



Substance Use Disorder 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 SUDHH service.
 - c. Fill in disenrollment date, which is the end of the month of the customer's last SUDHH service:
 - i. For example, customer participates in SUDHH on January 7th and informs HHP they do not want to participate any longer. Disenrollment date will be January 31st.
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, needs a higher level of care, etc.
2. Beneficiary is unresponsive:
 - a. If a customer stops participating in SUDHH services and the HHP is unable to contact them, they are deemed "unresponsive." Once the care team members identify the beneficiary is unresponsive, all future services should not be billed towards the health home. A customer must be "unresponsive" for three consecutive months before the customer can be disenrolled from SUDHH. 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 SUDHH 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 SUDHH 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 month that the customer last received a true billable SUDHH service.
 - i. If, during the three months of attempted contact, the HHP is able to speak with the customer, discuss SUDHH 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 SUDHH (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 SUDHH, they must remain open in the WSA and the SUDHH 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 SUDHH services with the new provider but does not want to sign an ROI for both agencies to complete a transfer.
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 SUDHH.
9. Successful Disenrollment:
 - a. Customer has completed all SUDHH care plan goals and has no additional SUDHH needs.

Incarceration

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

- If a customer will be incarcerated for three months or less, or the 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. SUDHH 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. The customer can be disenrolled immediately upon learning about incarceration status.

Substance Use Disorder 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 SUDHH. 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