

Frequently Asked Questions for the State-Issued Community Health Workers/Promotores/Representatives (CHW/P/R) Certificate and Training Programs April 4, 2023

(This FAQ is focused on the State-Issued CHW/P/R Certificate and HCAI approved Training Programs for which HCAI is responsible for developing the state standards with stakeholder engagement.)

State-Issued CHW/P/R Certificate

- **What is the purpose of the State-Issued CHW/P/R certificate?**
 - The California Department of Health Care Access and Information (HCAI) is developing the State-Issued CHW/P/R certificate process that can be used to bill for the CHW Medi-Cal Benefit, when implemented.
 - The State-Issued CHW/P/R Certificate indicates that an individual has received training and education approved by the state for a CHW/P/R or the individual has the experience demonstrating they possess the core competencies to be a state certified CHW/P/R.
- **Who is the entity authorized to establish a process for the State-Issued CHW/P/R Certificate?**
 - HCAI will be the certifying entity.
- **How will individuals be certified as a CHW/P/R by HCAI?**
 - HCAI will create two pathways to certify individuals as CHW/P/Rs, a Training Pathway and a Legacy Pathway. HCAI will approve CHW/P/R training programs based on requirements developed through the stakeholder engagement process.
 - The Legacy Pathway will provide current CHW/P/Rs with an opportunity to become state certified if they demonstrate they meet the core competencies, outlined in the state requirements under development.
- **Do all CHW/P/Rs need to be certified by HCAI to continue working?**
 - A State-Issued CHW/P/R Certificate is not needed to continue working. The State-Issued CHW/P/R Certificate will demonstrate that the CHW/P/R has the training to bill Medi-Cal for the CHW Medi-Cal Benefit.
- **What is the start date for the State-Issued certificate?**
 - HCAI expects to begin issuing CHW/P/R certificates in Fall 2023.
- **How much will a State-Issued CHW/P/R Certificate cost?**
 - HCAI has clearly heard from stakeholders that certification needs to be affordable. HCAI is committed to implementing this stakeholder feedback as we plan for sustainability of the state certification process.

Legacy Pathway

- **What is state certification going to look like for existing CHW/P/Rs - the Legacy Pathway?**
 - The Legacy Pathway will be one of two ways people can receive a State-Issued CHW/P/R Certificate. HCAI will seek to ensure the Legacy Pathway is not an unreasonable barrier

for currently practicing CHW/P/Rs, but this pathway MUST demonstrate that a legacy CHW/P/R has the core competencies to be a state certified CHW/P/R.

- HCAI is using stakeholder feedback and information from other states to inform the Legacy Pathway requirements.

Specialty Certification

- **What areas will the Specialty Certificate cover?**
 - There will be a certificate for specializations of specific groups (e.g., justice-involved, domestic violence survivors, LGBTQ+) that are being determined through stakeholder engagement. We expect to work with training programs that focus on specialization (e.g., Alzheimer's, climate change). The stakeholder engagement process will assist us in identifying priorities for specialized training and developing statewide requirements.
- **Is the Specialty Certificate required for billing for the CHW Medi-Cal Benefit?**
 - No, the Specialty Certificate is an optional add-on to support CHW/P/Rs in working with specific communities and/or to work with individuals with particular health conditions.
- **What does the Specialty Certificate indicate?**
 - The Specialty Certification indicates that a CHW/P/R has completed additional training that concentrates on specific program focus areas, with learning objectives and topics tailored to the skills required for distinct program and population needs.

HCAI Approved CHW/P/R Training

- **When will HCAI release the requirements for the state certificate of CHW/P/Rs and approving training programs that will train individuals to become state certified CHW/P/Rs?**
 - HCAI will release the requirements for certifying CHW/P/Rs and the requirements for approving training programs in July 2023.
- **How does the state certificate process affect training programs?**
 - Any CHW/P/R wishing to become state certified, unless utilizing the Legacy pathway to state certification, will need to complete an HCAI-approved training program.
- **Will all training materials be presented in multiple languages?**
 - HCAI recognizes the importance of ensuring training materials are in multiple languages. HCAI will approve training programs that provide state-approved CHW/P/R training in multiple languages.
- **What will the requirements for continuing education look like?**
 - HCAI will set a requirement for a minimum of 6 hours of additional relevant training annually. Additional requirements for continuing education will be developed through the stakeholder engagement process.
- **How and when will training programs apply to be approved by HCAI?**
 - HCAI will outreach to known training programs and will also publicize the opportunity for training programs to submit materials on their programs for review. Training program requirements are currently being developed through stakeholder engagement and will be released publicly in July 2023. Submitting training programs who meet these requirements will be approved. HCAI anticipates that the training program submission/approval process will begin in Summer 2023.

Stakeholder Input

- **How are CHW/P/Rs involved in the development of the state certificate process?**
 - HCAI's stakeholder engagement process is meant to bring in the collective experience and voice to the process. HCAI has been delighted to see the high turnout of our stakeholders, including current CHW/P/Rs, who are helping inform the state certificate process.