

RB.051.A Community Health Worker Services

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Thank you for being a valued provider for members in one or more of our health plans: Jefferson Health Plans Medicare Advantage, Jefferson Health Plans Individual and Family Plans, Jefferson Health Plans CHIP, and/or Jefferson Health Plans EverWell (our Medicaid plan).

PRODUCT VARIATIONS

This policy applies to the Jefferson Health Plans EverWell and Jefferson Health Plans CHIP lines of business.

Application of Claim Payment Policy is determined by benefits and contracts. Benefits may vary based on product line, group, or contract. Payment may vary based on individual contracts.

POLICY STATEMENT

The purpose of this policy is to establish the guidelines for the coverage and reimbursement of Community Health Worker (CHW) services for eligible members. In alignment with Pennsylvania Department of Human Services (PA DHS) guidance, Jefferson Health Plans will reimburse for these services for up to three visits per member per year.

Community Health Workers (CHWs) may enroll in the Medical Assistance (MA) Program to participate in managed care networks within the MA managed care delivery system. To enroll and provide reimbursable services, CHWs must meet and maintain the following requirements:

1. CHWs must have current certification for Pennsylvania Certification Board (PCB) as a certified Community Health Worker.
2. CHWs must enroll with the Department of Human Services (DHS) under Provider Type 13 (Non-Traditional Provider) with a Provider Specialty Code of 139 and maintain a valid PROMISe (Provider Reimbursement and Operations

Management Information System) ID for each location where services are delivered.

3. CHWs must obtain a 10-digit NPI via National Provider and Plan Enumeration System (NPPES).
4. CHWs must follow Jefferson Health Plans participation requirements.

POLICY GUIDELINES

Community Health Worker (CHW) services may be recommended for individuals with the following medical conditions: asthma, chronic obstructive pulmonary disease (COPD), diabetes or pre-diabetes, heart disease, hypercholesterolemia, hypertension, obesity, and the use of multiple medications.

All Community Health Worker (CHW) visits must be documented in the member's plan of care and medical record. Documentation must support the services provided.

Care/Case-Based Care Management (CBCM) services and/or Patient-Centered Medical Home (PCMH) services may not be billed if the activities performed are duplicative of services already reimbursed under CHW services or any other care coordination or case management benefit.

Federally Qualified Health Centers (FQHCs) are eligible to provide Community Health Worker (CHW) services. However, when an FQHC furnishes a CHW service and bills both the CHW service code and the prospective payment system (PPS) encounter code (T1015), the FQHC will be reimbursed only for the CHW service, not the PPS encounter rate.

Community Health Worker (CHW) services are reimbursable only when they meet applicable Pennsylvania Department of Human Services (DHS) requirements. Activities identified by DHS as non-covered include, but are not limited to, advance care planning, case management or care management services, childcare services, chore services, companion services, employment services, exercise services, housing assistance, medication, medical equipment or medical supply delivery, medical interpretive services, respite care, missed appointments, transportation services, travel time, and services that duplicate another Medicaid-covered benefit. These activities are not separately reimbursable as CHW services.

CODING

Note: The Current Procedural Terminology (CPT®), Healthcare Common Procedure Coding System (HCPCS), and the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD-10) codes that may be listed in this policy are for reference purposes only. Listing of a code in this policy does not imply that the service is covered and is not a guarantee of payment. Other policies and coverage guidelines may apply. When reporting services, providers/facilities should code to the highest level of specificity using the code that was in effect on the date the service was rendered. This list may not be all inclusive.

CPT® is a registered trademark of the American Medical Association.

CPT Code	Description
98960	Education and training for patient self-management by a nonphysician qualified health care professional using a standardized curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; individual patient
98961	Education and training for patient self-management by a nonphysician qualified health care professional using a standardized curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; 2-4 patients
98962	Education and training for patient self-management by a nonphysician qualified health care professional using a standardized curriculum, face-to-face with the patient (could include caregiver/family) each 30 minutes; 5-8 patients

The U2 modifier must be used to identify that the service was provided by CHW.

HCPCS Code	Description
N/A	

ICD-10 Codes	Description
J45.0-J45.998	Asthma
J44.0-J44.9	COPD
E08-E13	Diabetes
I00-I52 Q20-Q20.9	Heart Disease
E78.0-E78.01	Hypercholesteremia
I10-I16 I1A-I1A.0	Hypertension
R73.0-R73.03	Pre Diabetes
Z79.0-Z79.899	Use of Multiple Medications

BENEFIT APPLICATION

This Reimbursement Policy does not constitute a description of benefits. Rather, this assists in the administration of the member's benefits which may vary by line of business. Applicable benefit documents govern which services/items are eligible for coverage, subject to benefit limits, or excluded completely from coverage.

DESCRIPTION OF SERVICES

Community Health Worker (CHW) services support individuals in improving health outcomes and accessing needed medical, behavioral, social, and community-based services. CHWs provide health education, care coordination, health system navigation, and culturally responsive support to help individuals manage health conditions, address barriers to care, and improve overall well-being.

Community Health Worker (CHW) services are available when recommended by a qualified licensed practitioner and when medically appropriate to address health-related social needs, barriers to care, chronic disease management, care coordination, health education, or access to medical, behavioral health, and community-based services. Services must be member-centered, documented in the plan of care or medical record, and must not duplicate another Medicaid-covered service. CHW services must be provided by a Pennsylvania-certified Community Health Worker enrolled in accordance with DHS requirements.

DEFINITIONS

Community Health Workers (CHWs) are trusted individuals who play a critical role in improving health outcomes for people with chronic conditions. They serve the communities in which they live or those with whom they share common characteristics, such as ethnicity, language, socioeconomic status, or lived experience.

DISCLAIMER

Approval or denial of payment does not constitute medical advice and is neither intended to guide nor influence medical decision making. Policy Bulletins are developed to assist in administering plan benefits and constitute neither offers of coverage nor medical advice. This Policy Bulletin may be updated and therefore is subject to change.

POLICY HISTORY

This section provides a high-level summary of changes to the policy since the previous version.

Summary	Version	Version Date
2026 Adhoc review. Community Health Worker non covered services added to policy guidelines.	A	06/26/2026
New policy.	A	06/26/2026

REFERENCES

1. Certification Requirements: [Certified Community Health Worker \(CCHW\) | Pennsylvania Certification Board.](#)
2. Community Health Worker Enrollment in Medical Assistance Program: <https://www.pa.gov/content/dam/copapwp-pagov/en/dhs/documents/docs/publications/documents/forms-and-pubs-omap/mab2026031901.pdf>

3. Community Health Workers Enrollment Training:
<https://www.pa.gov/content/dam/copapwp-pagov/en/dhs/documents/providers/providers/documents/community-health-workers-enrollment-powerpoint-dhs-031726.pdf>