

Health Home and Conflict of Interest

Care Coordinators Representing Clients at DSHS/HCA Administrative Hearings

Health Home Services are paid by Title XIX Medicaid funding and therefore having a Health Home Lead Entity or their staff or a Care Coordination Organization or their staff represent a Health Home beneficiary during a DSHS or HCA Administrative Hearing is a conflict of interest.

Health Home beneficiaries have a right to select someone to represent them in Administrative Hearings when the state or the managed care organization (MCO) has denied, reduced or terminated a service, treatment or procedure for a beneficiary, as well as request additional information or evaluation.

The Care Coordinator may support the beneficiary during an administrative hearing process by;

1. Supporting the beneficiary in the identification of a person to represent or accompany the beneficiary to a hearing.
2. Assist the beneficiary to obtain additional information from the state if the state has denied the service through the HCA Customer Service center.
3. Assist the beneficiary to obtain additional information from the DSHS Case Manager if a long-term service or support has been denied.
4. Assist the beneficiary to obtain additional information from the MCO if a MCO has denied a service.
5. Assist the beneficiary to obtain help through the local legal services, or refer them to a Senior Information and Assistance or an Aging and Disability Resource Center for resources regarding an administrative hearing.

The exception for a state employee or Medicaid funded designee representing a Medicaid beneficiary during an administrative hearing applies to the denial of services for children in foster care. The Fostering Well Being Care Coordination Unit Clinical Nurse Specialists reviews denials on behalf of a child in foster care. The nurses perform a review of the child's history, obtain collateral information as needed and present any additional medical necessity information as appropriate to HCA for a determination review. Care Coordinators may contact the Fostering Well Being Care Coordination Unit at fwbccu@dshs.wa.gov for more information or to coordinate on cases as needed for children in foster care.