

Health Home Participation (Opt Out/Decline Services)

Further Instructions and Additional Information

Q: Who can opt a client out of Health Homes (HH)?

A: Only the client or their legal guardian.

Q: What is the rationale that can be given for opting out of the program?

A: Listen to the client and select one of the options listed on the form if they apply. If the three options do not apply, or the client gives additional information, use any available space on the form to *summarize their comments. It is important to document the reason the client gives.*

Q: In some instances the client will turn down Health Home services but the reason they give does not appear to be a long term situation (more than 12 months). What are some examples of reasons that a client may give that are not reasons for opting a client out? How should they be handled?

A: Some of the following statements are **not** reasons for opting out of the program:

- My daughter is visiting for 2 months and she will help me,
- I think I am moving,
- This isn't a good time for me.

The Care Coordinator may be able to keep the door open for follow up calls. The Care Coordinator could offer to call the client in a few months when the client is not so focused on other demands.

Q: Can Care Coordinators opt-out a beneficiary?

A: No, Care Coordinators may not opt-out a client for any reason, including if the client is unable to be reached, argumentative or angry, planning to move, has passed away, or is in jail.

Q: Are the Qualified Health Home Leads required to sign the opt-out form?

A: No, the Care Coordinator, or affiliated staff who spoke with the client is to sign the opt-out form before sending a copy of the opt-out form to the Qualified Health Home Lead (QHHL). Ideally the form would be filled out and signed, the same day that the client opts out.

Q: What is the process and timing used for submitting a HH Opt-out Form?

A: The process for submitting a Health Home Opt-out Form is as follows:

Care Coordinator (or allied or affiliated staff)

1. The Care Coordinator speaks with the beneficiary and fills out the most current version of the Opt Out/Decline Services form, correctly completing all sections with the exception of the signature lines.
2. When the Care Coordinator is certain that the criteria for opting out or declining services has been met, the form is signed and submitted:
 - a. When the client is visited face to face, they (or their guardian) sign(s) the form as well as the Care Coordinator.
 - b. If the conversation is held over the phone, only the Care Coordinator signs the form.
3. The Care Coordinator is to give or mail a copy of the form to the beneficiary.
4. The Care Coordinator or the Care Coordination Organization then sends a copy to the QHHL. Note that the Care Coordinator or the Care Coordination Organization **does not** send a copy to the HCA Health Home mail box.

Qualified Health Home Lead (QHHL)

1. The QHHL reviews the form for accuracy. The form must:
 - Contain the correct ProviderOne ID and Client Name.
 - Have a valid reason – this can be gleaned from the client’s statements.
 - Be signed and dated by the Care Coordinator, or affiliated staff.
 - Have the correct QHHL listed in the QHHL box.
 - Have the correct MCO listed in the MCO box, when appropriate.
 - Correctly indicate if a HAP has been previously completed.
 - Contain all information related to the opt-out. If necessary use any available white space on the form to give additional information. The forms will be archived for future reference so all information must be on the form.
2. The QHHL will enter the specified form information into a spreadsheet format developed by HCA. A copy of the spreadsheet containing only new opt-out information provided since the previous month’s submission will be emailed to HCA (healthhomes@hca.wa.gov) on or before the 21st of each month.

Please refer to the directions on the Health Home Opt-out Form for more information.