

# Foundational Community Supports disenrollment policy change

Washington | Medicaid

Please see the new policy change below regarding disenrollment of inactive Foundational Community Supports (FCS) enrollees.

## Overview:

- This policy is in effect as of June 3, 2024.
- The online [FCS Disenrollment Form \(wellpoint.com\)](https://www.wellpoint.com) is updated to incorporate this new policy.
- We have been accepting the new *FCS Disenrollment Form* since June 17, 2024.

## Policy for disenrollment of inactive FCS enrollees

To disenroll inactive FCS enrollees, contracted FCS care providers must ensure that due diligence is followed to contact an enrollee prior to initiating the process to disenroll them from FCS services. All contacts and attempted contacts must be documented in the enrollee's case file.

When a contracted FCS care provider is unable to engage an inactive FCS enrollee after multiple attempts, an FCS care provider may follow the standardized procedures (below) to disenroll the enrollee from FCS services. This process includes the submission of the online *FCS Disenrollment Form* (type of disenrollment would be *inactive enrollee disenrollment*) by a contracted FCS care provider to Wellpoint after the provider takes the steps outlined below.

**When enrollee consent is not obtainable**, the contracted FCS care provider may only disenroll an enrollee when the following due diligence terms are met:

- At least four attempts have been made to contact the inactive FCS enrollee over a minimum of six weeks or longer.
- Each attempt at contacting an enrollee must:
  - Occur at least one week apart from one another.
  - Occur on different days of each week and at different times of the day (to maximize the opportunities for making contact).
  - Be documented in the enrollee's file.
- At least two methods of communication must be utilized when attempting to contact the inactive FCS enrollee. Approved forms of attempted contact include:
  - In-person
  - Phone

- Email
- Letter

Note: While text messages and collateral contacts are not sufficient methods of attempted contact, they can be used to initiate contact with an enrollee so that an approved form of contact can be used.

All documentation relating to disenrollments must be maintained in an enrollee's file and is subject to review during Wellpoint's Quality Assurance (QA) review. The FCS care provider must attest to having completed their due diligence prior to initiating the disenrollment process.

All disenrolled enrollees may submit a *Request for Reconsideration* to Wellpoint by email (fcstpa@wellpoint.com) through their former FCS care provider within 30 days of their disenrollment if they feel they have been inappropriately disenrolled.

Notes on the refreshed FCS disenrollment policy:

- Disenrolling inactive FCS enrollees is not mandatory. If an FCS enrollee is inactive due to incarceration, inpatient treatment, or another reason that warrants keeping them enrolled, please do so.
- Each disenrollment will result in a disenrollment start date effective on the first calendar day of the following month.

If you have any questions, write to fcstpa@wellpoint.com. We are committed to finding solutions that help the FCS provider partners offer quality services to FCS enrollees.

Thank you,

Wellpoint