

*A message from Washington Foundational Community Supports.*

#### FCS telephone billing provider alert

Phone calls of at least 15 minutes are billable. Whenever possible and appropriate, face-to-face contact with the client will be prioritized. For client contacts, phone calls should not represent the primary means of engagement, and the TPA may reject claims that show an overreliance on phone contact that results in reduced quality of service to the client. Video conferences and video calls are considered face-to-face contact.