



**NC Get Covered Coalition Meeting – NOTES**  
**Introduction to AmeriHealth Caritas and**  
**Office of Rural Health’s Community Health Worker Program**  
**Friday, September 20, 2019, 10:00 - 11:30 a.m.**  
**NC Community Health Center Association**  
**4917 Waters Edge Drive, Ste. 165, Raleigh, NC 27606**  
Zoom Link: <https://zoom.us/j/926850962>  
Dial-in Number: 1 929 436 2866  
Meeting ID: 926 850 962

**Desired Outcomes**

- Shared understanding of AmeriHealth Caritas’ role in Medicaid Managed Care as well as key components of the Office of Rural Health’s Community Health Worker Program

**Meeting Notes**

**Community Health Worker Program + Q&A**

Tish Singletary, Program Coordinator, Community Health Worker Program, NCDHHS Office of Rural Health

- **See attached PowerPoint slides.**
- Celebrating 25<sup>th</sup> anniversary of NC’s Farmworker Program
- The Community Health Worker Program started in 2014 – Language included in the ACA about using CHWs to reach vulnerable populations. (Also known as Lay Health Advisors or Patient Navigators)
- Positions are sometimes unpaid (volunteers) and the work is mostly grant-funded/No defined payment structure
- The NC Office of Rural Health has aligned itself with NC’s Medicaid transformation regions/Trying to impact Healthy Opportunities/CHWs can help Medicaid Managed Care Organizations meet their metrics by keeping people out of the emergency room, for example.
- Believe in health equity and social justice and that staff should be paid a living wage
- The CHW certification process allows CHWs to move anywhere in the state. The training is NC-specific and can be done online or in person.
- Testing the CHW model at six community colleges located in the Medicaid regions – Catawba, Durham, Edgecombe, Gaston, Robeson and Rockingham/Will follow pilots over 5 years and collect data (most CHW data currently come from other states)
- Will begin certification by fall 2021 or sooner/Training costs \$300 and is very comprehensive
- Advocating for CHWs to be recognized as a workforce/payment/accreditation, etc.
- Some individuals who are already doing similar work may be grandfathered into the CHW program based on certain criteria.
- Universal coding/billing needs to be addressed at the federal level (CMS or APHA/CHW section); there is currently no national standard.
- Will develop a NC CHW data repository (CMS approved)
- If you have additional questions, please contact Tish Singletary at [tish.singletary@dhhs.nc.gov](mailto:tish.singletary@dhhs.nc.gov)

## Introduction to AmeriHealth Caritas + Q&A

Brenda Radford, Director, Member Engagement, AmeriHealth Caritas North Carolina

- **See attached PowerPoint slides.**
- Hiring 300 people within regions, including community educators, because it's important for people to know what the value-added benefits are
- Wellness centers in different parts of the state (healthy nutrition, parenting, etc.)
- Contracting with services already in place in local communities
- No limit on medical transportation benefit (LogistiCare)

*This meeting was made possible by the generous support of the Kate B. Reynolds Charitable Trust.*

