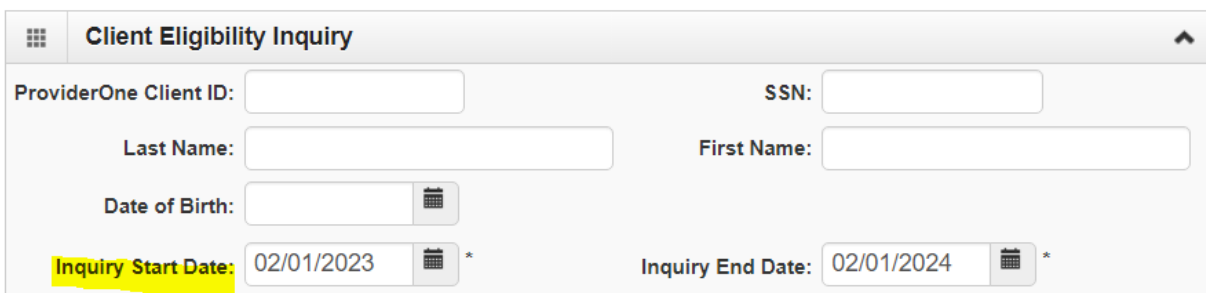


Foundational Community Supports Enrollment Inquiry Process Guide

Washington | Medicaid

To check Foundational Community Supports (FCS) enrollment in ProviderOne, follow the steps below:

1. Log in to ProviderOne at <https://waproviderone.org/ecams/jsp/common/pgLogin.jsp>.
2. Select *Benefit Inquiry* section on the left panel.
3. Search for the individual using their ProviderOne ID, or full name and date of birth:
 - a. **Note:** To see the enrollee’s history, change the *Inquiry Start Date* to the beginning of the previous year (for example, January 1, 2023).




The screenshot shows the 'Client Eligibility Inquiry' form in ProviderOne. It includes fields for:

- ProviderOne Client ID
- SSN
- Last Name
- First Name
- Date of Birth
- Inquiry Start Date: 02/01/2023
- Inquiry End Date: 02/01/2024

 The 'Inquiry Start Date' field is highlighted in yellow.

4. While in ProviderOne, check your enrollee’s Medicaid eligibility. For instructions, see the [FCS Medicaid Eligibility Check instructions](#).
5. You will see FCS enrollment in the *Managed Care Information* section. FCS enrollment will be displayed in one of three ways in the *Plan/PCCM Name* field. Note the start date and end date for each enrollment segment:
 - a. WLP — Employment
 - b. WLP — Housing
 - c. WLP — Housing & Employment



The screenshot shows the 'Managed Care Information' table with the following data:

Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	CHPW Fully Integrated Managed Care	105010109	(800) 440-1561	CHAS MAPLE MEDICAL	01/01/2021	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	WLP - Housing & Employment	208713503	(833) 731-2167		08/01/2022	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	WLP - Housing & Employment	208713503	(833) 731-2167		07/01/2022	07/31/2022
HM: Health Maintenance Organization	MC: Capitated	WLP - Employment	208713501	(833) 731-2167		06/01/2022	06/30/2022

Sometimes an enrollee's FCS services (for example, AMG — Employment and/or Housing) get disconnected when there is a change with their Medicaid eligibility. Their Medicaid eligibility is automatically reconnected when it becomes eligible again. Unfortunately, since FCS isn't an entitlement, their FCS services aren't automatically reconnected in ProviderOne.

If your enrollee's FCS enrollment segments do not match the authorization period you received from Wellpoint, it is possible that the Washington State Health Care Authority (HCA) ProviderOne enrollment team needs to update the enrollee's FCS enrollment in ProviderOne. Notify your FCS manager via email of the FCS reconnection issue. We will research it and send to HCA.

If you have any questions, please contact your FCS manager or the FCS team via email at FCSTPA@wellpoint.com or by phone at **844-451-2828**.