



Amerigroup
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Amerigroup Washington

Foundational Community Supports Third Party Administrator

What benefits are available through FCS?

Supportive housing helps you find a home or stay in your home

- Housing assessments and planning to find the home that's right for you
- Outreach to landlords to identify available housing in your community
- Connection with community resources to get you all of the help you need, when you need it
- Assistance with housing applications so you are accepted the first time
- Education, training and coaching to resolve disputes, advocate for your needs and keep you in your home



What benefits are available through FCS?

Supported employment helps you find the right work, right now

- Employment assessments and planning to find the right job for you, whenever you're ready
- Outreach to employers to help build your network
- Connection with community resources to get you all of the help you need, when you need it
- Assistance with job applications so you can present your best self to employers
- Education, training and coach to keep you in your job



Who is eligible to receive FCS benefits?

FCS benefits are reserved for people with the greatest need. To qualify, you must:

- 1 Qualify for Medicaid**
- 2 Meet the requirements for **complex needs****
 - You have a **medical necessity** related to mental health, substance use disorder (SUD), activities of daily living, or complex physical health need(s) that prevents you from functioning successfully or living independently.
 - You meet specific **risk factors** that prevent you from finding or keeping a job or a safe home.
- 3 Be at least 18 years old (Supportive Housing) or 16 years old (Supported Employment)**



Who is eligible to receive FCS benefits?

Supportive Housing risk factors	Supported Employment risk factors
<ul style="list-style-type: none">✓ Frequent or lengthy homelessness✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)✓ Frequent stays in adult residential care settings✓ Frequent turnover of in-home caregivers✓ Predictive Risk Intelligence System (PRISM)¹ score of 1.5 or above	<ul style="list-style-type: none">✓ Housing & Essential Needs (HEN) and Aged Blind or Disabled (ABD) enrollees✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury✓ SUD with a history of multiple treatments✓ Diagnosed mental health or SUD requiring continued treatment

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.



Amerigroup as the FCS TPA

We're contracted with the HCA as the Third Party Administrator (TPA) of FCS and **provide administrative oversight** of:

- Provider Network
- Service Authorization
- Claims payment and encounter tracking/reporting
- Measuring outcomes and quality improvement
- Sustainability Plan



Provider Network

A Network is being built across the entire state. To become a FCS contracted provider, you must have:

- Tax ID
- Medicaid ID
- National Provider Identifier (NPI)

Currently Contracted FCS Providers in Clark County:

Area Agency on Aging & Disabilities of Southwest WA

Compass Career Solutions

Columbia River Mental Health Services

Community Services Northwest

Consumer Voices are Born

Lifeline Connections

Share

Washington Vocational Services



Provider Network

A **FCS Provider Network** has been built across Washington state

Provider by County

County	SE	SH	SE + SH	Total
Asotin	1		1	2
Benton	4			4
Chelan	1		2	3
Clallam	1		1	2
Clark	5	5	2	12
Cowlitz	2		5	7
Ferry	1			1
Garfield			1	1
Grant	3		1	4
Grays Harbor	1	1	2	4
Island	3	1	1	5
Jefferson			1	1
King	14	6	52	72
Kitsap	4		2	6

County	SE	SH	SE + SH	Total
Kittitas	1		3	4
Lewis	6	1	6	13
Lincoln	1			1
Mason			2	2
Pierce	9	5	11	25
Skagit	3	1	5	9
Skamania			1	1
Snohomish	8		1	9
Spokane	3	4	28	35
Stevens	2	1		3
Thurston	2	2	6	10
Walla Walla	2	1		3
Whatcom	3	1	6	10
Yakima	3	1	5	9

Grand Total 83 30 145 258



Enrollee Count

We have **enrolled nearly 1,900** people into FCS to date. Clark County remains underrepresented, particularly in supportive housing.

Enrollee Count	SE	SH	SE + SH	Total
Enrollees	1,182	643	70	1,895
Expired Authorizations	279	127	3	409
Grand Total				1,486



Referrals

Anyone can **refer a potential enrollee** to the FCS program

- Potential Enrollee
- Family member
- Provider
- Aging and Long-term Support Administration (AL TSA)
- Division of Behavioral Health & Recover (DBHR)

Quick Reference Guide is a tool to quickly evaluate if a potential enrollee may be eligible for Supportive Housing and/or Supported Employment services.



Reimbursement

There are only three HCPCS billing codes for the FCS program.
They are:

Service description	Billing code	Rate	Method
Supported Employment, per 15 minutes (e.g., pre-employment services)	HCPCS code H2023	\$25	Per service
Ongoing support to maintain employment, per 15 minutes (e.g., Employment Sustaining services)	HCPCS code H2025	\$25	Per service
Supported Housing, per diem	HCPCS code H0043	\$105	Per diem

Each period of authorization is 180 days. Initial authorization is for 120 units of supported employment and/or 30 units of supportive housing.



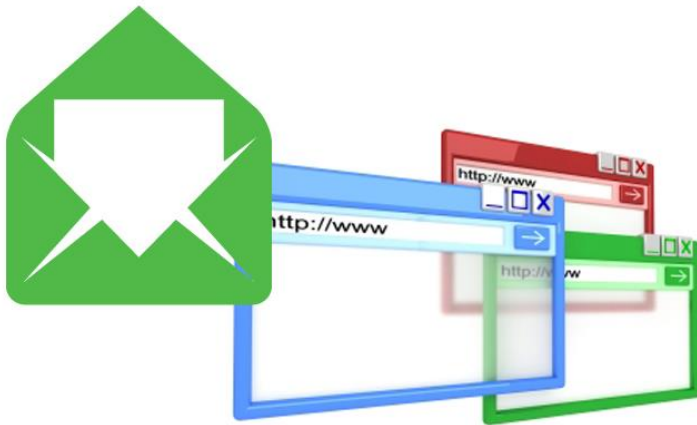
Exception to Rule / Limited Extension Process

If an enrollee requires more units / hours than initially authorized, there is an Exception to Rule / Limited Extension process. More units can be requested if the enrollee is in danger of using all units before the end of the authorization period and there is a documented need for additional services where:

- (i) The level of improvement the client has shown to date related to the requested FCS service and the reasonably calculated probability of continued improvement if the requested health care service is extended; and
- (ii) The reasonably calculated probability the client's condition will worsen if the requested FCS service is not extended.

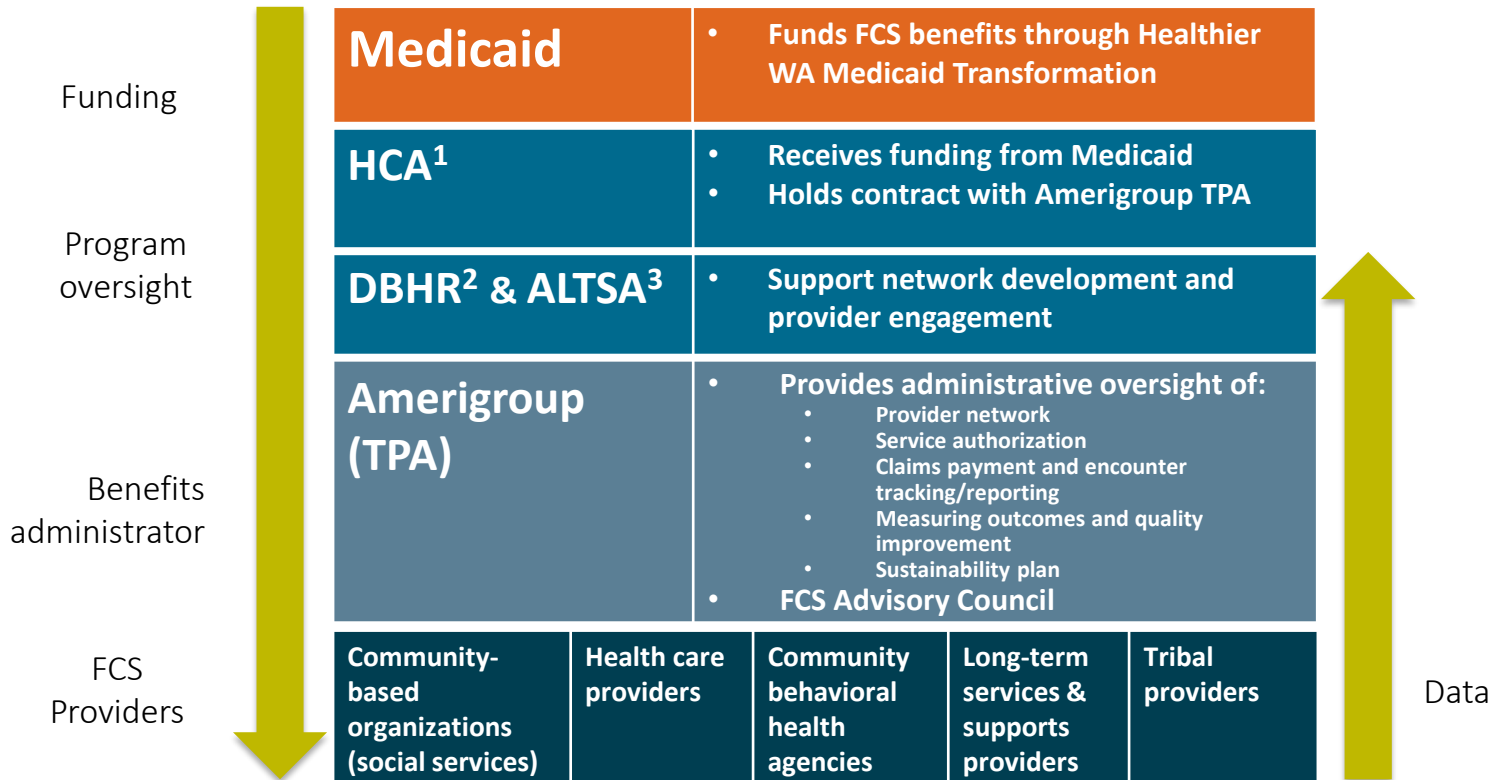


Submitting claims



- Transitioned to electronic billing in June 2018
- Submit claims through Availity (our preferred clearinghouse), any other clearinghouse or via CMS 1500

Who are the FCS partners?



1. Health Care Authority
2. Division of Behavioral Health & Recovery
3. Aging and Long-term Support Administration



- **DBHR (HCA) support teams are available for:**
 - On-site trainings and technical assistance for both supportive housing and supported employment services. Trainings including regional events and monthly webinars that focus on skill building and resource topics.
 - Coordinating between Behavioral Health Organizations (BHOs) and FCS providers, and provide shared learning opportunities.



HCA-DBHR FCS support

Supportive housing	Supported employment
<ul style="list-style-type: none"><li data-bbox="216 411 865 572">• Eastern WA: Amanda Polley 360-522-3547 Amanda.Polley@hca.wa.gov<li data-bbox="216 639 865 801">• Western WA: Kimberly Castle 360-522-6570 Kimberly.Castle@hca.wa.gov	<ul style="list-style-type: none"><li data-bbox="987 411 1694 572">• Eastern WA: Dawn Miller 360-522-3544 Dawn.Miller@hca.wa.gov<li data-bbox="987 639 1694 801">• Western WA: Lisa Bennett-Perry 360-725-3257 lisa.bennett-perry@hca.wa.gov



- **The AL TSA support teams are available to:**
 - Help assess and refer long-term services and supports (LTSS) clients to Amerigroup for FCS services
 - Provide individualized training, support and care coordination for FCS providers serving AL TSA clients.



AL TSA FCS support

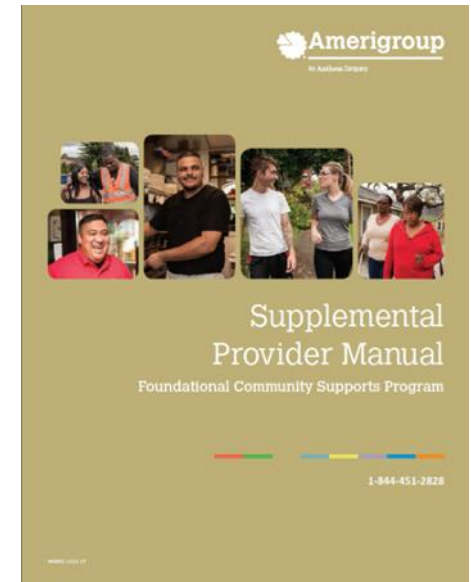
Supportive housing	Supported employment
<ul style="list-style-type: none">• AL TSA Region 3 Pierce County John Kistner 360-725-3409 KistnJ@dshs.wa.gov	<ul style="list-style-type: none">• ATLSA Region 3 Pierce County Vicki Gilleg 360-870-4918 GilleV@dshs.wa.gov



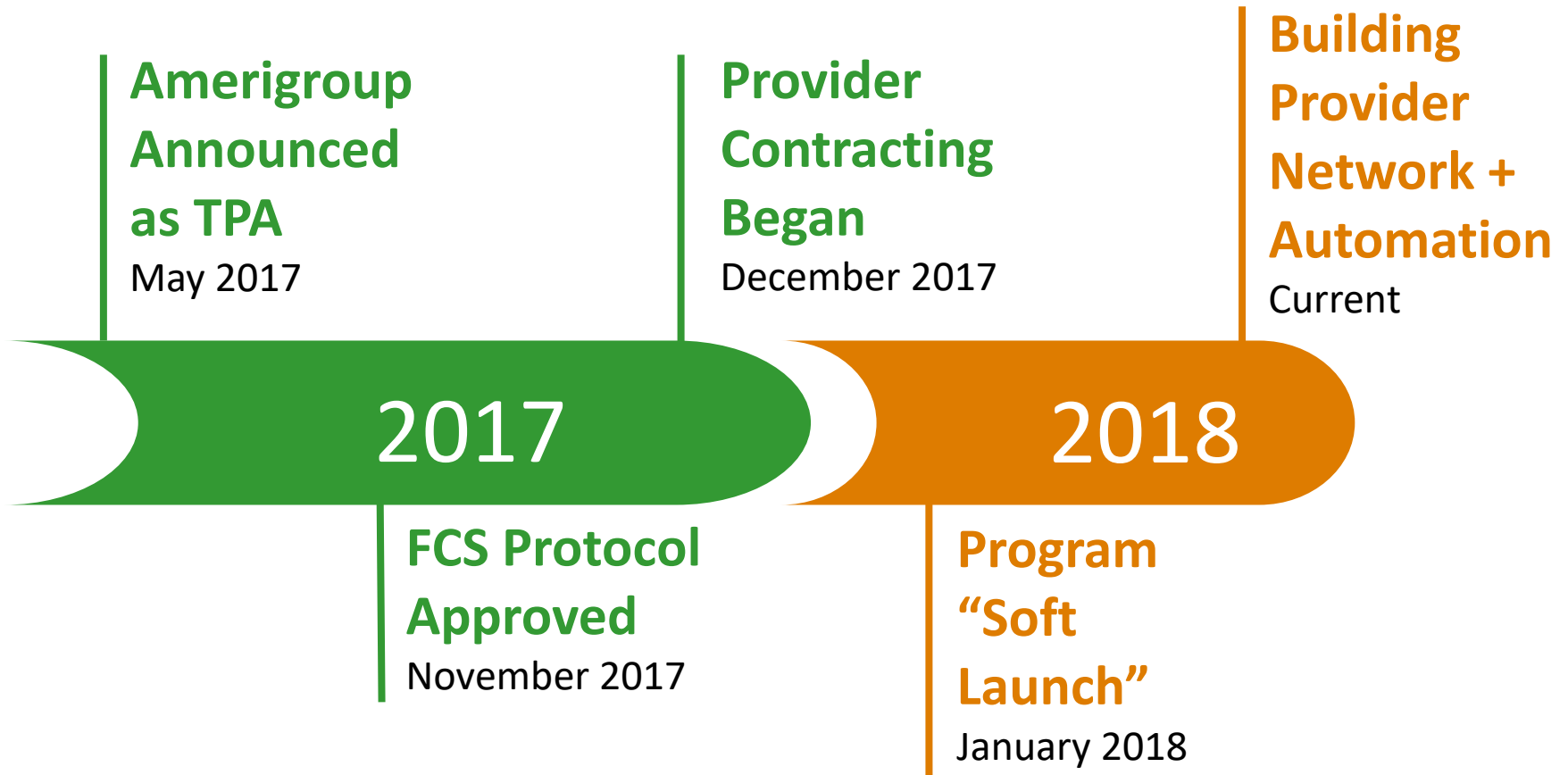
FCS Websites + Provider Manual

FCS Resources available at your finger tips

- Amerigroup FCS Provider Website:
<https://providers.amerigroup.com/pages/wa-foundational-community-supports.aspx>
 - Provider Manual
 - Assessment Forms
 - Quick Reference Guide
- FCS Provider Map:
<https://www.easymapmaker.com/map/FCSProviders>
- FCS Provider Resource Guide:
<https://www.hca.wa.gov/assets/program/FCS-provider-resource-guide.pdf>
- Amerigroup FCS Client Website:
<https://www.myamerigroup.com/washington-fcs/home.html>



Overview of Implementation



Amerigroup FCS Team

- **Foundational Community Supports (FCS) Director**
Torri Canda
- **FCS Managers**
Jacob Avery
Joe Elder
Leeza Lorence
- **Quality Process Improvement Manager**
Chelsea Coblentz
- **FCS Coordinators**
Josh Lemke
Kaila Binger
- **Data Analyst**
Binu Pandey



Partnership Opportunities

There are many ways to **partner with us on FCS**

- Become a contracted provider
- Become a referral source
- Become a champion for the program
- Join the FCS Advisory Council



Advisory Council

An **FCS Advisory Council** has been established as a mechanism to incorporate client voice into services, processes, and outcomes

- Enrollees
- Providers
- Stakeholders
- Advocates across Washington

Email FCSTPA@Amerigroup.com if you're interested in joining the Advisory Council.



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Third Party Administrator

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