

Qualified Health Home Lead Requested Disenrollment – Due Diligence

When a Qualified Health Home Lead, Care Coordination Organization or Care Coordinator is unable to contact a client, the Lead and HCA must follow standardized procedures to disenroll the client from the Health Home program

Due Diligence Process:

Qualified Health Home Leads (Lead) and HCA must follow these procedures when processing client disenrollments. The Lead must ensure Due Diligence is followed to contact the client. All contacts and attempted contacts must be documented in the client's case file.

Step 1. Mail an HCA approved welcome letter prior to calling the client. If the letter is returned, the Lead/CCO must check alternate databases or resources to secure an updated address and mail a second welcome letter to the new address.

Step 2. HCA requires at least three (3) calls be attempted and documented. The calls must be made on different days of the week and at different times of the day. At least one call must be made each month for two (2) months following the initial attempts.

Step 3. If the client cannot be contacted after 90 days from the effective date of enrollment and the above procedures have been followed, the Health Home Lead may request disenrollment of the client from the Health Home Program according to the Disenrollment Process below.

For Previously Engaged Clients: The due diligence process may begin after one month of attempted contacts to meet the monthly face- to-face home visit requirement. Example: Face-to-face meeting with client in August, unable to contact client in September, begin the due diligence process in October starting with Step 2 above.

NOTE: Do not send the **HCA Opt-out Form** unless specifically requested by the client.

Disenrollment Process:

- **CCO or Lead** - If the CCO is unable to connect with the client following the above activities, inform the Lead.
- **Lead** - If the Lead determines the client should be disenrolled from the Health Home program, the Lead will:
 - Send the Health Home Disenrollment letter to the last known address of the client giving the client at least ten (10) business days to reply. Place a copy into the clients file.
 - If the client contacts the Lead and wants to participate in the program before the disenrollment is effective, the Lead must reassign them via a “warm hand-off” to a CC.
 - If there is no response to the letter, fill out the Health Home Due Diligence Registry, which is to be submitted monthly to HCA via secure email. Note that the Health Home Due Diligence Registry does not replace the required documentation in the client's case file
- **HCA** - When HCA receives the Health Home Due Diligence Registry from the Lead, the client's Health Home segment will be ended and enrollment terminated.

NOTE: A Due Diligence Disenrollment from the Health Home program is not considered an Opt-Out. If the client asks to be reenrolled and meets Health Home eligibility criteria, they will be reenrolled. If after one year the client meets the Health Home eligibility criteria, they may be passively reenrolled.