



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
Residential Care Services
PO Box 45600, Olympia, WA 98504-5600

RCS MANAGEMENT BULLETIN

R15-031 –INFORMATION

May 2, 2015

TO: RCS District Administrators
RCS Field Managers
RCS Management Team
RCS Compliance Specialists

FROM: Carl I. Walters II, Director
Residential Care Services

SUBJECT: **THE HEALTH HOME PROGRAM AND RESIDENT ACCESS TO HEALTH HOME CARE COORDINATORS**

PURPOSE: To inform Nursing Home staff regarding The Health Home Program and the resident right to have access to their Health Home Care coordinators.

BACKGROUND: The Health Home Program was created by the Affordable Care Act (ACA). It allows states to provide Health Home services including care coordination and comprehensive care management to Medicaid and Medicare/Medicaid (duals) eligible clients. The purpose of Health Home program service is to achieve the Triple Aim; improve client outcomes, reduce future health care costs, and improve the experience of care.

As a part of the Health Home Program, the Health Care Authority (HCA) and Department of Social and Health Services (DSHS) approve “Lead” Organizations. The Leads contract with Care Coordination Organizations (CCOs) and the CCO’s provide services through Care Coordinators (CCs). If a client is determined eligible, he/she will be referred to a CC.

WHAT’S NEW, CHANGED, OR CLARIFIED: Some nursing home (NH) clients are eligible for the Health Home program. The CCs assigned to these clients will be visiting residents at the facility to develop and work on the resident’s individualized health goals. The CC is considered a member of the resident health care team and is also a contracted service provider for the State of Washington. The client has the right to visitation with a CC.

Some CCs have run into difficulty accessing NH residents due to facility concerns around confidentiality and privacy.

ACTION:

RCS staff will:

- Ensure facilities are allowing resident(s) access to a CC if the resident has been deemed eligible for the Health Home Program.
- Investigate any complaints related to a facility denying a CC access to a resident eligible for Health Home services.
- Refer providers wanting more information to the following website as a resource: [Washington Health Home Program Website](#)

**RELATED
REFERENCE(S):**

[42 CFR 483.10 \(j\)](#)
[42 CFR 483.10 \(g\)\(2\)](#)
[RCW 70.129.090](#)
[RCW 74.42.040](#)
[WAC 388-97-0520](#)

ATTACHMENT(S):

1. [Dear NH Administrator – AL TSA: NH #2015-016](#)

CONTACT(S):

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