

Amerigroup Washington, Inc.

Foundational Community Supports
Third-Party Administrator (TPA)

Who?

- Amerigroup is an Anthem Company
- I am Chelsea Coblentz, Quality Process Improvement Manager for the WA Foundational Community Supports (FCS) TPA.



What is FCS?

- FCS aims to identify the interrelation of health problems and housing stability.
- Supported employment helps qualified Medicaid recipients participate in the competitive labor market and work in a preferred job with the level of support and services needed to obtain and maintain competitive employment in an integrated work setting.



What is FCS? (cont.)

- FCS creates statewide, targeted home- and community-based services (HCBS) intended to help Medicaid beneficiaries with complex health needs transition to and maintain community placement.
- Supportive housing services and supported employment services are the core benefits of the FCS program.

What is FCS? (cont.)

- This is a five-year transformation project with Amerigroup as the third-party administrator (TPA) serving enrollees across the entire state of Washington.
- Individuals don't have to be enrolled with Amerigroup for Medicaid services.
- FCS does not replace existing services.

Amerigroup as FCS TPA

Overview:

- Contracted with the HCA
- Provides administrative oversight of:
 - Provider network
 - Service authorization
 - Claims payment and encounter tracking/reporting
 - Measuring outcomes and quality improvement
 - Sustainability plan
- FCS Advisory Council



Supportive Housing

What is supportive housing?

- It is ongoing supports to help people find and keep stable, independent housing.
- Services include:
 - Housing assessments.
 - Identifying housing resources.
 - Support obtaining a lease.
 - Independent living skills development.
 - Landlord relations.
 - Crisis management.



Supported Employment

What is supported employment?

- Supported employment services help people find jobs (in competitive or customized work settings or self-employment) and gain the skills necessary to be successful.
- It is based on the Individual Placement and Support (IPS) model
- Services include:
 - Vocational/job-related discovery or assessment.
 - Planning for employment.
 - Job placement, development, coaching.
 - Skills-building for negotiating with prospective employers.

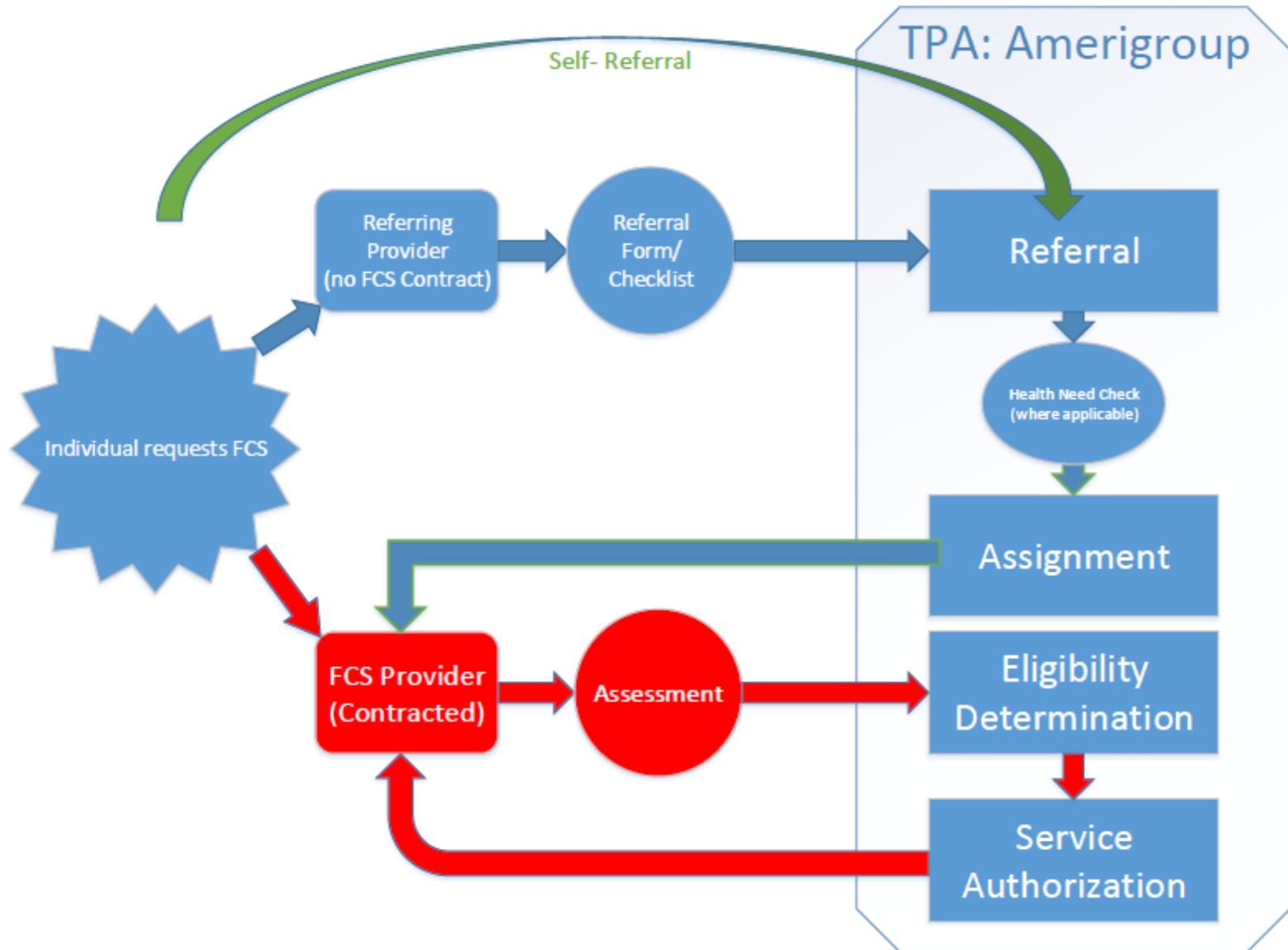
Quick Reference Guide

- Available on the provider website under resources
- Tool to quickly evaluate if a potential enrollee may be eligible for Supportive Housing and/or Supported Employment

Eligibility

- FCS services are targeted benefits — not entitlements for all enrollees.
- Amerigroup will determine eligibility.
- Individuals must be enrolled in Medicaid.
- Individuals must meet age requirements (18+ for supportive housing, 16+ for supported enrollment).
- Individuals must have at least one assessed health-needs-based criteria.
- Individuals must meet at least one risk factor.

Referrals



Referrals

- https://www.myamerigroup.com/Washington-fcs/wawa_tpa_fcs_referralform_eng.pdf

Amerigroup Washington Foundational Community Supports referral form

Complete this form if you want to enroll in the Foundational Community Supports (FCS) program or refer someone else to the program.

Submit completed forms to FCS via email to FCSTPA@amerigroup.com or fax 1-844-470-8859.

*Indicates a required field

Enrollee information	
Consider for enrollment in: <input type="checkbox"/> Supportive housing <input type="checkbox"/> Supported employment	
*Today's date:	
*Name:	
*Date of birth:	
ProviderOne number:	
Phone number:	
Address:	*City, State:
Email address:	
Self-referral: <input type="checkbox"/> Yes <input type="checkbox"/> No	
I give consent to share my information with other health and social care professionals for the purpose of obtaining supportive housing and/or supported employment services.	
Enrollee signature: _____	
<i>You do not need to sign to be considered for the FCS program.</i>	
Referring party	
Please complete the following if not a self-referral.	
Name:	
Agency/Relationship:	
Phone #:	
Email:	
Address:	

FCS will contact potential enrollees to let them know if they may qualify for the program and if there's a provider available in their area to work with them. For questions, please call an FCS manager toll free at 1-844-451-2828 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Pacific time.

Where We Are - Enrollees

- We now have over 3,500 enrollees

Enrollees By County				
	SE/SH	SE	SH	Grand Total
Aberdeen			1	1
Adams			2	2
Asotin			12	13
Benton		9	74	112
Chelan		8	20	57
Clallam			6	19
Clark		13	103	139
Columbia				1
Cowlitz		61	120	257
Douglas		3	2	6
Ferry			8	9
Franklin		4	19	37
Grant			129	133
Grays Harbor		67	86	306
Island			3	4
Jefferson		1		3
King		14	223	495

Where We Are – Enrollees Cont.

	SE/SH	SE	SH	Grand Total
Kittitas			4	4
Klickitat		1	3	1
Lewis		15	107	36
Lincoln			3	
Mason			5	2
Okanogan				1
Pacific		20	25	34
Pend Oreille			1	2
Pierce		13	150	127
Skagit		8	12	9
skamania			6	1
Snohomish		2	38	15
Spokane		109	332	256
Stevens		3	80	17
Thurston		7	72	37
Walla Walla		1	23	30
Whatcom			42	42
Whitman		1	7	
Yakima		35	92	131
Kitsap				1

Where We Are - Providers

- We now have 100 Provider Groups with 300 locations

Count of Service Location By County					
SLCounty	SE	SE/SH	SH	Grand Total	
Asotin			2	2	
Benton		4	1	5	
Chelan			8	8	
Clallam		1	9	10	
Clark		4	8	2	14
Cowlitz		1	7	8	
Ferry			1	1	
Garfield			1	1	
Grant		1	7	8	
Grays Harbor		1	2	1	4
Island		1		1	2
Jefferson			1	1	
King		12	57	5	74
Kitsap		2	7	9	
Kittitas			5	5	

Where We Are – Providers Cont.

SLCounty	SE	SE/SH	SH		Grand Total
Lewis		4	10		14
Lincoln			1		1
Mason		1	3		4
Pierce		8	12	3	23
Skagit		3	6	1	10
Skamania			1		1
Snohomish		7	4		11
Spokane		2	33	6	41
Stevens			2	1	3
Thurston		3	5	2	10
Walla Walla		1	3	1	5
Whatcom		3	7	1	11
Yakima		1	12	1	14

Resources

- Available at <https://providers.Amerigroup.com/pages/wa-foundational-community-supports.aspx>
- Quick Reference Guide
- FCS Referral Form
- FCS Talking Points
- Assessment Form
- Department of Commerce Coordinated Entry Information
- And More

Contact information

- FCS line: 1-844-451-2828
- Email: FCSTPA@Amerigroup.com
- Fax: 1-844-470-8859
- <https://providers.Amerigroup.com/pages/wa-foundational-community-supports.aspx>
- www.myamerigroup.com/Washington-fcs
- Chelsea.Coblentz@Amerigroup.com

Questions?

Thank you!