

Foundational Community Supports FAQ

Enrollment pause & waitlist

This FAQ answers frequently asked questions about the Foundational Community Supports' (FCS) enrollment pause and waitlist, including those [for FCS providers](#).

Update January 2025

The enrollment pause has been lifted and all applications for services that were placed on the waitlist have been processed. If you have a question about a specific application, please contact Wellpoint at FCSTPA@wellpoint.com.

The Health Care Authority (HCA) will continue to request agencies to focus on utilization of services and disenrolling inactive enrollees to ensure there is availability for those most in need of services.

Background

What's going on?

The FCS program¹ provides much-needed supported employment and supportive housing services across Washington State. Historically, the FCS program has underspent and enrolled more people than initially projected.

The year 2023 was the biggest enrollment year for the FCS program. Last year, we saw an unprecedented increase in new enrollments, and fewer individuals disenrolling from the FCS program. As a result, **the FCS program is now over-enrolled, and enrollment has reached budgetary limits for 2024.**

Action

When will the next pause update be provided?

Updates are provided, at minimum, once a month during the Wellpoint Question & Answer webinar. If you do not already attend and are interested, please email fcstpa@wellpoint.com.

What is going to be put in place to prevent additional pauses?

Under Washington's approved 1115 Medicaid waiver, HCA will maintain the authority to implement a waitlist if the budget becomes limited in order to preserve the services of current enrollees. However, to reduce the likelihood of more pauses, HCA has implemented several policies and updated forms to lessen barriers for disenrolling inactive participants, which is one of the main causes for the enrollment pause.

¹ FCS is not an entitlement benefit and limited to funding approved by the Centers for Medicare & Medicaid Services (CMS) and the Legislature under Washington's Section 1115 Medicaid demonstration waiver. We call the waiver the Medicaid Transformation Project (MTP).

Authorization, waitlist, & eligibility

How will HCA manage the waitlist for new assessments?

Waitlist will be processed first come, first served. Once the pause is lifted, HCA and Wellpoint will be working through the waitlist also in a first come first serve process. New assessments will be placed on the waitlist until there is no longer a waitlist.

Once the pause is lifted how long will it take for the waitlist to approve and enroll?

HCA and Wellpoint are currently unable to predict the total number of individuals who will be on the waitlist, which limits our ability to provide a concrete timeline for processing all applications. However, Wellpoint is committed to processing applications as efficiently as possible

Can a current FCS enrollee receive additional services?

Current enrollees have the opportunity to enroll in one or both services, provided they meet eligibility requirements for each service.

Are budget constraints impacting enrollees who need exceptions to the rule for additional service authorizations?

No, currently if enrollees need additional service authorizations as an exception to the rule, it is not impacted by budget constraints.

Who is considered still enrolled according to FCS?

Enrollees who have an active authorization and are enrolled in FCS services in ProviderOne.

For FCS providers

Are new FCS providers being approved during this time?

Yes, we will continue to assist new providers contracting with Wellpoint. However, please note that all providers, regardless of their status, are currently subject to the enrollment pause.

If an enrollee is not engaging, should we disenroll them within a certain timeframe?

Enrollees need to be present and give consent on the disenrollment form. If you're unable to contact the enrollee after four attempts using a minimum of two different methods of outreach, submit the disenrollment form through Wellpoint.

Can providers be given a list of their agencies' clients to make disenrollments?

Please reach out to your FCS manager at Wellpoint to receive a master list.

Enrollees start out engaged and motivated for services and then when the motivation is gone, they stop returning calls and coming to appointments and are taking spaces. What should we do?

Our FCS trainers would love to connect to help navigate this space. Our trainers can assist with trainings as well as program implementation for ways to increase engagement.

Supportive Housing program managers

- [Jackie Velasco](#) (Western WA)
- [Anessa Williams](#) (Eastern WA)

Supported Employment program managers

- [Darren Paschke](#) (Western WA)
- [Dawn Miller](#) (Eastern WA)

Is FCS encouraging all agencies to be disenrolling inactive enrollees?

That is correct, HCA is requesting that all providers, irrespective of the services offered or their agency size, proceed with the disenrollment of inactive participants. For additional information on the disenrollment policy, please [review Wellpoint's website](#).