**PURPOSE**

This document provides instructions for the THW Integration and Utilization Plan Update listed below required by Exh. K, Sec. 11 of the [2024](https://www.oregon.gov/oha/HSD/OHP/CCO/2024-M-CCO-Contract-Template.pdf) CCO Contract.

This deliverable is due to OHA **by Friday, November 15, 2024,** via the Contract Deliverables portal located at <https://oha-cco.powerappsportals.us/>. CCOs should submit all three THW Deliverables together using the “*Traditional Health Worker (THW) Integration and Utilization Plan and Report, and Payment Grid*” deliverable in the Contract Deliverables Portal. Please note that the submitter must have an OHA account to access the portal.

**INSTRUCTIONS**

THW Integration and Utilization Plan Update (Exh. K, Sec. 11 a)

The CCO must provide this update using the template that starts on page 3 of this file. There are 6 sections in the update template.

The update should be based on:

* the CCO’s THW Integration and Utilization Plan submitted with its CCO 2.0 RFA Application in 2019
* previous OHA feedback identifying opportunities for improvement,
* And should show improvement for all sections that scored less than two (2) points in the preceding year’s evaluation.

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.

**CCOs are required to provide an update on each area in their THW Integration and Utilization Plan that includes:**

1. A progress report on planned activities in the reporting year.
2. A summary of any implementation challenges and progress made to address challenges; and
3. A summary of key successes the CCO would like to highlight. Additionally, OHA requires that the CCO reports on areas of its preceding year’s plan.

***Submission requirements:***

* Must be written in 12-point Arial font with single spacing to meet readability and accessibility standards.
* All pages should be clearly numbered.
* 24-page maximum (4 pages per section) not counting referenced supporting documentation.
  + While OHA has provided generous page limit guidelines to accommodate each CCO’s unique needs and experience, OHA encourages CCOs to provide comprehensive responses while being as as possible.
* All supporting documentation referenced in the update template must be clearly labeled to reflect the content (e.g., CCOxyz\_LEP\_Policy). Please include document names and page numbers when referencing supporting documentation. Documents submitted but not referenced in the narrative will not be reviewed.

***Section 1:* Integration of THWs into delivery of services (4-page maximum - not including attachments)**

Progress update:

Please provide a progress report on your efforts to *integrate THWs into delivery of services* to your members as planned for the reporting year including, any changes, updates, or additions for the next assessment year.

CCOs must address the following components in the progress update:

* Clinical setting (PCPCH) contracts that promote inclusion of THWs on primary care teams.
* Other provider strategies for increasing THW utilization and contracting (e.g. Supporting and building infrastructure hubs across the state like Doula hubs)
* Contracts with Community Based Organizations (CBOs) to fund community based THWs
* Description of how CCO addresses barriers to integration and utilization of THWs and provision of services to members.

Insert response

Key questions:

1. What, if any, challenges did you encounter in *integrating THWs into delivery of services* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in *integrating THWs into delivery of services*?

Insert response

***Section 2:* Communication to Members and Providers about the scope of practice, benefits, and availability of THW services (4-page maximum - not including attachments)**

Progress update:

Please provide a progress on your efforts to *communicate to members and providers about the scope of practice, benefits, and availability of THW services* for the reporting year including, any changes, updates, or additions for the next assessment year.

CCO must address the following components in the progress update:

* CCO demonstrates 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.
* 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.

The THW section of the Member Handbook will be provided by the CCO Quality Assurance team to the THW evaluators. According to the Member Handbook evaluation criteria, the THW section of the Member Handbook must include: a definition of the various types of THWs; the benefits and availability of THW services, how to qualify for, receive and request THW services; provide information about how to contact the CCO THW liaison either in its Member Handbook, in prominent location on its website referred to in the Member Handbook, or both; and explain where the CCO posts updated information if the contact information for the CCO’s THW liaison changes.

Insert response

Key questions:

1. What, if any, challenges did you encounter in *communicating to members and providers about the scope of practice, benefits, and availability of THW services* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in *communicating to members and providers about the scope of practice, benefits, and availability of THW services*?

Insert response

***Section 3:* Increasing member utilization of THW services (4-page maximum - not including attachments)**

Progress update:

Please provide a progress on your efforts to *increase member utilization of THW services* for the reporting year including, any changes, updates, or additions for the next assessment year.

CCOs must address the following components in the progress update:

* Use of member and provider communication strategies
* Integration into health systems delivery

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *increase member utilization of THW services* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in your efforts to *increase member utilization of THW services*?

Insert response

***Section 4:* Implementation of OHA’s Office of Equity and Inclusion THW Commission best practices which includes contracting with community-based organizations. (4-page maximum - not including attachments)**

Progress update:

Please provide a progress update (including any changes, updates, or additions for the next assessment year) on your efforts to *implement THW Commission best practices, including contracting with community-based organizations (CBO), provider contracting strategies, supervision competencies, THW support and integration, and payment advancement* for the reporting year.

CCO should submit relevant policies and procedures, service contract agreements.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *implement THW Commission best practices, including contracting with community-based organizations,* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in your efforts to *implement THW Commission best practices, including contracting with community-based organizations?*

Insert response

***Section 5:* Report utilization and performance over time. (4-page maximum - not including attachments)**

Progress update:

Please provide a progress update (including any changes, updates, or additions for the next assessment year) on your efforts to *monitor utilization and performance over time* for the reporting year including, analysis on trends.

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *measure trends in utilization and performance over time* and what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in your efforts to *measure baseline utilization and performance over time?*

Insert response

***Section 6:* Utilization of the THW Liaison position to improve access to members and increase recruitment and retention of THWs in its provider network. (4-page maximum - not including attachments)**

Progress update:

Please provide a progress update (including any changes, updates, or additions for the next assessment year) on your efforts to *incorporate the THW Liaison role in CCO decision-making regarding improvements to recruitment and retention of THWs in the provider network, not limited to improving access to members.*

Insert response

Key questions:

1. What, if any, challenges did you encounter in your efforts to *utilize the THW Liaison role in CCO decision-making regarding improvements to recruitment and retention of THWs in the provider network, not limited to improving access to members and* what actions did you take to address the challenges? What are your plans to address challenges if no action was taken?

Insert response

1. What key successes does the CCO want to highlight in your efforts to *utilize the THW Liaison position to improve access to members and increase recruitment and retention of THWs in your provider network?*

Insert response