



## Standing Order for Community Health Worker Services

**Community Health Worker Definition:** Community Health Workers (CHWs) are frontline public health workers who are trusted members of the community they serve. This trusting relationship enables them to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural responsiveness of service delivery.

**Purpose:** To build an individual's capacity to navigate health and social services and self-manage chronic conditions through the delivery of CHW services, including culturally and linguistically appropriate health education, addressing social determinants of health, helping recipients connect to or communicate with primary care, connecting individuals to social services, and counteracting factors such as social exclusion, poverty, discrimination, and marginalization.

**Policy:** Under these standing orders, Certified CHWs will deliver one or more of the following services to Medicaid eligible recipients: 1) health system navigation and resource coordination; 2) health promotion and coaching; 3) health education training; and 4) care planning. CHWs will follow best practice protocols, and best practice guidelines related to the individual's condition(s) and/or circumstance(s). CHW services should follow current guidelines found at [Community Health Worker Services | Executive Office of Health and Human Services \(ri.gov\)](#)

**CHW Eligibility:** For the purposes of this standing order, CHWs must possess a valid CHW certification or working toward certification within 18 months through the Rhode Island Certification Board, which demonstrates that the CHW possess CHW training and experience approved by the Rhode Island Certification Board.

**Medicaid eligible recipients should meet at least one of the following criteria:**

1. Individual has been diagnosed with a chronic health condition and requires health education or health promotion to adhere to medical guidance related to client's health status; or
2. Individual is at risk for chronic disease, as evidenced by medical indicators of rising risk or presence of known behavioral risk factors, and requires health education or health promotion to adhere to medical guidance related to client's health status; or
3. Individual faces barriers meeting their health or health-related social needs, as evidenced by documented challenges accessing services or the individual's expressed need for support in health system navigation/resource coordination.

**Standing Orders Authorization**

This policy and procedure shall go into effect on September 1, 2024, and remain in effect for all individuals meeting the above criteria until rescinded or until August 31, 2025.

Ordering Provider's signature: \_\_\_\_\_ Signature Date: 08/02/2024

Ordering Provider: Olutosin Ojugbele, M.D., M.P.H., Medical Director,  
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