

Foundational Community Supports provider support during the COVID-19 pandemic

Underlying principals

- Recovery Support Service (RSS) providers who deliver Foundational Community Supports (FCS) services are essential members of the community. Access to their services are critical to the health and well-being of our community's Apple Health (Medicaid) clients.
- The COVID-19 pandemic is an unprecedented event with enormous impacts on all FCS providers and clients. This crisis requires increased collaboration among FCS providers, Amerigroup TPA, and HCA.

The highest priority providers are:

- Those who rely on Medicaid reimbursement for the majority of their revenue
- Those whose contracts are mainly fee-for-service (FFS) or per diem and have experienced steep declines in the ability to bill under those arrangements
- Providers who are the sole source of a FCS service in a community. Consideration will be given to providers' ability to commit to maintaining services for Medicaid clients for the next 90 days.

Actions HCA and Amerigroup TPA will take to support BH providers

- HCA encourages all FCS providers to deliver services by phone or video conferencing platform. This is known as Telehealth. To help implement FCS via Telehealth, HCA will provide:
 - Technical assistance via webinars
 - Access to HIPAA compliant Zoom licenses
 - Access to loaner laptops to FCS provider staff
- Amerigroup TPA will immediately work to clean up outstanding claims and accounts receivable.
- HCA will continue to share funding opportunities with providers as they become available from federal and state levels.
- HCA and Amerigroup TPA will collaborate to identify FCS providers at risk of not meeting operational expenses due to the COVID-19 pandemic, and are pursuing strategies to provide interim financial support.

Provider actions

If you are an FCS provider and cannot cover necessary operational costs over the next 2 to 4 weeks, please email the HCADBHRBHCVID19@hca.wa.gov inbox. The subject line of the email should be **URGENT FINANCIAL CONCERNS**.

Please provide:

- Basic contact information for your business
- Your location(s)
- The type of services you provide
- Brief description of your need

HCA encourages all FCS providers to participate in the weekly [DBHR COVID-19 call](#) for the latest updates and Q&A. You can find other information about HCA's response to COVID-19 on the [HCA website](#).

If you are an FCS provider and in need of laptops and/or Zoom licenses for Telehealth services, please fill out the applications on the HCA website for consideration:

- [Laptop Loan Application](#)
- [Zoom License Application](#)

The Centers for Medicare & Medicaid Services (CMS) and Congress have started providing [new funding streams](#) for eligible providers and small businesses. Depending on individual circumstances, these programs may be more advantageous to providers as there might not be expectations to repay loans. **As of April 15, 2020, the Small Business Administration reached its lending limit and is not currently accepting new applications. However, HCA recommends FCS providers check this page regularly for updates.**

Additional resources

- [COVID-19 Information and Updates for Homeless Service Grantees - Washington State Department of Commerce](#)
- [StartUp Washington](#)