

New Mexico Medicaid Community Health Workers (CHWs) & Community Health Representatives (CHRs)

A Community Health Worker or Community Health Representative is a trained, frontline public health worker who has an in-depth understanding of the community they serve. Often, they are a community member which means they may have deep connections and experience-based knowledge about how to build individual and community capacity, how to educate the community, and how to deliver culturally appropriate health education and information.

A CHW/CHR serves as a bridge between health care and social service agencies and the community to help members access services and to improve the quality and cultural competence of service delivery.

The term Community Health Worker may describe many different job titles, such as Tribal Community Health Representatives and Promotoras. Their trusted relationships allow them to help New Mexicans navigate complex medical systems and often act as liaisons between the communities where they live and the medical system.

How CHWs Bill Medicaid

New Mexico has a standing order that says CHWs and CHRs do not need to obtain an order from a physician or clinician every time they see a new Medicaid member. This allows CHWs and CHRs to work with greater autonomy and serve the most vulnerable Medicaid members, including individuals who do not regularly access health care.

Fee-for-Service and managed care providers can bill Medicaid using a CMS-1500 code, slightly different than regular billing procedures.

To bill Medicaid, CHWs and CHRs must:

- » Enroll with New Mexico Medicaid as a provider and complete a Provider Participation Agreement,
- » Verify a member's Medicaid eligibility using the New Mexico Medicaid portal,
- » Complete a standing order form for each date of service, and
- » Follow all claims submissions requirements detailed in [Supplement #24-08](#).

Scope of Work

The billable codes for education and training are generic and allow for any service listed in the [Supplement #24-08 Standing Order](#). CHWs are able to provide system navigation, health promotion, and clinical support. These services include but are not limited to:

- » Addressing basic needs such as food and shelter,
- » Navigating health and social systems,
- » Assisting with enrollment in health programs and services,
- » Coaching on problem-solving, self-care, and self-management,
- » Promote understanding or health information and health education materials,
- » Lead educational and support groups,
- » Conduct home safety assessments,
- » Measure and respond to vital signs, and
- » Provide feedback to medical providers.

Billable Services

Please see the current [Medicaid Fee Schedule](#) for billable rates.

Resources: [MAD Letter of Direction #121](#) and [MAD Supplement #24-08](#)