

OHCA Guideline

Medical Procedure Class:	Community Health Worker Services
Initial Implementation Date:	October 1, 2026
Last Review Date:	N/A
Effective Date:	October 1, 2026
Next Review/Revision Date:	October 2029
* This document is not a contract, and these guidelines do not reflect or represent every conceived situation. Although all items contained in these guidelines may be met, this does not reflect or imply any responsibility of this agency or department to change the plan provision to include the stated service as an eligible benefit.	
☒ New Criteria ☐ Revision of Existing Criteria	
Summary	
Purpose:	To provide guidelines to assure medical necessity and consistency in the prior authorization process.
Definitions	
Community Health Worker: a Community Health Worker (CHW) is a trusted member of a community who helps address chronic conditions, preventive health care needs, and health-related social needs. Community Health Services: Community Health Services (CHS) are preventive health services to prevent disease, disability and other health conditions or their progression; to prolong life; and/or to promote physical and mental health and efficiency. Health related social resources: community-based resources that help members directly address non-medical factors affecting health like socioeconomic status, home or community environment, and limited access to basic needs.	
Description	
CHWs are non-clinical and do not provide medical care. Community Health Services may include: • Health education and coaching consistent with established or recognized healthcare standards; • Care planning including setting goals and action plans to address barriers to engaging in care and/or self-management of chronic conditions; • Screening and assessment to uncover the need for services; • Health system navigation and health related social resource coordination to assist beneficiaries with access to appropriate health care and other related community resources; • Care coordination including engaging with beneficiaries and interdisciplinary care teams as a part of a teams-based, person-centered approach; • Support and advocacy for physical and mental health including during time-limited episodes of instability.	
When CHW Services Require a Prior Authorization (PA)	
Prior Authorization is required only when requesting additional visits, beyond the standard benefit package of 12 hours (or 24 units) per month of Community Health Services, for members with extenuating medical and/or social needs circumstances.	
Approval Criteria	

Prior authorization requests for additional visits must include all of the following:

- Information that supports the medical necessity for the additional visit(s); and
- Detailed description of the extenuating circumstance(s) that necessitate additional visit(s); and
- Description of services that will be provided during additional visit(s); and
- Documentation of all CHS services previously provided; and
- Information about why necessary services cannot be provided within the regular benefit allowed.

Additional Information

Community Health Services are provided exclusively by CHWs employed or contracted with one of the three public health clinics, Oklahoma State Health Department, Oklahoma City County Health Department, and Tulsa County Health Department.

Services must be recommended by a physician or other licensed practitioner of the healing arts within the scope of their practice under State law.

The health departments may issue a standing order for these services, in which case said standing order will be on file at OHCA.

Surrounding State Medicaid Policies & Rules Reviewed

California State Plan Amendment. (2022). *California State Plan Amendment 22-0001* Retrieved from [SPA 22-0001 Approval](#)

Rhode Island Executive Office of Health and Human Services Medicaid Program. (2025). *Rhode Island Medicaid Community Health Worker Program Manual*. Retrieved from [CHW-Medicaid-ProviderManual-V4-FINAL-2025-05-12.pdf](#)

ForHealth Consulting at UMASS Chan Medical School. (2024). *Environmental Scan on Community Health Workers: A 50-State Scan of Medicaid Reimbursement Approaches for the CHW Workforce*. Retrieved from [CHW-Medicaid-Policies-and-Reimbursement-Approaches-by-State.pdf](#)