

NJ FamilyCare Housing Supports Program: **Authorization: Forms, Scenarios & Timelines**

August 20, 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

1. Providers will understand how to complete the program authorization forms:
 - Initial Assessment Tool
 - MCO-specific Prior Auth Form
 - Level of Need Assessment Tool
 - Housing Stabilization Plan
2. Providers will understand typical and alternative authorization timelines

Note: The September 3rd training will cover how to complete the CMS 1500 claim form to bill for the services you are authorized to provide.

Agenda

- Walk through the authorization forms
 - Tenancy Sustaining Services for an adult
 - Pre-tenancy Services for a child
- Review typical timelines for submitting the forms
- Review alternative authorization scenarios

Quick Announcements

1) **eMEVS and REVS – electronic and telephonic verification of Medicaid enrollment**

- For providers new to Medicaid, you are not yet able to access either of these verification systems.
- DMAHS is actively working to fix these systems for Housing Supports providers.
- In the meantime:
 - If you have a contract, you can use the MCO portal to verify enrollment.
 - If you do not have a contract, ask the member which MCO they're enrolled in and call that MCO to verify.

2) **Communicating with MCOs when a provider has no contract**

- Providers who have pending contracts with an MCO and are delivering services do not yet have access to the MCO's portal. You will need to exchange information in an alternative HIPAA compliant way via:
 - Fax
 - E-Fax
 - Email
 - Phone call

Assessments and Authorization

Overview

- Authorization is the process that a provider must go through in order to confirm they will be paid for the services they provide
- Three standard assessment forms will be used in the Housing Supports Program
 - Initial Assessment Tool (accompanied by short MCO-specific Prior Auth Form)
 - Level of Need Assessment Tool
 - Housing Stabilization Plan
- Today we will walk through the forms for 2 different members/scenarios, highlighting tips and best practices along the way
- For additional detail on authorizations, see two previous trainings:
 - [Referral and Authorization for pre-tenancy and tenancy sustaining services — 5/14/25 on Vimeo](#)
 - [Referral & authorization for move-in & residential modifications & remediation services — 6/4/25 on Vimeo](#)

Some Reminders Before We Get Started

- Housing Supports providers and members should work together to complete all the authorization forms.
- Not every scenario will be clear cut – there will be edge cases and not everything will be explicitly covered in the guidance.



Scenario 1: Authorization for Tenancy Sustaining Services for an Adult

Scenario #1: Tenancy Sustaining for an Adult – Mr. Dale Smith

The Initial Assessment Tool

Housing Supports Initial Assessment Tool - Camden Coalition

- Mr. Dale Smith is a client at Horizon House which is an HSP provider, and the provider is completing the Tool.
- Mr. Smith is 66-years-old, lives alone and has a housing voucher. He has had a substance misuse disorder (alcohol) for a number of years for which he goes in and out of recovery. Mr. Smith has bipolar disorder and hypertension. He has been hospitalized six times in the last six months.

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

A. MEMBER INFORMATION

Please complete all information in this section

1. Name (as written on Medicaid ID):
Mr. Dale Smith
2. Date of birth (MM/DD/YYYY):
5/5/61
3. Phone Number (if applicable):
555-555-5555
4. Email address (if applicable):
No email
5. Medicaid ID:
2678459-21
6. Managed Care Organization (MCO):
United Healthcare
7. MCO Member ID (optional):
8. Location (county):
Camden

Note: If Mr. Smith was living on the street or in a shelter, the provider would enter the county they are operating in. This will also ensure the MCO assigns the correct Housing Specialist based on the Specialist's geographical catchment area.

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

B. SOCIAL RISK CRITERIA

Please complete all information in this section

1. Do you/does the member meet any social risk criteria? (check the box(s) below)

- ☐ Currently experiencing homelessness¹
- ☐ At risk of homelessness²
- ☒ At-risk of institutionalization and requiring a new housing arrangement³
- ☐ Transitioning from an institution to the community⁴
- ☐ Recently released from correctional facilities⁵

Footnote #3:

3. Individuals at risk of institutionalization who require a new housing arrangement to remain in the community Qualifying institutions include: hospitals, mental health residential treatment facilities, substance use disorder treatment facilities, and long-term care facilities.

Note – “new housing arrangement” is not restricted to meaning a new house

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

C. CLINICAL RISK CRITERIA

Please complete all information in this section

Note: This category is self-reported or observed. It does not require clinical diagnosis.

1. Do you/does the member meet any clinical risk criteria? (check the box(s) below)

- ☒ Chronic health condition⁶
- ☒ Mental health condition⁷
- ☒ Substance misuse⁸
- ☐ Pregnancy⁹
- ☐ Complex mental health condition from intellectual or developmental disability¹⁰
- ☐ Victims of intimate partner violence, domestic violence, or human trafficking¹¹
- ☐ Requires assistance with activities of daily living (ADLs) or instrumental ADLs (IADLs)¹²
(e.g., needing assistance with activities such as bathing, dressing, eating, using the toilet, cooking)
- ☒ Repeated emergency department or hospital use¹³

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

6. Chronic health condition: One or more chronic conditions consistent with those identified in Social Security Act section 1945(h)(2). Examples of conditions can include: diabetes, BMI over 25, cardiovascular disease, respiratory disease, HIV/AIDS diagnosis, **hypertension**, physical disability (e.g., amputation, visual impairment), cancer, hyperlipidemia, chronic obstructive pulmonary diseases, chronic kidney disease.

7. Mental health condition: An individual with at least one serious mental health illness, consistent with conditions included in the definition in N.J.A.C. 10:37B and/or at least two concurrent mental health conditions that require support and are impacting the ability to maintain a stable housing situation. Applicable mental health conditions include but are not limited to: **Bipolar Disorder**; Borderline Personality Disorder; Depression; Dissociative Disorders; Eating Disorders; Obsessive-compulsive Disorder; Posttraumatic Stress Disorder; Psychosis Schizoaffective Disorder; and Schizophrenia.

8. Substance misuse: An individual with a substance use disorder who is in need of substance use treatment.

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

D. SERVICES NEEDED

Please complete at least questions 1-2 in this section

1. What services do you/does the member need? (check the box(s) below)

- ☐ Pre-tenancy Services¹⁴ (services that support in obtaining housing)
- ☒ Tenancy Sustaining Services¹⁵ (services that support maintaining safe and stable housing)
- ☐ Move-in Supports¹⁶ (one-time transitional expenses)
- ☐ Residential Modifications and Remediation Services¹⁷ (services necessary to ensure the welfare or enable independence in the home or community)

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

2. Please confirm that you/the member or other members in the household are not currently receiving duplicate Medicaid-funded housing services.

Duplicate Medicaid-funded housing services are defined as:

- *If requesting Pre-tenancy or Tenancy Sustaining Services: member or individuals in same household is/are already receiving Pre-tenancy or Tenancy Sustaining Services; member is already receiving Community Support Services (CSS), or Integrated Case Management Services (ICMS).*
- *If requesting Move-in Supports: member or other individuals in same household exceed lifetime cap for Move-in Supports, including switching MCOs or spending in Managed Long Term Services and Supports (MLTSS) Community Transition Services; or member is already receiving CSS or ICMS; or member is currently enrolled in MLTSS.*
- *If requesting Residential Modifications and Remediation Services: member or other individuals in same household exceed lifetime cap for Residential Modifications and Remediation Supports, including switching MCOs or spending in MLTSS Residential Modifications and Remediation Services; or member is currently enrolled in MLTSS; or member is currently authorized for Division of Development Disabilities (DDD) modification services program (note: this limitation does not apply to Residential Remediation Services).*

☒ Confirm

☐ Unsure

☐ Do not confirm, receiving duplicate services

See this document
for a reminder of:
[Programs-That-
Are-Duplicative-of-
HSP-Services-.pdf](#)

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

3. Which housing provider would you/the member like to work with? (*Optional, but highly encouraged to facilitate faster connection to services*)

Note: If the requester is a housing provider worker, please answer with the name of your own organization.

Horizon House

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

E. REQUESTER INFORMATION

If someone other than the member is submitting this form for the member, complete the information below. If a household member is submitting the form, please skip questions 3 and 4.

1. Name:
Mavin Jacobs
2. Relation to Member:
Housing Case Manager
3. Role/title in organization (if applicable)
Housing Case Manager
4. Organization Name (if applicable):
Horizon House
5. Phone Number:
555-222-3333
6. Email address:
mjacobs@horizonhouse.org

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

F. HOUSEHOLD INFORMATION

Please complete all information in this section only for individuals who are part of the referred member household

1. <u>Total</u> number of people in household (regardless of Medicaid enrollment status):				
1				
2. First name, last name, Medicaid ID, and MCO ID (as known or as applicable) of additional household members (please add rows as needed):				
<u>First name</u>	<u>Last name</u>	<u>Medicaid ID</u>	<u>MCO ID</u>	<u>Age</u>
1.				
2.				
3.				
.				

Note: The total household number includes the member. If the member lives alone the answer is 1.

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

G. STATEMENT OF TRUTH

By signing this form, I understand and agree that:

- My MCO may contact me to get more information about this request.
- I sign under penalty of perjury. To the best of my knowledge, all the information I gave in this request is true, correct, and complete.
- If I am representing a Housing Supports program provider organization and give information that is not true, I may have penalties under state or federal law. This may include paying back money spent on any services the represented organization gets because of this request.

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

H. Signature

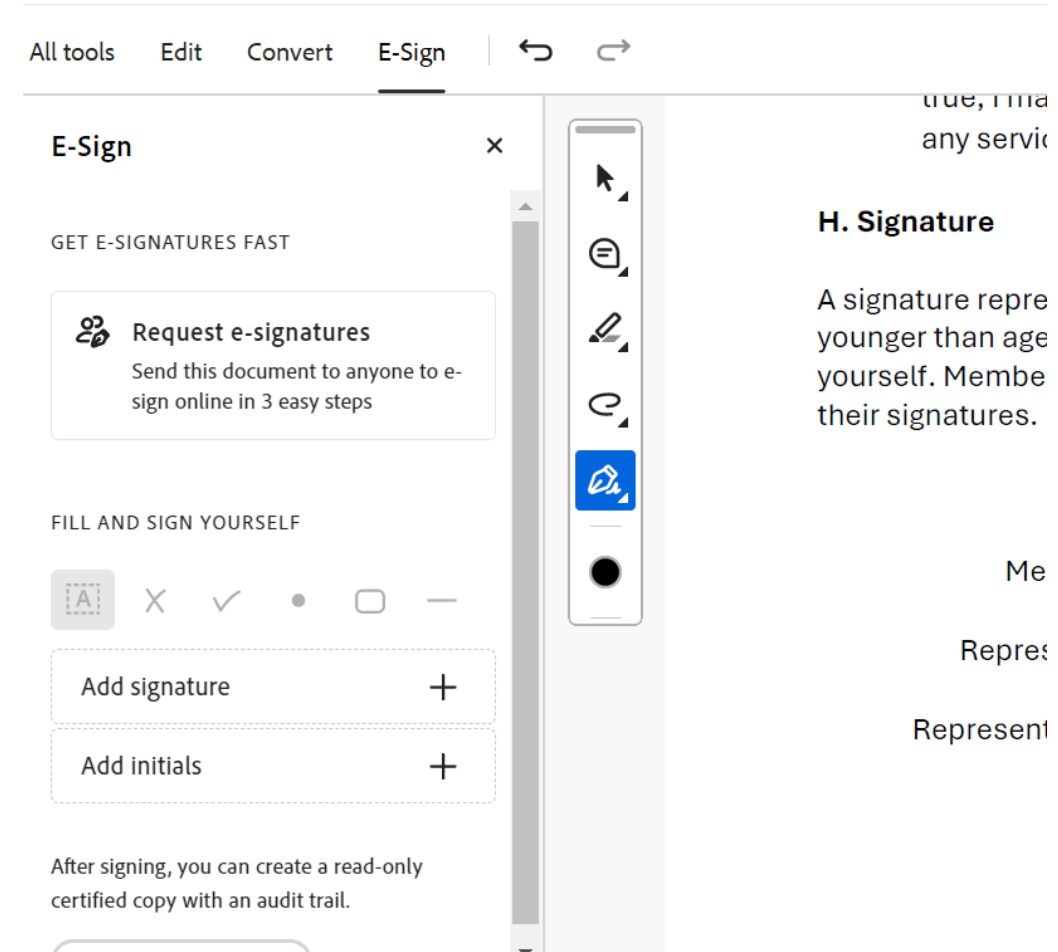
A signature represents agreement to the Statement of Truth. A representative may sign this form for members younger than age 18. Leave the representative name and signature blank if you are filling this form out for yourself. Member's signature is required to process the request. Household members do not need to provide their signatures.

Member Name:	<input type="text" value="Dale Smith"/>
Member Signature:	<input type="text" value="Dale Smith"/>
Representative Name:	<input type="text"/>
Representative Signature:	<input type="text"/>
Date:	<input type="text" value="6/5/25"/>

- **Hot off the press!** The fillable PDF of the IAT on the Coalition website now has fillable fields for the signature! (See next slide for instructions).
- On the IAT, it is also acceptable to write "Received verbal consent from member on 6/6/25" in the member signature space if you are not physically with them.

How to add a signature to the IAT pdf

- Click "E-Sign" in the top left corner of the screen
- Click "Add signature"
- You'll be taken to a new screen. Click the "Draw" tool at the top
- Have client sign in the box
- Click "Apply" at the bottom of the screen
- You'll be taken back to the form. Move the client's signature into the Member Signature field and right click your mouse.



Initial Assessment Tool Key Takeaways

- **Member county:** If member is living on the street or in a shelter, the provider would enter the county they are operating in. This will also ensure the MCO assigns the correct Housing Specialist based on the Specialist's geographical catchment area.
- **Social risk criteria:** "at risk of institutionalization and requiring a new housing arrangement" does not necessarily mean they need a new house (it can mean they require certain services or supports).
- **Household Information:** if the member lives alone, the household size is 1.
- **Signature:**
 - The fillable PDF of the IAT on the Coalition website now has fillable fields for the signature!
 - On the IAT, it is acceptable to write "Received verbal consent from member on 6/6/25" in the member signature space if you are not physically with them.

Scenario #1: Tenancy Sustaining for an Adult – Mr. Dale Smith

MCO-Specific Prior Authorization Information

- All five MCOs require providers to submit additional Prior Authorization information when they submit the Initial Assessment Tool.
- Depending on the MCO, the information is a hard copy form or it is contained in an electronic format in their portal.
- We'll review one form today as an example – Aetna's HSP Prior Authorization Request Form.

Scenario #1: Tenancy Sustaining, Mr. Smith, MCO Prior Auth Form



HOUSING SUPPORTS PRIOR AUTHORIZATION REQUEST FORM

FAX TO: 1-844-404-3972 TELEPHONE: 1-855-232-3596

AETNA BETTER HEALTH OF NEW JERSEY
PO Box 818003
Cleveland, OH 44181-8003
TELEPHONE NUMBER: 1-855-232-3596
TTY: 711

DATE OF REQUEST (MM/DD/YYYY):

06/05/2025

Did you know that you can use our provider portal Availity® to submit prior authorization request, upload clinical documentation, check statuses, and make changes to existing requests? Register today at www.Availity.com

****FORM MUST BE COMPLETED IN ITS ENTIRETY****

TYPE OF REQUEST:



IN OFFICE



URGENT – WHEN A NON-URGENT PRIOR AUTHORIZATION REQUEST COULD SERIOUSLY JEOPARDIZE THE LIFE OR HEALTH OF A MEMBER, THE MEMBER'S ABILITY TO ATTAIN, MAINTAIN, OR REGAIN MAXIMUM FUNCTION OR THAT A DELAY IN TREATMENT WOULD SUBJECT THE MEMBER TO SEVERE PAIN THAT COULD NOT BE ADEQUATELY MANAGED WITHOUT THE CARE/SERVICE REQUESTED. URGENT REQUESTS WILL BE PROCESSED WITHIN 72 HOURS



NON-URGENT STANDARD – ROUTINE SERVICES PROCESSED WITHIN 7 DAYS

Scenario #1: Tenancy Sustaining, Mr. Smith, MCO Prior Auth Form

MEMBER INFORMATION		
1. LAST NAME:	2. FIRST NAME:	3. MI:
Smith	Dale	W
4. MEMBER AETNA ID # ("REQUIRED"):	5. DATE OF BIRTH (MMDDYYYY) ("REQUIRED"):	6. MEMBER'S PCP:
123456789	05/05/1961	Dr. Ella Fitzgerald
7. PCP PHONE NUMBER (xxx-xxx-xxxx):		8. PCP FAX NUMBER (xxx-xxx-xxxx):
(444) 444-4444		(555) 555-5555
9. GENDER:	<input checked="" type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> OTHER	10. IS THE MEMBER PREGNANT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
11. DOES THE MEMBER HAVE OTHER INSURANCE? ENTER POLICY NUMBER:		
No		
12. OTHER INSURANCE NAME:		13. PHONE NUMBER (xxx-xxx-xxxx):

Scenario #1: Tenancy Sustaining, Mr. Smith, MCO Prior Auth Form

ORDERING/REFERRING PROVIDER INFORMATION	
14. CONTACT PERSON IN REQUESTING PROVIDER'S OFFICE:	15. PHONE NUMBER (xxx-xxx-xxxx):
Marvin Jacobs	(555) 222-3333
16. ORDERING/REFERRING PROVIDER NAME:	
Marvin Jacobs	
17. PHONE NUMBER (xxx-xxx-xxxx):	18. FAX NUMBER (xxx-xxx-xxxx):
(555) 222-3333	(111) 111-1111
19. ORDERING/REFERRING PROVIDER ADDRESS:	20. NPI # ("REQUIRED"):
8452 N. Cambridge Street, Camden, NJ 08102	234234-21
SERVICING PROVIDER INFORMATION	
21. FACILITY / SERVICING PROVIDER NAME:	22. CONTACT NAME:
Horizon House	Marvin Jacobs
23. PHONE NUMBER (xxx-xxx-xxxx):	24. FAX NUMBER (xxx-xxx-xxxx):
(555) 222-3333	(111) 111-1111
25. SERVICING PROVIDER ADDRESS:	26. NPI # ("REQUIRED"):
8452 N. Cambridge Street, Camden, NJ 08102	234234-21

Scenario #1: Tenancy Sustaining, Mr. Smith, MCO Prior Auth Form

CLINICAL INFORMATION (ALL FIELDS REQUIRED)

SERVICE START DATE (MMDDYYYY):	SERVICE END DATE (MMDDYYYY):
06/05/2025	07/04/2025

27. ICD-10 / DSM-5 CODE(S) (*REQUIRED*):	28. ICD-10 / DSM-5 CODE(S) DESCRIPTION:
Z59.811	Unstably housed

29. CPT / HCPCS CODE(S) (*REQUIRED*):	30. CPT / HCPCS CODE(S) DESCRIPTION:	31. QUANTITY / UNITS:
H0044	Housing Case Management maintenance	1

****See next slide for codes to complete these sections.***

27. The ICD-10 code is a diagnosis code (also called a Z code) and refers to social care needs.

28. Type in the description.

29. The HCPCS codes refer to a specific Housing Supports Service.

30. Type in the description.

31. 1 unit = one 30-day billing period

HSP Billing Code Cheat Sheet

Service Type	Description	HCPCS Codes	Modifier	Recommended Z-codes (ICD-10 codes)
Pre-tenancy	Housing case management – intake phase	H0044	U1: low need U3: high need	<u>Homelessness:</u> Z59.01 (Sheltered homelessness) Z59.02 (Unsheltered homelessness) <u>At Risk of Homelessness</u> Z59.811 (housing instability, housed, with risk of homelessness) Z59.2 (discord with neighbors, lodgers, and landlord) <u>Inadequate Housing</u> Z59.10 (inadequate housing, unspecified) Z59.11 (inadequate housing environment temperature) Z59.12 (inadequate housing utilities) Z69.19 (other inadequate housing)
Tenancy Sustaining	Housing case management – maintenance	H0044	U4: low need U6: high need	
Move-in Supports	One-time housing transition costs	T2038	U1: standard move-in U6: move-in admin fee	
Mods & Remediation - Evaluation	Needs evaluation for remediation/mods	T1028	U2: home mods U3: environmental remediation	
Home Modifications	Installation of home modifications	S5165	U2: home mods U3: environmental remediation	

Scenario #1: Tenancy Sustaining for an Adult – Mr. Dale Smith

Level of Need Assessment

Housing Supports Level of Need Assessment - Camden Coalition

- Mr. Dale Smith is a client at Horizon House which is an HSP provider.
- Mr. Smith is 66-years-old, lives alone and has a housing voucher. He has had a substance misuse disorder (alcohol) for a number of years for which he goes in and out of recovery. Ms. Smith has bipolar disorder and hypertension. He has been hospitalized six times in the last six months.

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

A. DEMOGRAPHICS

1. Name: <i>(not scored)</i> Dale Smith	Not scored
2. Date of Birth: <i>(1 point if age is less than 18 or more than 60):</i> 5/5/1961	Score: 1
3. Medicaid ID: <i>(not scored, but Medicaid and MCO enrollment required for eligibility)</i> 2678459-21	Not scored
4. MCO Member ID: <i>(not scored, optional question but Medicaid and MCO enrollment required for eligibility)</i> 123456789	Not scored

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

<p>5. Number of people in household (including member):</p> <p><input type="checkbox"/> 2+ members (5 points) <input checked="" type="checkbox"/> 1 member (0 points)</p> <p>Total number of people in household <input type="text" value="1"/> (not scored)</p> <p>Note: If multiple people in a household, please list all names and ages as well Medicaid IDs and MCO IDs as known or as applicable below</p> <table border="1"><thead><tr><th>First name</th><th>Last name</th><th>Medicaid ID</th><th>MCO ID</th><th>Age</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>	First name	Last name	Medicaid ID	MCO ID	Age																															<p>Score:</p> <p>0</p>
First name	Last name	Medicaid ID	MCO ID	Age																																
<p>6. Are you employed? (If unemployed: 1 point)</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Score:</p> <p>1</p>																																			

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

B. HOUSING AND SOCIAL HISTORY

<p>7. Where do you sleep most frequently (select only one)?</p> <p>Homeless:</p> <p><input type="checkbox"/> Unsheltered homeless including areas not meant for human habitation (e.g., sleeping in a vehicle, abandoned building, or outdoors)¹ (5 points)</p> <p><input type="checkbox"/> Emergency shelter, safe haven, or hotel/motel paid for by charity or government¹ (5 points)</p> <p><input type="checkbox"/> Other homeless definitions including (5 points)¹:</p> <ul style="list-style-type: none">• Other scenarios where an individual lacks fixed, regular, and adequate nighttime residence• At imminent risk of homelessness (losing housing within 14 days)• Fleeing or attempting to flee domestic violence, and has no other residence• Youth under 25 who qualify as homeless under other federal statutes² <p>Unstably housed:</p> <p><input type="checkbox"/> At risk of homelessness including situations such as couch-surfing, facing eviction within 21 days, or living in overcrowded housing² (1 point)</p> <p><input type="checkbox"/> Living in a physically unsafe home² (1 point)</p> <p><input checked="" type="checkbox"/> At-risk of institutionalization³ (1 point)</p> <p><input type="checkbox"/> Transitioning out of institution⁴ (1 point)</p> <p><input type="checkbox"/> Recently released (within 12 months) from correctional facility⁵ (1 point)</p> <p>Stably housed:</p> <p><input type="checkbox"/> Stably, safely housed (none of the above) (0 points)</p>	<p>Score:</p> <p>1</p>
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Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

<p>8. How long have you been living there (select only one)?</p> <p>Homeless:</p> <p><input type="checkbox"/> Homeless for greater than 1 year (3 points)</p> <p><input type="checkbox"/> Homeless for less than 1 year (2 points)</p> <p>Unstably housed:</p> <p><input checked="" type="checkbox"/> Unstably housed for greater than 1 year (2 points)</p> <p><input type="checkbox"/> Unstably housed for less than 1 year (1 point)</p> <p>Stably housed:</p> <p><input type="checkbox"/> Safely housed for <input type="text"/> days <input type="text"/> / weeks <input type="text"/> / months <input type="text"/></p> <p>(check relevant metric) (0 points)</p>	<p>Score:</p> <p>2</p>
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Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

<p>9. How many times have you been homeless¹ (including currently)?</p> <p><input type="checkbox"/> Experienced homelessness at least once in the past year (3 points)</p> <p><input type="checkbox"/> Experienced homelessness at least once in the past 3 years (1 point)</p> <p><input checked="" type="checkbox"/> Never been homeless (0 points)</p>	<p>Score:</p> <p>0</p>
<p>10. Have you been evicted before? (If ever evicted: 3 points)</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Score:</p> <p>3</p>
<p>11. Have you been involved with the criminal justice system in any of the following ways?</p> <p><input type="checkbox"/> Yes; I have been charged with, convicted of, imprisoned for, or on probation for a criminal offense in the past twelve months (2 points)</p> <p><input type="checkbox"/> Yes; I have been charged with, convicted of, imprisoned for, or on probation for a criminal offense but all more than twelve months ago AND/OR I have been a witness to and/or victim of a criminal offense which was reported to authorities in the past twelve months (1 point)</p> <p><input checked="" type="checkbox"/> No; none of the above apply to me (0 points)</p>	<p>Score:</p> <p>0</p>

Question 10 Note:

DMAHS clarified that eviction means being physically evicted and/or receiving an eviction notice. Some people receive eviction notices and are not physically evicted, yet the notice often stays on their record that a prospective landlord can see.

Scenario #1:

Tenancy Sustaining, Mr. Smith, Level of Need Assessment

C. HEALTH

Note: This category is self-reported or observed. It does not require clinical diagnosis.

12. How many hospitalizations or emergency department visits has the member had in the last 6 months? <input checked="" type="checkbox"/> More than 4 visits (7 points) <input type="checkbox"/> More than 2 visits (2 points) <input type="checkbox"/> 1 or no visits (0 points)	Score: 7
13. Have you faced intimate partner violence or domestic violence? <input type="checkbox"/> Within the last 6 months (3 points) <input type="checkbox"/> Within the last 12 months (1 point) <input checked="" type="checkbox"/> No; None of the above apply to me (0 points)	Score: 0
14. Do you have any substance misuse (drug or alcohol) issues that make it difficult for you to maintain stable housing? (Observations can be used) ⁶ (5 points if yes) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Score: 5
15. Do you have any mental health conditions that make it difficult for you to maintain stable housing? ⁷ (2 points if yes) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Score: 2
16. Do you have any intellectual or developmental disabilities that make it difficult for you to maintain stable housing? ⁸ (8 points if yes) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Score: 0

Note: Information in this Health category is supplied by self-report *or* observation. It does not require clinical diagnosis or verifying documents.

Note on #14: The footnote describes substance misuse as “an individual with a substance use disorder who is in need of substance use treatment”.

DMAHS clarified that this also includes an individual who **is in treatment**. So, a client receiving recovery services, such as Alcoholics Anonymous and Medication Assisted Treatment, is also considered to have a substance misuse issue. Check yes if the client is in treatment or needs treatment.

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

<p>18. Do you have any chronic health conditions?¹⁰ (1 point if yes)</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Score:</p> <p>1</p>
<p>19. Do you need assistance with activities of daily living (ADLs)¹¹ or instrumental ADLs (IADLs)¹²?</p> <p><input type="checkbox"/> Require assistance with at least 1 ADL (e.g., bathing, dressing, eating, using the toilet) (1 point)</p> <p><input checked="" type="checkbox"/> Require assistance with at least 3 IADLs (e.g., cooking, shopping, managing medication), have a behavioral health condition or cognitive impairment (e.g., impairment to decision making or memory), and don't require any assistance with ADLs (1 point)</p> <p><input type="checkbox"/> No; None of the above apply to me (0 points)</p>	<p>Score:</p> <p>1</p>

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

Please add up all the scores and provide the total score below: TOTAL SCORE:	Please provide the risk category based on total score and the scoring rubric shown in the appendix below: LEVEL OF NEED CATEGORY:
24	High

SCORING RUBRIC

Total Score	Level of Need Category
1-17 points	Low level of need
18+ points	High level of need

Scenario #1: Tenancy Sustaining, Mr. Smith, Level of Need Assessment

Name of case manager who completed assessment:
Marvin Jacobs
Provider organization name:
Horizon House
Date of completion:
June 5, 2025
Service requested (i.e., Pre-tenancy Services or Tenancy Sustaining Services):
Tenancy Sustaining
Reason for authorization request:
<input checked="" type="checkbox"/> Continue member's authorization past the first 30 days of services
<input type="checkbox"/> Re-authorization for an additional 180 days of service to continue services after current authorization ends (no change in member's provider, level of need, service type, or MCO)
<input type="checkbox"/> Authorization request to switch member's provider
<input type="checkbox"/> Authorization request to update level of need
<input type="checkbox"/> Authorization request to change type of service (e.g., Pre-Tenancy Services to Tenancy Sustaining Services)
<input type="checkbox"/> Authorization request due to member switching MCOs
<input type="checkbox"/> Other (please specify below):
Signature of case manager who completed assessment:
Marvin Jacobs

Under “Reason for authorization request,” note that the Level of Need Assessment is used in many different circumstances. We’ll discuss more later in this training -

Level of Need Assessment: Key Takeaways

- **Medicaid ID/MCO ID:** These are required from the LoN. If you do not yet have access to eMEVS or REVS, you can 1) call the MCO, or 2) if you are contracted, this information will be available through the portals.
- **Household Information:** if the member lives alone, the household size is 1.
- **Evictions (question 10):** DMAHS clarified that eviction means being physically evicted and/or receiving an eviction notice. Some people receive eviction notices and are not physically evicted, yet the notice often stays on their record that a prospective landlord can see.
- **Health section:** this is self-report or observational. This section does not require clinical verification

Scenario #1: Tenancy Sustaining for an Adult – Mr. Dale Smith

Housing Stabilization Plan

[Housing Supports Housing Stabilization Plan - Camden Coalition](#)

- Mr. Dale Smith is a client at Horizon House which is an HSP provider.
- Mr. Smith is 66-years-old, lives alone and has a housing voucher. He has had a substance misuse disorder (alcohol) for a number of years for which he goes in and out of recovery. Ms. Smith has bipolar disorder and hypertension. He has been hospitalized six times in the last six months.

Scenario #1:

Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan

Housing Supports Housing Stabilization Plan

Member Name:	Dale Smith
Medicaid ID:	2678459-21
NJ HMIS ID:	66666666
Housing Supports Provider:	Horizon House
Provider Case Manager Name:	Marvin Jacobs
Provider Case Manager Phone:	555-222-3333
Provider Case Manager E-mail:	mjacobs@horizonhouse.org

Date:	June	/	20	/	2025
Next Scheduled Review:	July	/	21	/	2025

Note: The “next scheduled review date” should be whatever date the provider believes is necessary to keep the plan and the documentation updated and enough to justify reauthorization if it is needed beyond the first 6 month (180 day) authorization period.

This plan is focused on the following general goal (select one based on current situation/needs):

- ☐ Helping me/my family find safe, stable housing (Pre-tenancy Services)
- ☒ Helping me/my family stabilize in new or current housing once secured (Tenancy Sustaining Services)

Scenario #1: Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan

What is your overall goal for housing? (limit to couple of sentences)

To secure stable housing.

Scenario #1: Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan

i. Housing search/stabilization and retention

What are your next steps for obtaining housing or immediate stabilization where you are living?
To ensure rent and utilities are paid on time every month and that I am following the rules of my lease to avoid problems with my landlord.

Housing search/stabilization and retention activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Pay rent on time	Identify available funds for rent assistance.	Client/Case Mngr	11/1/25		
	Prepare and deliver check to landlord monthly.	Client	9/1/25		
Pay utilities on time	Identify available funds to help utilities.	Client/Case Mngr	10/1/25		
Be a good tenant and neighbor in my apartment building	Mthly discussion of good tenancy & tenant's rights	Client/Case Mngr	12/1/25		

Scenario #1: Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan

ii. Income/expenses/other resources

What is your overall monthly income goal?
\$1,200. I receive SSI.

Note: DMAHS clarified that the overall monthly goal would preferably be answered with a dollar amount, but it can also be answered with narrative.

Income/expenses/other resources activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Become more financially literate	Participate in Horizon House's financial literacy class	Client	9/15/25		
Improve my budgeting skills	Work regularly with case mngr to review my budget	Client/Case Mngr	12/1/25		

Scenario #1: Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan




iii. Health needs

What health needs (including mental health and substance use) help do you need assistance with to be successful in obtaining a home, stabilizing your living situation, and/or meet other important needs?

Schedule and keep my regular (physical) health care appointments and mental health appointments.

Health needs activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Schedule my physical health appts: monthly blood pressure and med checks and annual wellness visits	Keep and update a calendar of appts	Client/Case Mngr	12/1/25		
Keep my physical health care appointments	Call Medicaid transport company to schedule	Client/Case Mngr	10/1/25		
	Establish a routine for preparing for the appts	Client/Case Mngr	11/1/25		
Keep my mental health care appointments two times a week at Jefferson BH	Establish a routine for preparing for the appts	Client/Case Mngr	11/1/25		

Scenario #1: Tenancy Sustaining, Mr. Smith, Housing Stabilization Plan

Member Signature:		Date:	
Case Manager Signature:		Date:	

A physical or e-signature is required for the Housing Stabilization plan. Your client can now sign electronically in the fillable pdf on the Coalition webpage.

Housing Stabilization Plan: Key Takeaways

- **Next scheduled review date:** this form is used for reauthorizations. You should review/update the Plan frequently enough to document progress and justify potential reauthorizations.
- **Overall monthly income goal:** this should ideally be a dollar amount but this is not mandatory.
- **Signature:** a wet or e-signature from the member is required for the Housing Stabilization Plan.



Scenario #2: Pre-tenancy for a Child

Scenario #2: Pre-tenancy for a Child – Janine Rogers

Initial Assessment Tool

- Janine Rogers is a client at Horizon House which is an HSP provider, and the provider is completing the Tool.
- Janine is an 18-month-old child diagnosed four months ago with elevated blood lead. She currently lives with her 30-year-old mother, Cherise Rogers, and her 8-year-old sister, Katherine Rogers, in a family shelter. When Janine was diagnosed, she was living in an apartment that subsequently tested positive for lead paint hazards. The landlord did not have enough money to do the lead remediation work immediately and had no other units to offer the family, so her family had to move out. The landlord would not return the security deposit, and Janine's mother did not have enough savings without it to move into another apartment. Janine's mother does not have any HSP clinical risk factors.
- Janine is the HSP eligible member.

Scenario #2: Pre-tenancy, Janine Rogers, Initial Assessment Tool

A. MEMBER INFORMATION

Please complete all information in this section

1. Name (as written on Medicaid ID):	Janine Rogers
2. Date of birth (MM/DD/YYYY):	2/15/23
3. Phone Number (if applicable):	888-888-8888
4. Email address (if applicable):	crogers@gmail.com
5. Medicaid ID:	6789731-21
6. Managed Care Organization (MCO):	Fidelis
7. MCO Member ID (optional):	123456789
8. Location (county):	Hudson

Scenario #2: Pre-tenancy, Janine Rogers, Initial Assessment Tool

B. SOCIAL RISK CRITERIA

Please complete all information in this section

1. Do you/does the member meet any social risk criteria? (check the box(s) below)

- ☒ Currently experiencing homelessness¹
- ☐ At risk of homelessness²
- ☐ At-risk of institutionalization and requiring a new housing arrangement³
- ☐ Transitioning from an institution to the community⁴
- ☐ Recently released from correctional facilities⁵

Footnote #1:

1. Currently experiencing homelessness - 1. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: **(B) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements** (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals);

Scenario #2: Pre-tenancy, Janine Rogers, Initial Assessment Tool

C. CLINICAL RISK CRITERIA

Please complete all information in this section

Note: This category is self-reported or observed. It does not require clinical diagnosis.

1. Do you/does the member meet any clinical risk criteria? (check the box(s) below)

- ☒ Chronic health condition⁶
- ☐ Mental health condition⁷
- ☐ Substance misuse⁸
- ☐ Pregnancy⁹
- ☐ Complex mental health condition from intellectual or developmental disability¹⁰
- ☐ Victims of intimate partner violence, domestic violence, or human trafficking¹¹
- ☐ Requires assistance with activities of daily living (ADLs) or instrumental ADLs (IADLs)¹²
(e.g., needing assistance with activities such as bathing, dressing, eating, using the toilet, cooking)
- ☐ Repeated emergency department or hospital use¹³

Scenario #2: Pre-tenancy, Janine Rogers, Initial Assessment Tool

F. HOUSEHOLD INFORMATION

Please complete all information in this section only for individuals who are part of the referred member's household

1. <u>Total</u> number of people in household (regardless of Medicaid enrollment status):					
3					
2. First name, last name, Medicaid ID, and MCO ID (as known or as applicable) of additional household members (please add rows as needed):					
	<u>First name</u>	<u>Last name</u>	<u>Medicaid ID</u>	<u>MCO ID</u>	<u>Age</u>
1.	Cherise	Rogers	5678910	098765-21	30
2.	Katherine	Rogers	4545454	785645-33	8
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Scenario #1: Tenancy Sustaining, Mr. Smith, Initial Assessment Tool

H. Signature

A signature represents agreement to the Statement of Truth. A representative may sign this form for members younger than age 18. Leave the representative name and signature blank if you are filling this form out for yourself. Member's signature is required to process the request. Household members do not need to provide their signatures.

Member Name:	Janine Rogers
Member Signature:	
Representative Name:	Cherise Rogers
Representative Signature:	Cherise Rogers
Date:	8/15/25

- Note: a representative may sign this form for members younger than age 18.
- Enter **Janine Rogers** under "Member Name" and **leave Member Signature blank**.
- Enter **Cherise Rogers** under "Representative Name" and her signature (or "verbal consent received from Cherise Rogers on 6/5/2025").

Scenario #2: Pre-tenancy for a Child – Janine Rogers

Level of Need

- Janine Rogers is a client at Horizon House which is an HSP provider, and the provider is completing the Tool.
- Janine is an 18-month-old child diagnosed four months ago with elevated blood lead. She currently lives with her 30-year-old mother, Cherise Rogers, and her 8-year-old sister, Katherine Rogers, in a family shelter. When Janine was diagnosed, she was living in a private apartment that subsequently tested positive for lead paint hazards. The landlord did not have enough money to do the lead remediation work immediately, and the landlord had no other units to offer the family, so her family had to move out. The landlord would not return the security deposit, and Janine's mother did not have enough savings without it to move into another apartment. Janine's mother does not have any HSP clinical risk factors.
- Janine is the HSP eligible member.

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

A. DEMOGRAPHICS

1. Name: <i>(not scored)</i> Janine Rogers	Not scored
2. Date of Birth: <i>(1 point if age is less than 18 or more than 60):</i> 02/15/2023	Score: 1

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

5. Number of people in household (including member):

☒ 2+ members (5 points)

☐ 1 member (0 points)

Total number of people in household (not scored)

Note: If multiple people in a household, please list all names and ages as well Medicaid IDs and MCO IDs as known or as applicable below

First name	Last name	Medicaid ID	MCO ID	Age
Cherise	Rogers	5678910	098765-21	30
Katherine	Rogers	4545454	785645-33	8

Score:

5

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

6. Are you employed? (If unemployed: 1 point)	Score:
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1

B. HOUSING AND SOCIAL HISTORY

7. Where do you sleep most frequently (select only one)?	Score:
Homeless: <input type="checkbox"/> Unsheltered homeless including areas not meant for human habitation (e.g., sleeping in a vehicle, abandoned building, or outdoors) ¹ (5 points) <input checked="" type="checkbox"/> Emergency shelter, safe haven, or hotel/motel paid for by charity or government ¹ (5 points) <input type="checkbox"/> Other homeless definitions including (5 points) ¹ : <ul style="list-style-type: none">• Other scenarios where an individual lacks fixed, regular, and adequate nighttime residence• At imminent risk of homelessness (losing housing within 14 days)• Fleeing or attempting to flee domestic violence, and has no other residence• Youth under 25 who qualify as homeless under other federal statutes²	5

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

8. How long have you been living there (select only one)? Homeless: <input type="checkbox"/> Homeless for greater than 1 year (3 points) <input checked="" type="checkbox"/> Homeless for less than 1 year (2 points)	Score: 2
9. How many times have you been homeless ¹ (including currently)? <input checked="" type="checkbox"/> Experienced homelessness at least once in the past year (3 points) <input type="checkbox"/> Experienced homelessness at least once in the past 3 years (1 point) <input type="checkbox"/> Never been homeless (0 points)	Score: 3
10. Have you been evicted before? (If ever evicted: 3 points) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Score: 0
11. Have you been involved with the criminal justice system in any of the following ways?	Score: 0

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

C. HEALTH

Note: This category is self-reported or observed. It does not require clinical diagnosis.

12. How many hospitalizations or emergency department visits has the member had in the last 6 months? <input type="checkbox"/> More than 4 visits (7 points) <input type="checkbox"/> More than 2 visits (2 points) <input checked="" type="checkbox"/> 1 or no visits (0 points)	Score: 0
13. Have you faced intimate partner violence or domestic violence? <input type="checkbox"/> Within the last 6 months (3 points) <input type="checkbox"/> Within the last 12 months (1 points) <input type="checkbox"/> No; None of the above apply to me (0 points)	Score: 0
14. Do you have any substance misuse (drug or alcohol) issues that make it difficult for you to maintain stable housing? (Observations can be used) ⁶ (5 points if yes) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Score: 0

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

<p>15. Do you have any mental health conditions that make it difficult for you to maintain stable housing?⁷ (2 points if yes)</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Score:</p> <p>0</p>
<p>16. Do you have any intellectual or developmental disabilities that make it difficult for you to maintain stable housing?⁸ (8 points if yes)</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Score:</p> <p>0</p>
<p>17. Are you currently or have you been pregnant in the last 12 months?⁹</p> <p><input type="checkbox"/> Currently pregnant (1 point)</p> <p><input type="checkbox"/> 12 months since end of pregnancy (1 point)</p> <p><input checked="" type="checkbox"/> Not pregnant as defined above (0 points)</p>	<p>Score:</p> <p>0</p>
<p>18. Do you have any chronic health conditions?¹⁰ (1 point if yes)</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Score:</p> <p>1</p>

Scenario #2: Pre-tenancy, Janine Rogers, Level of Need

19. Do you need assistance with activities of daily living (ADLs) ¹¹ or instrumental ADLs (IADLs) ¹² ?	Score:
<input checked="" type="checkbox"/> Require assistance with at least 1 ADL (e.g., bathing, dressing, eating, using the toilet) (1 point)	1
<input type="checkbox"/> Require assistance with at least 3 IADLs (e.g., cooking, shopping, managing medication), have a behavioral health condition or cognitive impairment (e.g., impairment to decision making or memory), and don't require any assistance with ADLs (1 point)	
<input type="checkbox"/> No; None of the above apply to me (0 points)	

Note: The first two options are meant to be mutually exclusive – you should check one or the other.

Please add up all the scores and provide the total score below: TOTAL SCORE:	Please provide the risk category based on total score and the scoring rubric shown in the appendix below: LEVEL OF NEED CATEGORY:
19	High

SCORING RUBRIC

Total Score	Level of Need Category
1-17 points	Low level of need
18+ points	High level of need

Scenario #2: Pre-tenancy for a Child – Janine Rogers

Housing Stabilization Plan

- Janine Rogers is a client at Horizon House which is an HSP provider, and the provider is completing the Tool.
- Janine is an 18-month-old child diagnosed four months ago with elevated blood lead. She currently lives with her 30-year-old mother, Cherise Rogers, and her 8-year-old sister, Katherine Rogers, in a family shelter. When Janine was diagnosed, she was living in a private apartment that subsequently tested positive for lead paint hazards. The landlord did not have enough money to do the lead remediation work immediately, and the landlord had no other units to offer the family, so her family had to move out. The landlord would not return the security deposit, and Janine's mother did not have enough savings without it to move into another apartment. Janine's mother does not have any HSP clinical risk factors.
- Janine is the HSP eligible member.

Scenario #2: Pre-tenancy, Janine Rogers, Housing Stabilization Plan

NOTE: Case managers should be in contact with members delivering services, as defined by program guidance, at least two (2) times a month for lower level of need members or four (4) times a month for higher level of need members, as assessed by the Level of Need Assessment. Contact with members should occur on separate days within a month to count towards minimum touchpoints requirement. Case managers must document these touchpoints in New Jersey's Homeless Management Information System (HMIS) or a HMIS-comparable system.

What is your overall goal for housing? (limit to couple of sentences)

To have a safe, long-term home for me and my family.

Scenario #2: Pre-tenancy, Janine Rogers, Housing Stabilization Plan

i. Housing search/stabilization and retention

What are your next steps for obtaining housing or immediate stabilization where you are living?
Request and obtain a social security card, State ID, and birth certificate for mom in order to apply for available units.

Housing search/stabilization and retention activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Move into a two-bedroom apartment that is accessible to transportation	Research available units	Client/Case Mngr.	9/1/25		
	Apply to units once IDs are obtained	Client/Case Mngr.	10/17/25		
Replace lost identification documents	Obtain a social security card replacement	Client/Case Mngr.	9/15/25		
	Obtain State issued ID at Motor Vehicle	Client/Case Mngr.	9/22/25		
	Obtain a certified copy of birth certificate	Client/Case Mngr.	9/29/25		

Scenario #2: Pre-tenancy, Janine Rogers, Housing Stabilization Plan

ii. Income/expenses/other resources

What is your overall monthly income goal?
I want to create a budget and consistently stay within it.

Income/expenses/other resources activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Become proficient in financial literacy	Find a budgeting tool and train on how to use it	Case Mngr.	9/1/25		
	Attend and complete credit counseling series	Client	11/15/25		
Create a monthly budget	Review finances and set a monthly budget	Client/Case Mngr.	9/1/25		
	Revisit budget		1/1/25		

Scenario #2:

Pre-tenancy, Janine Rogers, Housing Stabilization Plan

iii. Health needs

What health needs (including mental health and substance use) help do you need assistance with to be successful in obtaining a home, stabilizing your living situation, and/or meet other important needs?

Follow next steps provided by the doctor and understand ways to avoid lead exposure.

Health needs activities					
Goals:	Actions:	Person Responsible:	Target Date to Complete:	Progress update:	Date Completed:
Have lower blood lead level	Complete routine blood tests to monitor lead levels	Client	2/1/25		
	Understand and identify lead exposure risks	Client/Case Mngr.	10/17/25		



Typical Authorization Timelines

#1 Timeline: First 30-Day Auth Period Provider Initiates Referral

Step	Action	Date
1)	Provider completes the Initial Assessment Tool (IAT)	June 5
2)	(Optional) Provider completes the Level of Need form (LON)	June 5
3)	Provider provides MCO Prior Auth information via hard copy or MCO portal	June 9
4)	Provider submits the IAT, MCO Prior Auth info (and possibly the LON)	June 9
5)	<p>MCO sends written approval to provider for the first 30-day authorization period.</p> <p><i>NOTE: The date the provider submitted the IAT and the MCO Prior Auth information (and possibly LON) is the authorization start date for the first 30-day authorization period – and the first day a provider can bill for their services. In this scenario, it is June 9.</i></p> <p>So, the start date is NOT based on the date these forms were completed or signed by the member or the date the MCO completed its authorization process.</p>	June 11

#1 Timeline (con't): First 30-Day Auth Period Provider Initiates Referral

The Big Takeaway:

- The interaction a provider has with a client to complete the IAT ***is a touchpoint.***
- In order for a provider to be paid for that touchpoint, the provider needs to ***complete and submit the IAT and the MCO Prior Authorization information on the day of that touchpoint.***

More on the Level of Need (LON) and First 30-Day Authorization

- Providers **are not required to submit the LON form for the First 30-day authorization period**, but they may want to because the LON identifies whether a member has low or high needs which will dictate the amount the MCO will pay the provider. Establishing the payment early is helpful to the provider and the MCO.
- Providers **are required to submit the LON for the 31-to-180-day authorization period**.
- If you submit the LON with your IAT, you **do not** have to resubmit it again with 31-180 day authorization period – (unless the member's needs changed).

#2 Timeline: First 30-Day Auth Period

MCO Initiates Referral

Step	Action	Date
1)	MCO refers member to provider by sending an Initial Assessment Tool.	July 10
2)	Provider determines if they can provide services to the member. Note: If the provider is delayed in making this decision, they should contact the MCO in a reasonable amount of time to let the MCO know they are still determining.	NA
3)	Provider contacts the MCO via email (in writing) to confirm they will provide services. <i>Note: The date the provider confirms they will provide services is the authorization start date for the first 30-day authorization period. In this scenario, it is July 12.</i>	July 12
4)	MCO sends written approval to provider for the first 30-day authorization period.	July 15

A Note About Referral/Prior Auth Forms Some Providers Are Sending to MCOs

- When an MCO initiates a referral to a provider, some providers are responding by sending their own referral forms to the MCO to collect more information to determine if they will service the client (adding a step between steps 2 and 3 in the previous slide).
- The IAT is standardized across MCOs to provide more expediency in getting services to the member for the first 30-days. Consider having upfront or case by case conversations with the Housing Specialists so that they can understand your organization's eligibility criteria (especially any disqualifiers) rather than requiring additional paperwork from the MCOs which could slow down the process.



Horizon NJ Health
1700 American Blvd.
Pennington, NJ 08534
horizonNJhealth.com

CONFIRMATION NOTICE OF APPROVED ORGANIZATION DETERMINATION

THIS IS NOT A BILL

July 18, 2025

JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY COU

Dear JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY COU,

Date of Birth: [REDACTED]

Please be advised that the treatment scheduled for Horizon NJ Health member, [REDACTED]
[REDACTED] is approved according to the specifications below:

Reference Number: [REDACTED]

Name of Requesting Provider: JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY
COU

Name of Servicing Provider: JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY
COU

Diagnosis Code:

Z59 - Prob related hous&economic circumst

Type of Authorization: Other Place of Service, Pre-Tenancy Services - Low, H0044, Supported
housing, per month (Not payable by Medicare)

Treatment Date Range: 07/13/2025 - 08/11/2025

Number of Visits/Units Authorized: 1

Sample MCO Approval Letter 30-Day Auth Period (Pre-tenancy)

Note:

- The Reference Number is the authorization number
- Under Type of Authorization, the provider has been authorized for Pre-tenancy services at a low level of need
- The Treatment Date Range shows the start date of the 30-day authorization period (7/13/2025) and the end date (8/11/2025).

**CONFIRMATION NOTICE OF APPROVED
ORGANIZATION DETERMINATION**

THIS IS NOT A BILL

August 11, 2025

JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY COU
607 N JEROME AVE
MARGATE CITY, NJ 08402-1527

Dear JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY COU,

Date of Birth: [REDACTED]

Please be advised that the treatment scheduled for Horizon NJ Health member, [REDACTED]
[REDACTED] is approved according to the specifications below:

Reference Number: [REDACTED]

Name of Requesting Provider: JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY
COU

Name of Servicing Provider: JEWISH FAMILY SERVICE OF ATLANTIC AND CAPE MAY
COU

Diagnosis Code:
Z59 - Prob related hous&economic circumst

Type of Authorization: Home, Move-In Supports, T2038, Community transition, waiver; per service
(Not payable by Medicare)

Treatment Date Range: 08/11/2025 - 08/25/2025

Sample MCO Approval Letter 30-Day Auth Period (Move-in)

Note:

- The Reference Number is the authorization number
- Under Type of Authorization, the provider has been authorized for move in supports
- The Treatment Date Range shows the range within which the service must be provided in order to be paid.

More on Move-in Supports

Move-in Supports policies are generally flexible; however, it is recommended providers contact MCOs if move is expected to extend beyond 30 days

Recall:

- Members are limited to **"one moving experience per lifetime"**
 - However, providers may submit **multiple authorizations** if they are related to the same moving experience (e.g, security deposit vs. furniture)
- Member **benefits are limited to \$10,000**, though there are some exceptions based on need

We connected with MCOs to answer policy FAQs:

There is no explicit cap on the authorization length of a moving experience

However, some MCOs have default 30-day authorization windows; **connect with your MCO to clarify next steps if your authorization may need to extend beyond 30 days**

Each MCO has a different approach: some extend authorization windows, while others may issue a second authorization

Providers are allowed to **submit intermittent claims** to mitigate cash flow issues

In other words, providers can **request reimbursement for expenses before the full move is complete** (after they have made purchases)

There is no cap on the number of items requested or number of authorizations as long the member stays below \$10,000

MCOs anticipate that the **most common reasons for claims denial** would be:

Incomplete or conflicting documentation

Billing for the incorrect service code

Billing for a different amount than what is authorized

#3 Timeline: 31-to-180-day Authorization Period

Step	Action	Date
1)	<p>Provider completes the Level of Need (LON) form (if not previously submitted) and Housing Stabilization Plan</p> <p>Reminder: If the provider submitted a LON form during the first 30-day authorization period, they DO NOT have to submit the LON again – unless the member's LON has changed since then.</p>	Must complete during the first 30-day period
2)	Provider submits the LON and Housing Stabilization Plan to the MCO	Must submit at least one day before the first 30-day period ends
3)	The MCO sends written approval to the provider for the 31-to-180-day authorization period	MCO will determine eligibility of fully completed forms within 7 calendar days of submission

A Best Practice for HMIS Touchpoint Documentation

- Not all providers document in real time in HMIS, and this is permissible.
- However, note that HMIS currently permits providers to back date their interactions/touchpoints with clients for 14 days.
- **Best practice is for providers to try and document their touchpoints with clients on the day they occur or as soon as possible.**



Alternate Authorization Scenarios First 30 Days

The Initial Assessment Tool is incomplete

- The Tool is incomplete if at least one question was not answered and/or the member's signature is missing.
- The MCO must contact the provider or the member at least 3 times within 5 business days to try and finish the form before they can deny the authorization.
- An incomplete Tool means the MCO could deny your first 30-day authorization request.

**So, after you submit the Tool, monitor your phone calls, email and MCO portals for messages from the MCO.*

Reasons for denials in the first 30 days

These are the only reasons a provider will be denied:

- **Incomplete Initial Assessment Tool:** At least one question is left unanswered and/or client's signature is missing.
- **Ineligibility:** The MCO determines the client is ineligible based on the information in the Initial Assessment Tool form.
- **Duplication of services:** The MCO determines the member is receiving duplicative services (such as CSS or ICMS) or another member of the household is already receiving HSP Pre-tenancy or Tenancy Sustaining services.

PASSWORD:
cchppubli

Who are Camden's High Inpatient Utilizers?

Avg. age: 57

Chronic conditions
1% of population



2011 averages:

Top Diagnoses

Alternate Auth
Scenarios 31-180 Days

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The provider submits the Level of Need and Housing Stabilization Plan forms late – aka after the current authorization period ends

- Providers need to submit the Level of Need and Housing Stabilization forms *before* the current authorization period ends.
 - For example, if the client's current authorization period ends June 15, you need to submit the forms by June 14.
- A “late” form means it was submitted at least one day after the current authorization period ended (June 16 in the example above).
 - If the form is submitted 1 – 5 days late, providers get a grace period; the MCO must accept and grant retroactive approval.
 - If the form is submitted 6+ days late, the MCO could deny your authorization request.

Types of Changes

- Member wants to change their provider
- Member changes their MCO
- Member's level of need changes
- The type of HSP services a member needs changes

What a provider needs to do to facilitate any of these changes is complete a Reauthorization (i.e., submit updated Level of Need and Housing Stabilization Plan forms).

If approved, the MCO will authorize services for 180 days.

Member wants to change their provider

- Steps the **new** provider needs to take:
 - The member must tell you they want you to provide their services.
 - Complete the Reauthorization with the member and submit to MCO.
 - Note: The MCO verifies the member wants to switch by seeing the member's signature on the Housing Stabilization Plan or the MCO Housing Specialist talks to the member.
- What about the **original** provider?
 - If the MCO approves the new provider, the MCO notifies the original provider that it approved a new provider. The original provider will submit a discharge form in HMIS.
 - If the MCO denies the new provider, the MCO notifies the new provider and the member, and the original provider continues to provide services.

Note: The MCO will approve the change to start at the end of a 30-day cycle.

Member changes their MCO

Steps a provider needs to take:

- Call the HSP Housing Specialist at the member's new MCO to inform them you are providing the HSP services.
- If you are in-network with the new MCO, you can continue to provide services.
 - Complete and submit a new Necessity Review Service authorization (e.g. an updated Level of Need and Housing Stabilization Plan).
 - The new MCO must retroactively start authorization on the date the member enrolled with the new MCO. This means you can continue to provide and be paid for services you provided while you were submitting the new authorization.
 - Example: Mr. Jones switched from Aetna to Fidelis on May 20. You have contracts with both MCOs. You submitted the updated forms on June 5. Fidelis approved your authorization, dated it May 20, and you can bill Fidelis for your services starting May 20.

Member changes their MCO con't

- If you are out-of-network with the new MCO, you can continue to provide and be paid for services until the new MCO authorizes a new, in-network provider.
- You will complete a “single case agreement” with the new MCO.
- The new MCO may also require you to submit a new Necessity Review Service authorization (e.g. updated Level of Need and Housing Stabilization Plan).
 - Example: Ms. Carter switched from Horizon to Wellpoint on January 5. You do not have a contract with Wellpoint. You complete the single case agreement process with Wellpoint and submit a new Necessity Review Service authorization on January 12. Wellpoint approved your authorization and dated it January 5. Wellpoint notifies you that on February 20 a new provider will take over with Ms. Carter. You can bill Wellpoint for your services from January 12 to February 19.

Member's Level of Need Changes

- This means a member started services with a low level of need, and her circumstances changed over time, and she developed a high level of need (or vice versa).
- Steps a provider needs to take:
 - Complete and submit updated Level of Need and Housing Stabilization Plan forms that includes relevant information about the change in level of need.
 - If approved, authorization for the new level of need starts when the current 30-day billing period ends.
 - If denied, the previous authorization will remain as is.

Member Requires a Change in Services

- For example: You've been assisting Ms. Scott to find a place to live (Pre-tenancy Services), and she has successfully moved into a new apartment, and now you want to start providing financial literacy skills, connecting her to social services and more (Tenancy Sustaining Services).
- Steps a provider needs to take:
 - Complete and submit updated Level of Need and Housing Stabilization Plan forms that includes relevant information about the change in level of need.
 - If approved, authorization for the new level of need starts when the current 30-day billing period ends.
 - If denied, the previous authorization will remain as is.

Reasons for denials in 31+ days

These are the only reasons a provider will be denied:

- **Incomplete Level of Need form or Housing Stabilization Plan:** At least one question is left unanswered and/or client's signature is missing.
- **Ineligibility:** The MCO determines the client is ineligible based on the information in the forms listed above.
- **Duplication of services:** The MCO determines the member is receiving duplicative services (CSS or ICMS) or another member of the household is already receiving HSP Pre-tenancy or Tenancy Sustaining services.

Let's Review!

Question 1: The authorization start date for the first 30-day authorization period when a provider initiates the referral is:

Choose an Answer:

- A) The date the provider completed the Initial Assessment Tool and Prior Auth info.
- B) The date the provider submitted the Initial Assessment Tool and the Prior Auth info.
- C) The date the member signed the Initial Assessment Tool.
- D) The date the MCO completed its first 30-day authorization process.

Let's Review!

Question 2: True or false. The authorization start date for the first 30-day authorization period when an MCO initiates the referral is the date the provider confirms in writing to the MCO they will provide the services.

Choose an Answer:

- A) True
- B) False

Let's Review!

Question 3: If a member requests for a new provider and the MCO approves, when will the change go into effect?

Choose an Answer:

- A) At the end of a 30-day billing cycle
- B) Once the new provider receives confirmation from the MCO
- C) At the end of the original authorization period
- D) The moment the member made the request

Q & A

Next steps

- Upcoming trainings (every other Wednesday from 1 – 2:30 pm):
 - 9/3: Billing Training
 - 9/17: Office Hours with All Five Medicaid MCOs
- Bookmark the Housing Supports webpage [here](#)
- Sign up for our Housing Supports Program newsletter [here](#)
- Use our Help Desk Inquiry Form to ask your questions and get timely support [here](#)