



## Opioid Health Home Disenrollment Process

1. Health Home Provider (HHP) will recommend disenrollment in WSA:
  - a. Choose reason for disenrollment from drop down menu (see next section for more specific information about each disenrollment reason).
  - b. In disenrollment note, provide written reason for disenrollment and last date of OHH service.
  - c. Fill in disenrollment date, which is the end of the month of the customer's last OHH service:
    - i. For example, customer participates in OHH on January 7<sup>th</sup> and informs HHP they do not want to participate any longer. Disenrollment date will be January 31<sup>st</sup>.
2. SWMBH will confirm disenrollment in the WSA and end authorizations in SmartCare.

### Reasons for Disenrollment

1. Administrative Dismissal:
  - a. If a customer is no longer allowed to continue participating in treatment at the HHP and is therefore disenrolled. For example, if the customer is unable to follow agency rules, is violent towards staff, etc.
2. Beneficiary is unresponsive:
  - a. If a customer stops participating in OHH services and the HHP is unable to contact them, they are deemed "unresponsive." A customer must be "unresponsive" for three consecutive months before the customer can be disenrolled from OHH. Once a customer has been deemed "unresponsive," the HHP will recommend disenrollment in the WSA with the reason being "unresponsive" and a comment stating: "Customer is unresponsive, was last seen for OHH services on: \_\_\_\_." During these three months, the HHP must make at least three attempts to contact the customer (at least once per month). These attempts must be documented in the customer's file and cannot be billed as OHH services. After three months of unresponsiveness, SWMBH will complete the disenrollment in the WSA, with the disenrollment reason being "unresponsive" and the disenrollment date being the last day of the 3<sup>rd</sup> month of unresponsiveness.
    - i. If, during the three months of attempted contact, the HHP is able to speak with the customer, discuss OHH services, and the customer chooses to disenroll, then they can be disenrolled as "voluntary" in the WSA with the disenrollment date being the last date of the current month and this service can be billed.
    - ii. If, during the three months of attempted contact, the customer becomes ineligible for OHH (loses Medicaid, moves out of county, is deceased, enrolls in a program that cannot co-exist with OHH, etc), they can be disenrolled in the WSA with the appropriate disenrollment reason chosen and outreach is no longer required.
    - iii. If the customer is discharged from traditional SUD services at the HHP during this time, but does not voluntarily disenroll from OHH, they must remain open in the WSA and the OHH team must continue outreach attempts until the end of the three months, unless the customer has been contacted and voluntarily disenrolls.
  - b. Once a customer has been disenrolled for unresponsiveness, SWMBH will do outreach at least every six months for the following year to attempt to re-engage the customer in services.
3. Change in Health Home Setting:

- a. Customer changes to a different Health Home Partner and continues with OHH services with the new provider.
4. Deceased:
  - a. Customer is deceased.
5. Hospice:
  - a. Customer is in hospice.
6. Moved:
  - a. Customer moves out of eligible county.
7. No Medicaid Eligibility:
  - a. Customer becomes ineligible for Medicaid.
8. Voluntary Disenrollment:
  - a. Customer chooses to disenroll from OHH.

### **Incarceration**

Customers are unable to receive OHH services while incarcerated, as their Medicaid is not active during incarceration.

- If a customer will be incarcerated for three months or less or length of time of the incarceration is unknown, they will be considered “unresponsive” and need to be moved to that status in the WSA with a comment about their incarceration. When they are no longer incarcerated, SWMBH must be notified so the customer can be returned to “enrolled” status in the WSA. OHH services cannot be billed during this time.
- If a customer is confirmed to be incarcerated for more than three months, they will be disenrolled in the WSA under the reason “no longer eligible for Medicaid” and a comment stating that they are incarcerated.

### **Opioid Health Home Potential Disenrollment Report**

SWMBH will run the potential disenrollment report from WSA at least monthly to check for customers who may have become ineligible for OHH. SWMBH will inform HHP of any customers on potential disenrollment report and steps that need to be taken. Reasons for ineligibility include:

- a. Customer loses Medicaid
- b. Customer moves out of eligible county
- c. Customer is deceased
- d. Customer is participating in another waiver program:
  - HHBH (Behavioral Health Home)
  - HHMICare (Health Home MI Care Team)
  - ICO-MC (Integrated Care MI Health Link)
  - NH (Nursing Home)
  - Hospice
  - In Spend down