal of including Traditional Health Worker (THW) Integration requirements in coordinated care organization (CCO) contracts is to eliminate health and health care disparities and achieve health equity for all Oregon Health Plan members. THW requirements are provided in Exh. K, Sec. 11 of the [2023](#) CCO Contract.

The purpose of this document is to describe how THW integration efforts will be measured. CCOs with multiple contracts must submit separate THW deliverables for each contract. CCOs are expected to show progress on integration of THWs through completion of the following deliverables:

1. THW Integration and Utilization Plan (Exh. K, Sec. 11, Para. a)
2. THW Payment Model Grid (Exh. K, Sec. 11, Para. b)
3. THW Integration and Utilization Data Report (Exh. K, Sec. 11, Para. f)

**DUE DATES FOR THW DELIVERABLES**

<b>Deliverable</b>	<b>Contract Citation</b>	<b>Due Date</b>
1. THW Integration and Utilization Plan Update	Exh. K, Sec. 11, Para. a	For 2023, the due date is January 16 <sup>th</sup> 2024. (This is an <a href="#">extension</a> of the November 15 due date in the contract.)
2. THW Payment Model Grid	Exh. K, Sec. 11, Para. b	
3. THW Integration and Utilization Data Report	Exh. K, Sec. 11, Para. f	

### 1. THW Integration and Utilization Plan Update – Evaluation Criteria

Pursuant to Exh. K, Sec. 11, Para. a, the THW Integration and Utilization Plan, which includes the THW Liaison job description, is subject to OHA review and approval. The criteria in this table will be used to evaluate the Plan and job description. **OHA will assess sections that received a score less than two (2) points in the preceding year’s Integration and Utilization Plan Update and evaluate based on CCO improvement.**

<i>Requirements</i>	<i>Source for Requirements</i>	<i>Guidance for Progress Update in Plan Update document</i>
<b>THW Integration Plan describes how CCO will:</b>	<b>CCO contract – Exh. K, Sec. 11, Paras. a and e</b>	<b>CCO must address in its response to the Progress Plan item for each Section by sharing:</b>
<i>Section 1:</i> Integrate THWs into health care delivery services	Exh. K, Sec. 11, Para. a (1)	<ul style="list-style-type: none"> <li>● A brief progress report about activities in the current reporting year in addition to addressing any area of its preceding years’ plan for which it <b>received a score less than two (2) points;</b></li> <li>● Summary of challenges and steps taken to address shared challenges in the current reporting year. If challenges were not addressed, CCO must provide plans to address challenges; and</li> <li>● Key summary of successes in the current reporting year.</li> </ul>
<i>Section 2:</i> Communicate to members about the scope of practice, benefits, and availability of THW services (all member communications must follow relevant member communication regulations and contract provisions)	Exh. K, Sec. 11, Para. a (2)  Exh. K, Sec. 11, Para. e (3) Para. e (5)	<ul style="list-style-type: none"> <li>● Written notice to members about the availability of THWs (e.g., doulas for pregnant women)</li> <li>● CCO webpage has information about THW availability</li> <li>● CCO demonstrates clear and consistent communication to its members how to avail and utilize THW related services in all settings using various communication tools in multiple accessible formats including translated brochures/flyers, audio and visual materials</li> </ul>
<i>Section 2:</i> Communicate to providers about the scope of practice, benefits, and availability of THW services	Exh. K, Sec. 11, Para. a (2)  Exh. K, Sec. 11, Para. e (4) Para. e (6)	<ul style="list-style-type: none"> <li>● Include a section on THWs in provider manual for quick access (e.g., How to access Peers, CHWs and other THWs)</li> <li>● Targeted CMEs on integrating THWs into care teams and referral to community based THWs</li> </ul>

<i>Section 3:</i> Increase member utilization of THWs	Exh. K, Sec. 11, Para. a (3)	<ul style="list-style-type: none"> <li>● See member and provider communication strategies above</li> <li>● See integration into health services strategies above</li> </ul>
<i>Section 4:</i> Implement Equity & Inclusion Division’s and the THW Commission’s best practices to enhance organizational capacity.	Exh. K, Sec. 11, Para. a (4)	<ul style="list-style-type: none"> <li>● CCO incorporate best practices into: <ul style="list-style-type: none"> <li>○ contracting with CBOs or contracts that support CBOs</li> <li>○ Aligning and retaining THW workforce</li> <li>○ Supervision competencies</li> <li>○ Demonstrating understanding of THW provider enrollment</li> <li>○ Improving billing and payment procedures</li> <li>○ Understanding benefits of integrating individual THWs</li> <li>○ Knowledge of and understanding of THWs’ scope of practice</li> </ul> </li> </ul> <p>CCOs should submit evidence of contracts, relevant policies and procedures where applicable</p>
<i>Section 5:</i> Measure baseline utilization and performance over time	Exh. K, Sec. 11, Para. a (5)	<ul style="list-style-type: none"> <li>● Report baseline measurement and trends of THW Integration and Utilization Report</li> </ul>
<i>Section 6:</i> Use the THW liaison position to increase access to members and increase recruitment and retention of THWs in the CCO’s provider network See <i>THW Liaison Position</i> in CCO contract Section 11 (d)	Exh. K, Sec. 11, Para. a (6)	<ul style="list-style-type: none"> <li>● Incorporate goals into THW liaison position description</li> <li>● Incorporate THW liaison in CCO decision-making regarding improvements to THW integration and utilization efforts</li> </ul>

## 2. THW Payment Grid – Guidance

*OHA will review the THW Integration and Utilization Report and may provide recommendations to the CCO for how to improve its Report, so it addresses the elements provided below. The information in this table is provided to assist the CCO in developing its Report.*

<b>Requirements</b>	<b>Source for Requirements</b>	<b>Elements</b>
<b>CCO establishes a payment grid</b>	<b>CCO contract - Exh. K, Sec. 11, Para. b</b>	<b>CCO must address how the following components will be met:</b>
Includes payment models for each THW worker type (based on OHA and THW Commission guidelines)	Exh. K, Sec. 11, Para. b	<ul style="list-style-type: none"> <li>● Include payment models which address Fee for-Service, alternative payment models such as bundled payments and per-Member per month payments, direct employment, grants, etc. for: <ul style="list-style-type: none"> <li>○ Community Health Workers</li> <li>○ Doulas</li> <li>○ Peer Support Specialists</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Adult Addiction</li> <li>▪ Adult Mental Health</li> <li>▪ Family Peers</li> <li>▪ Youth Peers</li> <li>○ Peer Wellness Specialists <ul style="list-style-type: none"> <li>▪ Adult Addition</li> <li>▪ Adult Mental Health</li> <li>▪ Family Peers</li> <li>▪ Youth Peers</li> </ul> </li> <li>○ Patient Health Navigators</li> </ul>
<i>Requirements</i>	<i>Source</i>	<i>Elements</i>
<b>Best Practices from the THW Commission’s Core Principles for THW Payment</b>	<a href="#">Recommendations for THW Payment Models (Core Principles)</a>	<b>CCO must address how the following components will be met:</b>
Payment is sustainable and continuous	<a href="#">Recommendations for THW Payment Models (Core Principles)</a> , #1, p. 1	<ul style="list-style-type: none"> <li>● Payment arrangements involve a continuous funding source with no expiration date</li> <li>● Payment rates are sufficient to sustain THW positions, supervision, and program costs</li> </ul>
Payment is comprehensive	<a href="#">Recommendations for THW Payment Models (Core Principles)</a> , #2, p. 1	<ul style="list-style-type: none"> <li>● Payment arrangement allows THW employer to expect THW to perform the full range of services for which they are certified</li> </ul>
Community and equity driven	<a href="#">Recommendations for THW Payment Models (Core Principles)</a> , #3, p. 1	<ul style="list-style-type: none"> <li>● Payment arrangements supports culturally specific community-based THWs and CBOs, not only clinic-based THWs</li> </ul>
Not solely contingent upon short-term outcomes	<a href="#">Recommendations for THW Payment Models (Core Principles)</a> , #4, p. 1	<ul style="list-style-type: none"> <li>● Payment is not solely based on a short-term health outcome or process measure (e.g., number of members with reduced A1C or adolescent well care visits)</li> </ul>

### 3. THW Integration and Utilization Data Report – Guidance

OHA will review the THW Integration and Utilization Report and may provide recommendations to the CCO for how to improve its Report, so it addresses the elements provided below. The information in this table is provided to assist the CCO in developing its Report. For the purposes of the Data Report, the THW is directly employed by Contractor or provides services under a legal agreement (e.g., provider contract, grant, Subcontract) with Contractor.

<i>Requirements</i>	<i>Source for Requirements</i>
<b>CCOs shall collect data to measure integration and utilization of THWs and report it to OHA using OHA’s reporting template. The report shall:</b>	<b>CCO contract - Exh. K, Sec. 11, Paras. f, g and h</b>
Include an assessment of member satisfaction with THW services for all worker types in the CCO network	Exh. K, Sec. 11, Para. f (1)
Include the ratio of THWs to the total number of CCO members	Exh. K, Sec. 11, Para. f (2)

Include the number of each THW worker type in your network: community health workers, doulas, peer support specialists, peer wellness specialists, patient health navigators	Exh. K, Sec. 11, Para. f (3)
Include whether each THW is employed directly by the CCO or under contract/agreement as a clinical or community-based organization or provider. Also, indicate the total numbers employed full or part time	Exh. K, Sec. 11, Para. f (4)
Include the number of requests for THW services by worker type for self-referrals (i.e., referral by the member themselves)	Exh. K, Sec. 11, Para. f (5)
Include the number of times members are referred to a THW by member's care team. A care team offers both clinical and non-clinical services	Exh. K, Sec. 11, Para. f (6)
Include demographics of THWs. "Demographics" must include race, ethnicity, language, and disability (REAL-D)	Exh. K, Sec. 11, Para. f (7)
Include the number of THWs who work in a clinical versus community-based setting and the number of encounters in each setting	Exh. K, Sec. 11, Para. f (8-9)
Include the payment model used to pay each THW and the number of THWs paid under each payment model	Exh. K, Sec. 11 Para. g