

MEETING SUMMARY

DCHI Subcommittee on Community Health Workers

April 13, 2017, 3:15 – 5:00 PM

Meeting Co-Chairs:	Kathy Janvier and Lolita Lopez
Facilitator:	Donna Cohen Ross
Notes:	Liddy Garcia-Bunuel
Attendees:	Kathy Janvier, Cassandra Codes-Johnson, Nadinia Davis, Brian Rahmer, Tanner Polce, Maggie Norris-Bent
Absent:	Lolita Lopez, Norma Everett, Tyrone Jones
Others:	Julane Armbrister, Judith Chaconas, Noel Duckworth, Jeanene Smith, Lori Weiselberg
Guests:	Darrin Johnson, Kevin O'Hara, Emmilyn Lawson

Welcome and Introductions:

Kathy opened the meeting at 3:25 PM, and welcomed the Subcommittee members, support staff and HMA team. Cassandra moved to accept the March 9th and 23rd Meeting Summaries. The motion was unanimously approved.

Presentation and Discussion:

How are Health Plans Employing and Supporting Community Health Workers?

JEANENE SMITH, FORMER CMO OF OREGON HEALTH AUTHORITY, HEALTH POLICY AND RESEARCH

Dr. Smith discussed how Oregon's Coordinated Care Organizations use Community Health Workers and how they are supported by Medicaid. Her presentation is attached.

A question was raised regarding the length of the waiver to accomplish the inclusion of CHWs. Jeanene explained the waiver was only 5 years, but the hope is that it created a systemic change and a culture that values CHWs.

DARRIN JOHNSON, CEO, UNITED HEALTHCARE COMMUNITY PLAN OF DELAWARE

United HealthCare has employed CHWs in DE since 2015 as a way to achieve the "Triple Aim" with the Medicaid population. The relationship between CHWs and beneficiaries is important since many beneficiaries suffer from multiple health care issues and health care issues and need help addressing social determinants. CHWs come from the neighborhoods in which our members live and are familiar with the locality and the culture of the beneficiaries. United HealthCare employs 7 CHWs in DE; 124 in Northeast; and over 350 in its total book of business.

CHWs help members overcome barriers and connect with their provider of choice. They also advocate and help patient navigate through the system. United notes outcomes such as reduction of ED utilization and unwarranted inpatient admissions.

Prior to hiring, the CHW candidate is observed on a site visit. Once it is determined that the person is comfortable in the community, the person goes through a 6-week full time training and is then paired up with a seasoned CHW. Medical directors do a monthly case review.

Mr. Johnson believes this type of training leads to better outcomes. CHWs are coupled with a nurse to align with DE contract. Mr Johnson stated that it is hard to determine ROI for CHWs alone due to this coupling but UnitedHealth has identified \$3 to \$6 million in total savings. In 2016, 1,300 members were touched. Mr. Johnson stated that future staffing plans will embed a CHW in the offices of provider hired by United.

United's commitment to employing CHWs is growing and the CHW role is assumed to expand.

KEVIN O'HARA, CEO, AND EMMILYN LAWSON, COO, HIGHMARK DELAWARE

Mr. O'Hara's remarks was based on his experience with the commercial plan, Highmark currently conducts complex case management via telephone, but is planning to include CHWs and social workers soon. In both commercial and Medicaid plans, Highmark has a pay-for-value program in place that rewards providers with an upfront payment for care coordination.

Health Options is a newer plan, launched January 1st 2015. Highmark expects to be supplementing care with CHWs. Highmark is thinking about using CHWs to encourage members to complete Health Risk Assessments. They also plan on using CHWs for home visits and resource coordination.

Highmark's commitment to CHWs is also growing, especially since cases are getting more complex. CHWs.

Step-by-Step Training Plan

Discussion

Work group was reminded memo and "curricular considerations" is being sent to stakeholders to obtain feedback.

Kathy requested that the Training Plan not recommend a specific entity to develop the curriculum. Resources will be required to full develop curriculum. The piece Kathy and Nadinia created is not a curriculum, rather it fleshes out the Core Competencies and suggests Instructional Topics.

Specifics of Training Plan recommendations will be discussed during interim conference calls.

Next Steps:

- Send names and contact information for feedback on curricular considerations to Kathy – work group members
- Send Doodle polls for follow up conference calls - Liddy

The meeting adjourned at 5:08 PM