



MAY 11 SUMMARY POINTS

On May 11, 2015, 65 representatives from health plans and other agencies convened to discuss Community Health Workers (CHWs) in Michigan. The forum, **Community Health Workers in Michigan – A Sustainable Approach**, asked health plans and others to think about how CHWs could be a part of a new payment and service delivery system in the state. Participants heard background information on CHWs in Michigan and nationally and discussed needed policy components to sustain the profession. The following details some of the key themes pulled out of table discussions and comment cards from the event.

What challenges are you facing in managing your member population as it relates to the social determinants of health (SDOH)?

- Health plan members need more education on the benefits and services available to them
- Members face numerous barriers to care, including education, time, transportation, funding, communication, and eligibility issues
- Mental health and substance abuse often go unaddressed
- It is challenging to keep track of members due to changes in members' health plan, address, and contact information
- A small group of members contribute the majority of costs

How are CHWs addressing or how could they address these SDOH issues with your member populations?

- CHWs establish rapport with members and directly handle a variety of issues
- CHWs play a key role in locating and contacting members
- CHWs can address a more diverse population after Healthy Michigan member population increase
- CHWs address barriers to care by providing aid such as GED education assistance, health plan literacy, financial literacy, and physical/health education
- CHWs contact members before, during, and after appointments to ensure care was received
- CHWs play a role in medication adherence and management
- CHWs play a role in care coordination with case managers

What questions do you have about CHWs?

- What is a standard caseload for a CHW?
- How can we demonstrate the effectiveness and value of CHWs?
- What are ideal models for payment and certification?
- How can we ensure the safety of CHWs?
- How do CHWs complement other roles and how do they fit in the spectrum of care?

What barriers do you see to your adoption of payment for CHWs in the health and/or human service setting?

- High churn among members limits return on investment
- Capturing data to reflect ROI for improved reimbursement
- Liability issues
- Lack of uniform payment mechanism
- Measuring CHW productivity

What strategies could be implemented to reduce these barriers?

- Embed CHWs into care teams
- Promote data and resource sharing among health plans, health systems, and community entities
- CHWs should feed data into electronic medical records
- Share CHWs through cross-plan utilization
- Increase data gathering
- Tie CHWs to primary care
- Develop outcome-based programs
- Develop non-monetary measures of success

What should we include on/consider on future forum agendas?

- Defining the CHW role within the spectrum of care
- Models for CHW payment
- Models for CHW certification
- Data collection strategies (including productivity tracking)
- Potential for integration with State Innovation Model and/or the Michigan Primary Care Transformation Project
- The HUB/Pathways model and potential for CHW coordination
- Coordination of CHWs across multidisciplinary care teams
- CHW supervision and liability issues
- CHW billing and coding
- Promoting continuity of care
- The role of Medicaid/the State in plan requirements and funding mechanisms
- Legislative perspective and activity around CHWs
- Systems coordination (i.e. health plans, hospitals, CBOs working together without duplicating services)

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