

Oregon Family Support Network Policy

Policy Area: Operations	Subject: Policy Manual
Title of Policy: THW certification and recertification for non-licensed staff	Contract Area:
Effective Date: 1.27.2020	Number:
Approved Date: 1.27.2020 Revision Date: 8.16.2022, 06.01.2026	See Also:
Approved By: EOC 1.27.2020	

1. Rationale or background to Policy:

Oregon Family Support Network is committed to providing superior service to our communities. Part of this commitment involves ensuring our employees obtain and maintain documented Traditional Health Worker certification to allow for service billing to Medicaid. This policy has been created to establish consistent documentation for THW Certification and retention strategies for all OFSN employees' training records that are required for recertification.

Definitions:

1. Traditional Health Worker

“Traditional Health Worker (THW)” means a community health worker, peer wellness specialist, personal health navigator, peer support specialist, or birth doula not otherwise regulated or certified by the State of Oregon.

“Traditional health worker” includes any of the following ORS 413.042, 414.635 & 414.665

(a) A community health worker.

(b) A personal health navigator.

(c) A peer wellness specialist.

(d) A peer support specialist.

(e) A doula.

2. (f) A tribal traditional health worker.: **BNational Provider Identification Number (NPI)**

A National Provider Identifier (NPI) is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS). This number can be obtained before getting

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the THW number but must be associated with the THW worker type specifically once the unique THW number is assigned by the state.

3. Division of Medical Assistance Program (DMAP)

The Division of Medical Assistance Programs (DMAP) coordinates the operation of the Medicaid portion of the Oregon Health Plan (OHP). This is a required number to have when submitting billable services and support through Medicare and Medicaid. This number is either obtained for staff by the county they are working in or obtained through the DMAP application process by the staff.

2. Policy:

2.1 Traditional Health Worker Certification:

- a. OFSN employees, if eligible, must obtain THW certification with the Oregon Health Authority.
- b. Employees will complete required Family Support Specialist foundations training for THW certification within 3-6 months of hire and maintain active enrollment on the state identified registry for Traditional Health Workers while employed by the organization.

2.2 Traditional Health Worker Re-Certification for Family Support Specialists:

- a. Employees must document 40 hours of professional development within 3 years of initial certification and as required ongoing.
- b. The 40 hours must include required training in specific competencies as defined by the state.
- c. Documented training with contact hours must be maintained by the employee and uploading into the assigned HRIS.
- d. Employees must maintain active THW certification by completing state requirements within the designated timelines. Failure to do so may result in termination.

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2.3 National Provider Identification (NPI):

- a. Employee will obtain, if applicable, a NPI number and Update their ESS in the HRIS upon receipt.

2.4 Division of Medicaid Assistance Program (DMAP):

- a. Employees will obtain, if applicable, a DMAP number and Update their ESS in HRIS upon receipt.

Standard Operating Procedure

SOP TITLE: Certification for non-licensed staff	SOP NUMBER:	EFFECTIVE DATE: 1.27.2020	RELATED POLICY(S):
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APPROVAL BLOCK

APPROVALS	TITLE	SIGNATURE/DATE
Prepared By:	Family Services Director & Executive Project Coordinator	
Reviewed By:	EOC	1.27.2020
Approved By:	EOC	1.27.2020

1. PURPOSE

To establish guidelines to obtain and maintain Traditional Health Worker (THW) certification, National Provider Identification (NPI) number , and Division of Medical Assistance Program (DMAP)number.

2. PROCEDURE

Responsible Party	Action Step
	Working Instruction
Employee	1. Complete THW application within 48 hours of completing the Family Support Specialist Foundations training.
Employee	2. Submit application and additional documents required (driver's license and training certificate)

Standard Operating Procedure

SOP TITLE:	SOP NUMBER:	EFFECTIVE DATE:	RELATED POLICY(S):
Certification for non-licensed staff		1.27.2020	

Responsible Party	Action Step
	via, fax, email or postal service.
Employee	3. Send copy of application to your supervisor and Human Resources humanresources@ofsn.net
Employee	4. Complete online background check received via email initiated by the OHA Office of Equity and Inclusion.
Employee	5. Add or update the THW identifier number in Paycom form 8>custom field section 1 and send the letter indicating the certification date to Human Resources upon receipt.
Employee	6. If applicable: Apply for NPI number at https://nppes.cms.hhs.gov/#/
Employee	7. Create an account with username and password.
Employee	8. Fill out the application using the taxonomy code-17500000X Peer Specialist.
Employee	9. A response with your NPI number will come to your email generally within 24-48 hours.
Manager/Supervisor	10. Send THW Certification and NPI number to the County in which your services are being billed. The county will apply for the DMAP number on the staff's behalf.
Employee	11. Send copies of THW#, DMAP#, and NPI# to Human Resources and add related information including expiration dates in Paycom form 8>custom field section 1.
Employee	12. Create & maintain a file folder to hold certificates obtained by attending trainings.
Employee	13. Download the THW CEU log from the intranet (Training – THW Certification – THW CEU Log)
Employee	14. Save the pdf file to file folder: My Training Folder on desktop. Save file as Employee Name_THW CEU Log
Employee	15. Within 48 hours of receiving a training certificate, employee will send a copy of their certificate to humanresources@ofsn.net to upload into Paycom
Employee	16. If a training certificate was not automatically provided, a request should be made to the trainer

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Responsible Party	Action Step
	to provide a certificate for documentation.
Employee	17. Within 72 hours of any CEU training completed, record the training in the electronic THW CEU log
Employee	18. Open electronic THW CEU Log. Complete log by filling in all areas of the training log (if the training was provided by OFSN or pre-approved for CEU credit on the OHA website, you do not need to indicate how the training supports your professional growth)
Employee	19. Save CEU log to electronic file.
Employee	20. Once the training log page is full, click the button at the bottom of the form to add another sheet.
Employee	21. Submit training logs to your supervisor quarterly
Supervisor	22. Review training logs quarterly for completion and advises employee for needed training.
Employee	23. 90 Days prior to THW expiration date, begin recertification process
Employee	24. Complete the application for recertification https://www.oregon.gov/oha/OEI/Pages/THW-Become-Certified.aspx
Employee	Send copy of the recertification application and renewal letter to Supervisor and Human Resources.
Revising, Routing and Approving SOP	
	25.
	26.
	27.

3. DEFINITIONS/ACRONYMS

Standard Operating Procedure

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THW – Traditional Health Worker

OHA – Oregon Health Authority

PDS – Peer Delivered Services

NPI-National Provider Identifier

DMAP- Division of Medical Assistance Program

4. ASSOCIATED FORMS

THW application

THW CEU Log

THW Recertification FAQ sheet

Standard Operating Procedure

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HISTORICAL RECORD

REV #/DATE	WRITTEN/ REVISED BY	DESCRIPTION OF CHANGE
8.16.22	Deputy Director	Added HRIS process and changed training log to CEU log only.