

# NJ FamilyCare Housing Supports Program: Office Hours

August 6, 2025



# Housekeeping

- Please drop your name, organization and role into the chat
- Use the Raise Hand function and we will invite you to come off mute during Q&A

**Regional Health Hubs (RHHs) play an important role supporting DMAHS in key initiatives such as the NJ FamilyCare Housing Supports Program.**

**Camden Coalition will:**

- Deliver and curate a training series to support program roll-out
- Serve as a “help line” for providers to field/answer questions and troubleshoot issues through the process
- Liaise between the state, MCOs, and providers to support implementation

**All RHHs will:**

- Promote the program to recruit a robust network of providers within their regions
- Conduct member/community engagement to inform successful roll-out



## Disclaimer

The views, opinions and content expressed herein do not necessarily reflect the official position of the state of NJ's Department of Community Affairs or Division of Medical Assistance Healthcare Services (DMAHS)

# Objectives

- Clarification around common questions
- Program updates

# Upcoming topics and trainings

- **Today 8/6 – General Office Hours**

- **\*NEW\*** Fingerprint-based Background Check Guidance
- Emphasis on listening and collecting your questions

- **Weds 8/20 – Assessment Forms and digging into authorization scenarios**

- **Weds 9/3 – Billing**

# Background check guidance and instructions for tenancy providers

Program element	Required guidance
Type of background check	<b>Fingerprint-based</b> background checks are required
Required staff	All staff <b>physically delivering Housing Supports services</b> (i.e., not administrative staff)
Frequency of signing MCO attestation form	<b>During credentialing &amp; every 3 years thereafter</b> during re-credentialing
Frequency of staff background check	New employees require a <b>pre-employment background check</b>  During re-credentialing, required employees must have been fingerprint background checked <b>in the last 3 years</b>
Disqualifying offenses	<b>Providers have discretion</b> but must be consistent with state/federal law
Database accessed	New Jersey <b>state database</b>

## Step-by-step instructions to obtain fingerprinting

- 1. Provider requests background check:** Provide the employee with the service code (2F1BF3) and Case Contributor Number (EMPLOYER)
- 2. Employee schedules fingerprinting:** Employee contacts IdentoGO with service code, CCN, payment, and employer information
- 3. Employee fingerprinted:** Visit IdentoGO location
- 4. Employer reviews results:** Receives results by mail if criminal history found, or through online portal
- 5. Employer signs MCO attestation forms:** Completes after all employees have cleared checks

# Becoming a Provider

(Provider enrollment, credentialing & contracting)

- Reminders on communicating with Gainwell
- Provider enrollment letters
- E-MEVS
- What else is coming up for folks?
  - Questions
  - Best practices
  - Barriers



# Authorization & Billing

- **On 8/20 we will do a deep dive on authorization scenarios**
  - Thinking about authorization and documentation for clients who are kids
  - Timing on submitting IAT, LoN and HSP for initial authorizations and reauthorizations
  - More details and examples re: authorizations for move-in supports and Home mods & remediations
  - **What other questions or scenarios have you come across?**
- **On 9/3 we will deliver Billing training**
  - Diagnosis codes (ICD-10 Z codes); HCSPCS codes and Modifiers
  - Walking through the CMS1500 in detail
  - Billing best practices
  - **What other questions or topics would you like to see covered?**

# Assessment Forms

- As the program goes live, providers have had more opportunities to engage with the assessment tools
  - Using with clients who are kids
  - Building forms into internal workflows, EMRs, etc.
- Trying to batch feedback on forms to assess if/which adjustments or updates need to be made
- What questions, issues or inconsistencies have you encountered with each form?
  - Initial Assessment Tool
  - Level of Needs Assessment
  - Housing Stabilization Plan
- **Please send additional feedback through the Help Desk!**

# HMIS & Documentation

- Additional training dates and resources are forthcoming
- In the meantime, what questions are coming up for folks?



Open Q&A

# Discussion on future trainings and resources– what would be helpful to you?

- Topics
- Structure
  - Eg: separating out providers who are “live” from those who are still in process
- Cadence
- Speakers

**Feel free to use the Help Desk for your ideas and suggestions!**





Updates

# Next steps

- Sign up for our Housing Supports Program newsletter [here](#)
- Use our Help Desk Inquiry Form to ask your questions and get timely support [here](#)
- Training and office hours will be held every other **Wednesday** from **1-2:30pm**
- Upcoming trainings:
  - Weds 8/20 – Assessments and Authorization Deep Dives
  - Weds 9/3 – Billing