

## Foundational Community Supports (FCS) Enrollment Inquiry Process Guide

To check FCS enrollment in ProviderOne, follow the steps below:


1. Log into ProviderOne at <https://www.waproviderone.org/ecams/jsp/common/pgLogin.jsp>.
2. Select **Benefit Inquiry** section on the left panel.
3. Search for the individual using their ProviderOne ID, or full name and date of birth.



**Note:** To see the client’s history, change the **Inquiry Start Date** to the beginning of the previous year (for example, 01/01/2019).

**Client Eligibility Inquiry**

ProviderOne Client ID:  SSN:

Last Name:  First Name:

Date of Birth:  

Inquiry Start Date: 01/01/2019  \* Inquiry End Date: 05/06/2020  \*

4. While in ProviderOne, check your client’s Medicaid eligibility. For instructions on doing so, see the [FCS Medicaid Eligibility Check instructions](#).
5. You will see FCS enrollment in the **Managed Care Information** section. FCS enrollment will be displayed in one of three ways in the *Plan/PCCM Name* field. Note the **start date** and **end date** for each enrollment segment:
  - AMG — Employment
  - AMG — Housing
  - AMG — Housing & Employment

Managed Care Information							
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	AMG - Housing & Employment	208713503	(844) 451-2828		05/01/2020	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	MHC Fully Integrated Managed Care	105010208	(800) 869-7165	Moses Lake Community Health Center	02/01/2020	10/31/2055
HM: Health Maintenance Organization	MC: Capitated	AMG - Employment	208713501	(844) 451-2828		03/01/2020	04/30/2020
HM: Health Maintenance Organization	MC: Capitated	AMG - Housing & Employment	208713503	(844) 451-2828		02/01/2020	02/29/2020
HM: Health Maintenance Organization	MC: Capitated	AMG - Employment	208713501	(844) 451-2828		01/01/2020	01/31/2020

Sometimes, a client’s FCS services (for example, AMG — Employment and/or Housing) get disconnected when there is a change with their Medicaid eligibility. Their Medicaid eligibility is automatically reconnected when it becomes eligible again. Unfortunately, since FCS isn’t an entitlement, their FCS services aren’t automatically reconnected in ProviderOne.

If your client’s FCS enrollment segments do not match the authorization period you received from Amerigroup Washington, Inc., it is possible that the Washington State Health Care Authority (HCA) ProviderOne enrollment team needs to update the client’s FCS enrollment in ProviderOne. Notify your FCS manager via email of the FCS reconnection issue. We will research it and send to HCA. If you have any questions, please contact your FCS manager or the FCS team via email at [FCSTPA@amerigroup.com](mailto:FCSTPA@amerigroup.com) or by phone at **1-844-451-2828**.