



**New Mexico Statewide Standing Order & Form for Community Health Workers (CHW) and  
Community Health Representatives (CHR) services in an outpatient setting  
Starting July 1, 2023**

**Section A: Authority**

This standing order authorizes any New Mexico Community Health Workers (CHW) and Community Health Representatives (CHR), for system navigation, health promotion and health coaching, and clinical support services

The purpose of this standing order is to implement reimbursement to increase access to CHW & CHR services in an outpatient setting starting July 1, 2023. CHW/CHR services include health education, health navigation, and clinical support. Research into CHW/CHR interventions indicates reduced healthcare costs, improved control of chronic conditions including hypertension, diabetes, and pediatric asthma, reduced use of emergency services, and reductions in rehospitalizations.

This standing order may be used by a CHW, CHR & agencies that provide CHW/CHR services for New Mexico Medicaid eligible recipients as a valid order. This standing order is generated and signed by the Chief Medical Officer of the Medical Assistance Division. CHW/CHRs should utilize the HSD/MAD CHW Scope of Work form as their standing order form and save this document for potential auditing by the Office of CHWs or HSD.

**Section B: Purpose**

This standing order is intended to provide CHW/CHR interventions to reduce healthcare costs, improved control of chronic conditions including hypertension, diabetes, and pediatric asthma, reduced use of emergency services, and reductions in rehospitalizations.

**Section C: Standing Orders Scope of Work**

- a. System Navigation
  - i. Address basic needs such as food, shelter and safety
  - ii. Navigate health and social service system
  - iii. Facilitate enrollment in health programs and services
  - iv. Translate and interpret
  - v. Arrange transportation
- b. Health Promotion and Health Coaching
  - i. Identify individual strengths and needs
  - ii. Set goals and provide action planning
  - iii. Teach health promotion and prevention
  - iv. Coach on problem solving, self-care, and self-management
  - v. Utilize harm reduction principles
  - vi. Support and model behavior change
  - vii. Promote understanding of health information and health education materials
  - viii. Promote self-sufficiency
  - ix. Lead educational and support groups
  - x. Teach families how to self-advocate
- c. Clinical Support
  - i. Conduct home safety assessments
  - ii. Measure and respond to vital signs



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- iii. Promote follow-up/maintenance of medical treatment plans
- iv. Provide feedback to medical providers
- v. Coordinate referrals, care and follow-up

**Section D: Non-Covered Services:** The CHW/CHR benefit is based on preventive health services and case management services. Several CHW roles do not fall within this benefit including:

- a. Population health activities such as community outreach, community organizing, community needs assessments, and community advocacy.
- b. Duplicative services such as care coordination activities including performing Health Risk Assessments (HRAs) and Comprehensive Needs Assessments (CNAs).
  - i. These services may be covered when a contract is in place with an MCO to take this responsibility on as a delegated care coordination entity.
- c. Transportation of members
- d. Personal and in-home care services such as childcare, assistance with Activities of Daily Living (ADLs), and housekeeping

**Section E: Results Reporting**

There are no reporting requirements.

**CHW/CHR Standing Orders Form**

**Billing information:**

1. Recipient/Member Name:	
2. Date of Service:	
3. Recipient/Member DOB:	
4. Recipient/Member Medicaid Number:	
5. MCO:	
6. Name of CHW/CHR:	
7. Name & NPI of CHW/CHR agency:	

**ICD-10:** *initial each applicable ICD-10 diagnosis code(s) for the service provided. The same diagnosis that are selected must in the first five positions in the claim)*



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**Standing Order:** *initial all services that will be provided for the date of service listed in the billing information section in line #2, for the recipient identified on this standing order form.*

**System Navigation**

- Address basic needs such as food, shelter, and safety
- Navigate health and social service system
- Facilitate enrollment in health programs and services
- Interpret information on social services or medical Care
- Arrange transportation

**Health Promotion and Health Coaching**

- Identify individual strengths and needs
- Set goals and provide action plan
- Educate on health prevention
- Coach on problem solving, self-care, and self-management
- Utilize harm reduction principles
- Support and model behavior change
- Promote understanding of health information and health education materials
- Lead educational and support groups
- Teach families how to self-advocate

**Clinical Support**

- Conduct home safety assessments
- Measure & respond to vital signs (with additional training certification from OCHW)
- Promote follow-up/maintenance of medical treatment plans
- Provide feedback to medical providers
- Coordinate referrals, care and follow-up

The standing order form must be completed for each date of service, submitted with each claim and retained in the recipient's record for potential auditing by the Office of CHWs or HSD.

This standing order will be reviewed and updated as needed.

A handwritten signature in blue ink, appearing to read "Alanna Dancis".

Alanna Dancis, DNP Chief Medical Officer, Human Service Division/ Medical Assistance Division  
Address: 1 Plaza La Prensa, Santa Fe, NM 87504-2348  
NPI: 1699179119 License #: CNP-02566