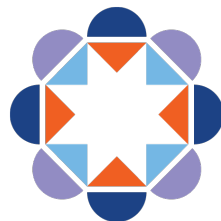


CHW Provider Type Town Hall

May 27, 2026 1-2 P.M.



HFS

Illinois Department of
Healthcare and Family Services



HFS

Illinois Department of
Healthcare and Family Services

OUR VISION FOR THE FUTURE

We improve lives.

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

- ▶ **We value our staff as our greatest asset.**

We do this by:

Fully staffing a diverse workforce whose skills and experiences strengthen HFS.

Ensuring all staff and systems work together.

Maintaining a positive workplace where strong teams contribute, grow and stay.

Providing exceptional training programs that develop and support all employees.

- ▶ **We are always improving.**

We do this by:

Having specific and measurable goals and using analytics to improve outcomes.

Using technology and interagency collaboration to maximize efficiency and impact.

Learning from successes and failures.

- ▶ **We inspire public confidence.**

We do this by:

Using research and analytics to drive policy and shape legislative initiatives.

Clearly communicating the impacts of our work.

Being responsible stewards of public resources.

Staying focused on our goals.



General Town Hall Operations and Communications

Presenter: Melishia Bansa,
Deputy Director of Community Outreach

Town Hall Meeting Basics

House Keeping

Please note, this Town Hall is being recorded.

To ensure accurate records, please type your name and organization into the chat.

Please be sure to mute your audio except when speaking.

Please note that HFS staff may mute participants to minimize any type of disruptive noise or feedback.

If you have a question during this town hall, please utilize the Webex chat feature to send your question directly to the host or co-host.

Meeting Basics

House Keeping

HFS is committed to hosting meetings and town halls that are accessible and ADA compliant. Closed captioning have been provided to you via the WebEx platform.

Please email HFS.Boards.and.Commissions@Illinois.gov to report any requests or accommodations you may require.

Patience, please – many meeting attendees may be new to these town hall proceedings.

Technology Check

House Keeping



- Meeting Chat – Contact the Meeting Host with Questions or Comments



- Connect Audio - Mute and Unmute – Microphone



- Closed Captioning



- Start Video – Turn Camera On or Off

Hi, I'm the Webex Assistant!

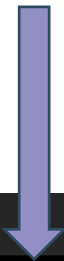
Captions and highlights
View captions and highlights created in the meeting.

Voice commands
Say commands like: "On Webex, the action item to capture highlights."

Turn on Webex Assistant

Spoken language
English

Caption language
English



Connect audio Start video Share Record

Unmute Start video Share Record

Today's Town Hall : Audience Focus

- This virtual town hall is meant for organizations who intend to enroll as a Medicaid provider
- Receive reimbursement for services provided by certified CHWs.
- The intended audience is staff who will be responsible for business processes associated with Medicaid enrollment.



HFS

Illinois Department of
Healthcare and Family Services



Introduction of HFS Staff

Presenter: Melishia Bansa

Deputy Director of Community Outreach – Boards & Commissions



HFS Team

- Kristin Hartsaw, Interim Policy Manager, Bureau of Policy and Program Coordination/Special Assistant to the Director
- Thea Kachoris-Flores, Special Assistant for HRSN
- Candace Kovacs, Assistant Director, MTAC
- Marie Bongloro, Senior Enrollment Coordinator, MTAC Center, Office of Medicaid Innovation
- Melishia Bansa, Deputy Director, Community Outreach | Boards and Commissions (B&C)
 - B&C Team, Susie Lighty



a. _____

b. _____

c. _____

Summary of Agenda

Presenter: Melishia Bansa,
Deputy Director of Community Outreach, Boards and
Commissions



HFS

Illinois Department of
Healthcare and Family Services

CHW Provider Type Overview

- **Provide an overview of the CHW benefit**
- **Share what to expect for provider enrollment,**
- **Discuss how organizations may prepare for the next phase of this important statewide initiative.**



HFS

Illinois Department of
Healthcare and Family Services

CHW Provider Type Update

- HFS seeking State Plan Authority to cover CHW services.
 - HFS submitted the SPA to federal CMS on May 21, 2026.
- IDPH certification for individual CHWs expected mid-late 2026.
- Systems programming for provider enrollment and billing in progress
- MTAC training development underway and to be scheduled
- Written HFS Provider Guidance in development

CHW Service Requirements



Overall CHW Service Requirements

Enrolled CHW organizations may bill for the allowable CHW services when the services are:

- Medically necessary
- Provided directly to a Medicaid customer
- Rendered by a certified CHW
- Recommended by a physician, Advanced Practice Nurse, or Physician's Assistant or other licensed professional as defined by the state Medicaid agency (HFS)



HFS

Illinois Department of
Healthcare and Family Services



Provider Recommendation

Federal Medicaid requires preventive services to be recommended by a physician or other licensed professional as defined by the state

The following licensed professionals may recommend CHW services in IL:

- Physician
- Advanced Practice Registered Nurse
- Physicians Assistant
- Licensed Clinical Psychologist (LCP)
- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Therapist (LMFT)
- Licensed Clinical Professional Counselor (LCPC)
- Dentist (DMD and DDS)

Provider Recommendation for Services

- CHWs must document the provider recommendation (incl. provider name and their NPI number or license number) in their records .
 - Must be able to produce the documentation upon request.
- HFS will provide a template, however, some organizations may choose to incorporate the provider recommendation into their EHRs.
- HFS is not issuing a statewide standing recommendation for CHW services.

Allowable Settings

- CHW Services may be delivered to Medicaid customers in a variety of settings, including:
 - Clinics or health centers
 - Hospitals
 - Community or social service organizations
 - Schools
 - Individual's Home
 - Other community location of the customer's choosing
- Services may be provided via telehealth in compliance with broader HFS requirements.



CHW Covered Services

Health promotion and education

Health system navigation and resource coordination

Non-clinical screening & assessment to identify health-related social needs and barriers accessing health care

Service Description:

Health Promotion and Education

This service includes providing information, education and other activities to support individuals in learning about and taking action to improve their health status. Strategies may include motivational interviewing, goal setting, action planning and health coaching.

May be provided one-on-one to individuals or in groups. Billing is only allowed for Medicaid enrolled customers.

Service Description:

Health System Navigation and Resource Coordination

Provide information, linkages or other supports to help customers access health care, understand health care system or engage in their own care, including connection to community resources necessary to promote health, address barriers to care or HRSNs.



HFS

Illinois Department of
Healthcare and Family Services

Service Description:

Screening & Assessment for HRSN and barriers to care

Use of standardized, validated tools that do not require a license, support the identification of needed services and supports, and connect a customer to services to improve health or overcome barriers to care.



HFS

Illinois Department of
Healthcare and Family Services

Examples of Non-covered services

- Clinical case management/care management that requires a license
- Childcare
- Transportation or giving rides to members
- Assistance with chores or activities of daily living (e.g. shopping, cooking, grooming)
- Delivery of medication, medical equipment, or medical supplies
- Health fairs or other mass outreach activities that are not provided directly to a Medicaid member and not recommended by a member's provider
 - e.g. general education in community outreach or tabling events
- No show appointments
- Services that duplicate another covered service
- Activities beyond CHW scope (e.g. providing clinical nutrition therapy or meals plans appropriate to dietitians, behavioral health therapy/counseling)



HFS

Illinois Department of
Healthcare and Family Services

Billing Codes and Rates

- **S9445:** Patient Education, not otherwise classified, non-physician provider, individual, per session
 - \$16.39 per 15-minute unit of service (= \$65.56 per hour of rendered service)
- **S9446:** Patient Education, not otherwise classified, non-physician provider, group, per session
 - \$5.12 per 15-minute unit of service per customer
 - If 8 Medicaid customers receive one hour (4 units of service) of group health education:
 - $\$5.12 \times 4 \text{ unit} = \20.48 for one hour
 - $\$20.48 \times 8 \text{ Medicaid customers} = \163.84
 - A provider recommendation is needed to bill for the Medicaid customers.
- Daily Limit of 2 hours per day per Medicaid member, and no more than 12 hours per calendar month.

Provider Enrollment - Overview



Context/Definitions

- National Provider Identifier
 - An NPI is a federally-assigned, 10-digit, unique identification number for covered healthcare providers.
 - Type 1 NPIs are for Individuals and Type 2 NPIs are for organizations.
- IMPACT
 - IMPACT is the single Provider Enrollment System for all Illinois Medicaid providers.
 - IMPACT stands for Illinois Medicaid Program Advanced Cloud Technology
- Taxonomy
 - Taxonomy is a nationally recognized number that describes type of service provider.
 - The taxonomy for CHW services is **172V00000X**
 - This taxonomy must be reflected at both the NPI and IMPACT level

Organizational Enrollment Tracks

If your Organization is currently Enrolled in IMPACT as a:

- Federally Qualified Health Center
- Rural Health Clinic
- Encounter Rate Clinic
- Behavioral Health Clinic
- Community Mental Health Center
- School-Based/Linked Health Clinic
- Public Health Department



Submit a modification to IMPACT to add the Community Healthcare Worker Subspecialty to existing Enrollment

If your Organization is:

- A non-profit Community Based Organization (CBO) that is not enrolled as one of these identified provider types*



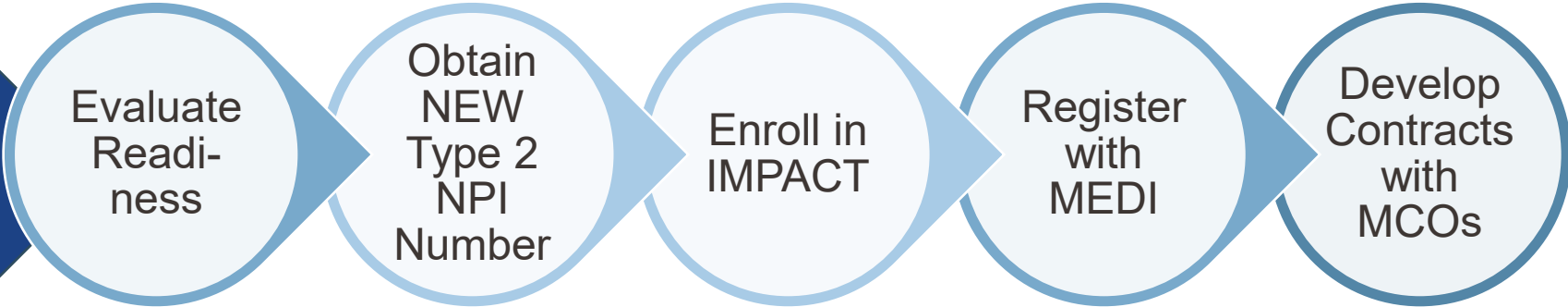
Apply for a NEW Enrollment in IMPACT

- Provider Type: Community Healthcare Worker Agency
 - Specialty: Community Healthcare Worker
 - Subspecialty: None

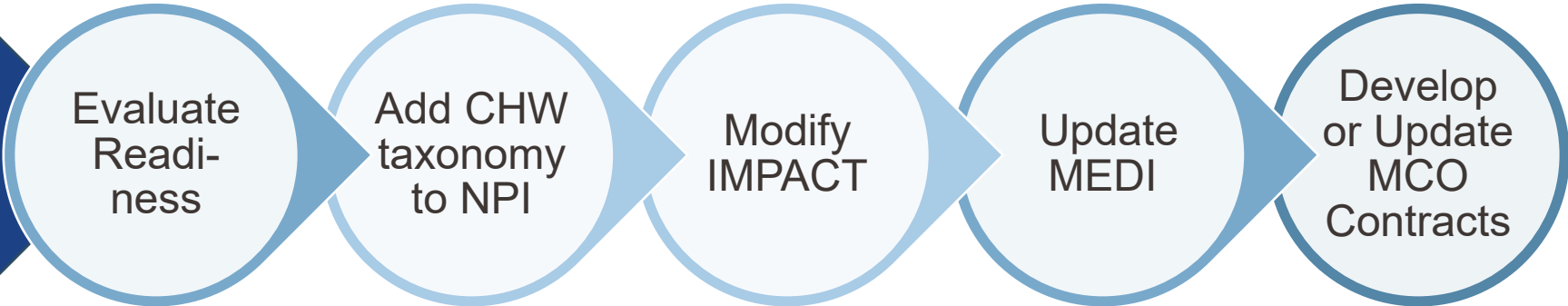
****Licensed Hospitals will also apply for new CHW Agency Enrollment for CHW Outpatient Services***

Organizational Enrollment Paths

New CHW Agency Enrollment



Subspecialty Modification

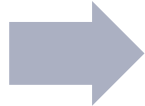


IMPACT Enrollment Process

NOTE: IMPACT is not yet accepting applications for this Provider Type or Subspecialty.

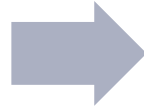
Submit Application or Modification in IMPACT

- New Enrollments:
 - Submit new IMPACT application using new Type 2 NPI
- Subspecialty Modifications:
 - Modify your IMPACT Enrollment Record to add CHW Subspecialty



MTAC Completes Desk Review

- MTAC will contact you to request compliance verification materials
- Desk Review materials detailed on next slide



MTAC Recommends IMPACT Approval

- Provider Information Sheet (PIS) Arrives via Postal Mail 2-4 weeks from approval
- Use PIS information to complete MEDI registration and MCO Contracting Steps

Desk Review Materials

For New CHW Agency Enrollments

- Signed Attestation
- Policies & Procedures
- Supporting Documents

For Subspecialty Modifications

- Signed Attestation



CHW Desk Review: Organizational Requirements

Organizations applying for a new enrollment as a CHW Agency must:

- Be non-profit organizations or local governmental entities, or a licensed Hospital.
- Maintain a Policy & Procedure manual describing:
 - Operational oversight and supervision of delivered CHW services
 - Culturally and Linguistically Appropriate Services (CLAS) standards
 - Description of billing practices for delivered CHW services, including but not limited to:
 - Statement that CHW services will only be billed to Medicaid if delivered by CHWs certified through the Illinois Department of Public Health (IDPH)
- Maintain a Disaster and Recovery Plan (i.e., Fire, Severe Weather, IT Outage, General Disaster etc.)
- Hold certificates of insurance demonstrating active professional and physical liability coverage
- Ensure that business location/primary practice location is not a private residence or home

CHW Desk Review: Service and Staffing Requirements

Organizations applying for a new enrollment as a CHW Agency must maintain:

- Policies & Procedures describing CHW service delivery including but not limited to:
 - Target populations
 - Service array
 - Service settings
- Policy, procedure, MOU, linkage agreement, contract, or other method for ensuring CHW services are recommended by a qualified licensed professionals →
- Description of CHW organization's coordination with, or referral to, customer's primary care provider
- CHW Staffing Plan and/or CHW Staffing List

HFS recognizes the following licensed professionals for the purpose of recommending CHW services under Illinois Medicaid:

- *Physician (Doctor of Medicine/MD or Doctor of Osteopathy/DO)*
- *Advanced Practice Registered Nurse (APRNs)*
- *Physician Assistant (PA)*
- *Licensed Clinical Social Worker*
- *Licensed Clinical Professional Counselor*
- *Licensed Marriage and Family Therapist*
- *Licensed Clinical Psychologist*
- *Dentist (DMD) and Doctor of Dental Surgery (DDS)*

How to Prepare



Before CHW Services can be Billed:

Steps and Responsible Parties	Status and Dependencies
<p>CMS & HFS Steps</p> <ul style="list-style-type: none">(a) Federal CMS approves the State Plan Amendment(b) HFS completes IMPACT programming to add new Provider Type	<ul style="list-style-type: none">(a) SPA Submitted May 21, 2026(b) Follows CMS SPA Approval
<p>DPH Steps</p> <ul style="list-style-type: none">(a) DPH launches the CHW Certification Program	<ul style="list-style-type: none">(a) Anticipated mid/late 2026
<p>Provider Steps</p> <ul style="list-style-type: none">(a) Individual CHWs complete DPH Certification(b) Organization obtains or updates Type 2 NPI(c) Organization enrolls in IMPACT and completes Desk Review(d) Organization registers with MEDI and develops contracts with Medicaid Managed Care Organizations	<ul style="list-style-type: none">(a) Follows DPH Launch(b) May complete this now(c) Follows IMPACT Programming(d) Follows Agency IMPACT Approval

What can I do to get ready?

NOW

- Evaluate Readiness
 - Review and Understand Covered Services
 - Review and Understand Provider Qualifications
 - Organizational Requirements
 - Staff Qualifications and Training Needs
 - Establish process leadership, e.g.
 - IMPACT Application Management
 - Billing Resources & Other Back-Office Functions
 - Implementation Planning
 - Establish process for service recommendation by licensed professional
- Apply for a New Type 2 NPI or Amend existing NPI to add CHW taxonomy (organizational level)
- Prepare Policies, Procedures, and Supporting Documents
- File a W-9 with the Office of the Comptroller
- Sign up to get HFS Provider Notices: [Subscribe to HFS Provider Notices](#)

REMEMBER:

Your organization will not be able to bill for covered CHW services until the DPH Community Health Worker Certification Program is live and HFS Provider Enrollment opens

National Provider Identifier

New CHW Agency Enrollments

- Attend MTAC NPI Type 2 Training
 - MTAC Training Calendar
- Visit NPPES Login Page
 - Create a User Account
 - Complete an Application for an Organizational NPI, selecting the CHW taxonomy code **172V00000X**
 - Submit the Application
- Your NPI will be sent to you within 48 hours.

Subspecialty Modifications

- Attend MTAC NPI Type 2 Training
 - MTAC Training Calendar
- Visit NPPES Login Page
 - Log in at NPPES
 - Select Manage NPIs
 - Select Edit
 - Add CHW taxonomy to existing NPI **172V00000X**

Enrolled Provider Back Office Functions

- An enrolled provider is required to establish/maintain the following back-office functions to support their service delivery:
 - Records management/retention (EHR, paper files, storage, etc.)
 - Claims generation – the ability to create and submit HIPAA compliant 837 format claims
 - Claims routing – sending a clean claim to the appropriate payer (TPL, HFS MCO, HFS, other)
 - Accounts Receivable and Revenue Cycle Management – submitting claims, tracking payments, and ensuring that rejections are corrected and resubmitted within timeline filing guidelines
- *Resources*
 - Chapter 100 General Provider Handbook
 - HFS MEDI Getting Started with MEDI
 - IAMHP Comprehensive Billing Manual IAMHP Provider Page

CHW Workforce Certification Preparation

- The Illinois Department of Public Health will launch a CHW Certification Program website and Help Desk to assist CHW training programs and CHWs in preparing to apply for certification.
- Please watch IDPH's website for updates. [Community Health Worker Certification Program](#)

What's on deck?

- MTAC Training and Technical Assistance
 - CHW Overview Training
 - NPI and IMPACT Training
 - Technical Assistance 1:1 Bookings
 - Provider inbox omi.impact@uillinois.edu
- HFS written guidance forthcoming
 - Pending release until SPA approval
- 2nd CHW Provider Type Town Hall to be scheduled



Q & A

Facilitator: Melishia Bansa – Deputy Director of Community Outreach:
Boards and Commissions



Thank You!



HFS

Illinois Department of
Healthcare and Family Services