Coverage Loss Decision Tree (ECM)

START: Member identified with possible coverage issue

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STEP 1: Verify Coverage Status (Portal, Plan, Member Report)

If ACTIVE → Continue ECM services as usual

If INACTIVE → Proceed to Step 2

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STEP 2: Confirm Reason for Coverage Loss

- Renewal not completed

- Plan switch

- County processing delay

- Other eligibility issue

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STEP 3: Initiate Immediate Outreach

- Call, text, or in-person contact

- Normalize situation and offer support

- Document all outreach attempts

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STEP 4: Support Re-Enrollment (Within Scope)

- Refer to enrollment support

- Help gather documents

- Coordinate with CHWs or eligibility staff

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STEP 5: Continue Engagement (Non-Billable if needed)

- Maintain relationship

- Address immediate needs

- Track status regularly

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STEP 6: Evaluate Duration of Coverage Gap

Short-term → Continue engagement and monitor

Long-term → Consider Step 7

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STEP 7: Disenrollment Decision (Structured)

- Confirm eligibility status

- Ensure required outreach attempts completed

- Document reason clearly

- Provide transition support if applicable

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END: Document and Close or Re-Engage Based on Outcome