



Provider communication
General information and system updates

August 10, 2023

Community Health Workers Survey

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Effective April 1, 2023, AHCCCS added Community Health Worker Services as a Medicaid Service. Additional information from AHCCCS can be found in the following two links:

- <https://www.azahcccs.gov/shared/News/GeneralNews/CHW-SPA.html>
- <https://www.azdhs.gov/prevention/tobacco-chronic-disease/community-health-workers/index.php>

AHCCCS received federal authority to reimburse Community Health Workers (CHWs) for services provided to Medicaid members. CHWs are an integral and essential part of the health care delivery system, often at the front lines of the intersection between communities and health care providers. CHWs often are also known by other names, such as Community Health Representatives, Patient Navigator, Promotores de Salud, Community Health Advisors, and Cultural Health Navigators, to name a few.

In 2018 the Arizona Legislature passed, and the Governor signed, House Bill 2324, which required the Arizona Department of Health Services (ADHS) to establish qualifications, a scope of practice, and core competencies for Certified Community Health Workers (CHWs). See the [ADHS Community Health Workers web page](#) for more information.

With this federal authority, effective April 1, 2023, AHCCCS will be able to reimburse certified CHWs when their services are recommended by a physician or other licensed practitioner of the healing arts acting within the scope of authorized practice under State law. Services must be documented in the member's medical record and may include health system navigation and resource coordination, health education and training, and health promotion and coaching.

Mercy Care, in an effort to support members seeking these services, is requesting providers in our network with the following registered provider types complete a brief survey at the bottom of this notice.

- 02 / HOSPITAL
- 08 / MD - PHYSICIAN
- 13 / OCCUPATIONAL THERAPIST

- 14 / PHYSICAL THERAPIST
- 18 / PHYSICIAN ASSISTANT
- 19 / REGISTERED NURSE PRACTITIONER
- 31 / DO - PHYSICIAN OSTEOPATH
- 47 / REGISTERED DIETICIAN
- E1 / INDEPENDENT TESTING FACILITIES

[Take Survey](#)

Surveys are requested to be completed by September 1, 2023.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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