

## Guidelines for obtaining mobile phones or tablets for FCS enrollees

### Background

The Foundational Community Supports (FCS) program has been authorized by the Centers for Medicare and Medicaid Services (CMS) to purchase mobile devices for FCS enrollees who are eligible for supportive housing and/or supported employment services and have this service included on their treatment plans. These devices are intended to assist FCS enrollees in their ability to find and maintain stable housing and employment, maintain health and other appointments, as well as navigate resources within their community.

FCS enrollees will have a choice between a mobile phone or a tablet (not both). The FCS provider will assist the FCS enrollee in determining which device will best meet their needs, pending availability.

### Mobile device purchasing

Washington Health Care Authority (HCA) will purchase mobile devices with FCS funds authorized under the 1115 Medicaid waiver. These funds are limited, and HCA will not be responsible for the replacement of any devices that are lost, stolen, or damaged. Additionally, HCA is not responsible to maintain or refill data plans.

### Distribution to FCS providers and enrollees

HCA is working with the Accountable Communities of Health (ACH) to collect and distribute the mobile devices throughout the state to contracted FCS providers for use by eligible FCS enrollees ([ACH Regions Map linked here](#)). To receive devices, FCS providers will be required to ensure the devices are distributed to FCS enrollees only, and document that each device is attached to an FCS enrollee's care plan to qualify for the device. Once received, the FCS enrollee owns the device.

HCA is not responsible for any damage or warranty claims. Additionally, HCA does not provide technical support for use or maintenance of these devices.

### Replenishing minutes and data

These mobile devices come with pre-loaded minutes and/or data. HCA does not have the authority to purchase additional minutes and/or data and is not responsible for refilling minutes or data for the devices distributed through FCS.

### Role of FCS providers

To receive mobile devices for their enrollees, FCS providers will enter an agreement with the ACH's by which they agree to:

- a) obtain and distribute mobile devices to qualified FCS enrollees;
- b) help FCS enrollees use the phone and provide resources to refill minutes and data plans

for the devices (a billable service) and;

c) track and maintain documentation for six years (care plan, device identification numbers, FCS enrollee identification numbers) that ensures devices were distributed to eligible FCS enrollees.