



2024 TRADITIONAL HEALTH WORKER DELIVERABLE GUIDANCE

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 [2024 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:

THW DELIVERABLES

<i>Deliverable</i>	<i>Contract Citation</i>	<i>Due Date</i>
1. THW Integration and Utilization Plan Update	Exh. K, Sec. 11, Para. a	November 15 th 2024
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 (Exh. K, Sec. 11, Para. a)

The CCO must provide this update using the THW Integration and Utilization Plan Update template from OHA on the CCO Contract Forms [webpage](#). Do not use any prior version of the update template. CCOs with multiple contracts must submit separate THW deliverables for each contract. Each CCO was provided with OHA's feedback in the previous year's submission. CCOs with multiple contracts must submit separate THW deliverables for each contract.

2. THW Payment Model Grid (Exh. K, Sec. 11, Para. b)

The CCO must submit its grid with the THW payment models utilized by the CCO for 2023. There is no formal template for this grid. However, the CCO is encouraged to model its grid after the table in OHA's model payment grid on the THW webpage. The CCO's payment grid must clearly identify the payment method(s) for each THW type and should also clearly identify the service delivery setting(s) for each THW type's payment method(s). Examples of service delivery setting include but are not limited to clinical organizations and community-based organizations. Refer to the separate guidance and evaluation criteria document for the list of THW types. CCOs with multiple contracts must submit separate THW deliverables for each contract.

3. THW Integration and Utilization Data Report Template (Exh. K, Sec. 11 Para. f)

The CCO must submit this report using the 2024 Excel file provided by OHA on the CCO Contract Forms [webpage](#). Do not use any prior version of the Excel file. CCOs with multiple contracts must submit separate THW deliverables for each contract.

The following timelines apply for reporting purposes:

- Responses to items related to **THW Integration** should be as of June 30, 2024 (point in time)
- Response to items related to **THW Utilization** should be for the period of July 1, 2023 - June 30, 2024
 - OHA is not able to utilize its internal data systems, such as CCO encounter data, for THW utilization data because only a portion of such utilization is reported through encounter data.

THW EVALUATION CRITERIA

OHA will complete an evaluation of the THW Deliverables using the *2024 THW Deliverables Evaluation Criteria* (Excel document) which is available on the [CCO Contract Forms](#) website. See the table below for evaluation scoring information and review the *2024 THW Deliverables Evaluation Criteria* (Excel document) for more details regarding the evaluation criteria.

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

THW SUBMISSION GUIDANCE

All three THW Deliverables must be submitted to OHA via the [CCO Contract Deliverable Portal](#), using the same Submission ID for all three deliverables. CCOs should submit all THW Deliverables using the “**Traditional Health Worker (THW) Integration and Utilization Plan and Report, and Payment Grid**” deliverable in the Portal.

1. THW Integration and Utilization Plan Update – Guidance

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. All sections in this area must include a summary that provides an overall progress plan on the reporting year including successes, challenges and steps taken to address the challenge, and any changes, updates, or additions for the next assessment year. **OHA will continuously assess all sections of the Plan update for improvement in areas where a score of less than two (2) points was awarded previously. The CCO’s report should still provide adequate evidence to maintain full points in each section for the assessment year.** Note: it is possible to not receive full points when digression of improvement is noted.

Requirements	Source for Requirements	Guidance and Examples for Progress Update in Plan Update document.
THW Integration Plan describes how CCO will:	CCO contract – Exh. K, Sec. 11, Paras. a and e	See below for examples of information which may be included to demonstrate requirements are met. Note that this is not an exhaustive list. CCO should use its discretion.
<i>Section 1:</i> Integrate THWs into health care delivery services.	Exh. K, Sec. 11, Para. a (1)	<ul style="list-style-type: none"> • Payment strategies to keep THWs in various delivery services. • Contracts or agreements supporting actions of integration. • Clearly address areas of improvement from the previous review. • Provider adequacy reports in association with members’ needs. Best Practice (not scored) includes addressing the use of RealD in the integration and provision of services, including addressing challenges related to using RealD. Note: This will be a required element in 2025.
<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"> • Written notice to members about the availability of THWs (examples include but not limited to information on doulas for pregnant women, program availability to members and/or priority populations). • CCO webpage has information about THW availability. • 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.
<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"> • Include a section on THWs in provider manual for quick access (e.g., How to access Peers, CHWs and other THWs). • Targeted CMEs on integrating THWs into care teams and referral to community based THWs.
<i>Section 3:</i> Increase member utilization of THWs.	Exh. K, Sec. 11, Para. a (3)	<ul style="list-style-type: none"> • See member and provider communication strategies above. • See integration into health services strategies above.
<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"> • CCO incorporate best practices into: <ul style="list-style-type: none"> ○ contracting with CBOs or contracts that support CBOs ○ Aligning and retaining THW workforce ○ Supervision competencies ○ Demonstrating understanding of THW provider enrollment ○ Improving billing and payment procedures ○ Understanding benefits of integrating individual THWs ○ Knowledge of and understanding of THWs' scope of practice <p>CCOs should submit evidence of contracts, relevant policies and procedures where applicable.</p>
<i>Section 5:</i> Measure utilization and performance over time.	Exh. K, Sec. 11, Para. a (5)	<ul style="list-style-type: none"> • Continue to track and report measurement and trends of THW Integration and Utilization of services within service areas. • Be able to draw conclusions from its internal data tracking systems and address gaps, as needed.
<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"> • Incorporate goals into THW liaison position description including providing necessary supports to accomplish goals. • Incorporate THW liaison in CCO decision-making regarding improvements to THW integration and utilization efforts.

2. THW Payment Grid – Guidance

OHA will review the Payment Grid 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 compiling its Report. **A payment grid template is available for optional use, and can be accessed via [CCO Contract Forms](#) website.**

<i>Requirements</i>	<i>Source for Requirements</i>	<i>Elements</i>
CCO establishes a payment grid or uses payment grid provided by OHA. Note: CCOs are required to use OHA’s payment grid for 2025 reporting year*	CCO contract - Exh. K, Sec. 11, Para. b	CCO must address how the following components will be met:
Include payment models for each THW worker type (based on OHA and THW Commission guidelines and template provided).	Exh. K, Sec. 11, Para. b	<ul style="list-style-type: none"> ● 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"> ○ Community Health Workers ○ Doulas ○ Peer Support Specialists <ul style="list-style-type: none"> ▪ Adult Addiction ▪ Adult Mental Health ▪ Family Peers ▪ Youth Peers ○ Peer Wellness Specialists <ul style="list-style-type: none"> ▪ Adult Addition ▪ Adult Mental Health ▪ Family Peers ▪ Youth Peers ○ Patient Health Navigators
<i>Requirements</i>	<i>Source</i>	<i>Elements</i>
Best Practices from the THW Commission’s Core Principles for THW Payment	Recommendations for THW Payment Models (Core Principles)	CCO must address how the following components will be met:
Payment is sustainable and continuous (i.e. continuous, not time-limited grants or pilots).	Recommendations for THW Payment Models (Core Principles) , #1, p. 1	<ul style="list-style-type: none"> ● Payment arrangements involve a continuous funding source with no expiration date. ● Payment rates are sufficient to sustain THW positions, supervision, and program costs.

Payment is comprehensive.	Recommendations for THW Payment Models (Core Principles) , #2, p. 1	<ul style="list-style-type: none"> • Payment arrangement allows THW employer to expect THW to perform the full range of services for which they are certified.
Community and equity driven.	Recommendations for THW Payment Models (Core Principles) , #3, p. 1	<ul style="list-style-type: none"> • Payment arrangements support culturally specific community-based THWs and CBOs, not solely clinic-based THWs.
Not solely contingent upon short-term outcomes.	Recommendations for THW Payment Models (Core Principles) , #4, p. 1	<ul style="list-style-type: none"> • 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).

3. THW Integration and Utilization Data Report – Guidance

OHA will review the THW Integration and Utilization Data Report and may provide recommendations to the CCO for how to improve its Data 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.**

Requirements	Source for Requirements
CCOs shall collect data to measure integration and utilization of THWs and report it to OHA using OHA’s reporting template. The report shall:	CCO contract - Exh. K, Sec. 11, Paras. f, g and h
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 contractor’s network: community health workers, doulas, peer support specialists and its subcategory, peer wellness specialists and its subcategories, 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 sole/independent 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	Exh. K, Sec. 11, Para. f (6)

care team offers both clinical and non-clinical services.	
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