

NJ FamilyCare Housing Supports Program: Office Hours

October 29, 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 and Health Services (DMAHS).

Agenda

Updates & Reminders

Break Out Groups



Updates & Reminders

But First Let's Celebrate by the Numbers!

- **66** Housing Supports providers contracted with at least one MCO!
- Another **60** agencies are actively working to become providers!
- Nearly **1,200** Medicaid members have been authorized for services because of your efforts!



Tell us a highlight you've experienced delivering services!

Complete the short survey emailed to you within the new *Provider Welcome Packet*

- If you've submitted it already, thank you!
- If not, please do by Friday – it'll take 10 minutes while you drink your coffee 😊.
- Didn't get it? Put your name and email in the chat and we'll resend.
- The survey is for agencies that have at least one MCO contract. We're using some of the info to create a Housing Supports Provider Directory so people who need your services can find you!

Got Authorization or Billing Challenges? Contact the Help Desk!

- This is how the DMAHS team learns about key barriers such as navigating Availity and confusion around the 30-day rolling billing period. The more information we gather, the better targeted support can be.
- Not all issues will be resolved immediately, but DMAHS will aim to provide guidance on recurring challenges.

HMIS (Homeless Database) Training for the Housing Supports Program

- Providers have to record interactions or touchpoints with Housing Supports clients in HMIS
- Providers must participate in a training to learn how to use HMIS
- Two training dates are coming up – you only need to participate in one. These are the links to the zoom session:
 - Friday, October 31 from 10 – 11 am
 - Monday November 3 from 2 – 3 pm

Agencies are needed to test-drive a new budgeting tool to estimate HSP costs and revenue

- By helping us test run the tool, you get the benefit of early access to it and one on one support from CSH.
- What the test drive involves:
 - A one-hour session with CSH to review and train on the tool – ideally with your staff member who creates budgets and a manager/director who makes decisions about personnel and programming
 - You would then have two weeks to enter your fiscal data into the tool
 - A one-hour TA session to finish up one-on-one with CSH to answer your questions and provide feedback on the tool
- By Friday, contact Brian McShane at CSH to participate at brian.mcshane@csh.org

DCA All-State Virtual Town Hall: The Road Ahead

Thursday, October 30, 12:30 – 1:45 PM

- “The goal of the Town Hall is to ensure a shared understanding of evolving federal and state dynamics, highlight ongoing interagency coordination and opportunities, and outline the broad contours of planning work currently underway to sustain critical housing supports statewide.”
- [Use this link to join](#)
- Meeting link may be freely distributed.
- Can’t make it? The recorded event will be available on the DCA website and via YouTube within 24 hours.

Possible threat to federal HUD funding for CoCs impacting some Medicaid members we work with

- In late September 2025, Politico reported that HUD may soon be implementing changes to the CoC program - namely: 1) Issuing competitive applications this fall – even though Congress already approved funding for the coming year, and 2) imposing a 30% cap on the amount of funding that can be spent on permanent housing (mostly funds to help people pay their rent).
- On average, nearly 90% of current NJ CoC funding goes to permanent housing, supporting almost 2,400 households. ***If the 30% cap is enacted, nearly 1,500 households will likely lose assistance throughout 2026 and may become at risk for homelessness.***
- You can help keep your neighbors and clients housed and protect this crucial funding by using the [Monarch Housing CoC Funding Toolkit here](#).

3 New Promotional Materials Now Available!

Access on the [Housing Supports webpage](#) under “Resources”

#1: Flyer

Do you need help with housing?



If you have these three things:

1. NJ FamilyCare health insurance (Medicaid) and
2. A housing need – like being homeless, losing current housing, recently in jail, and
3. A health condition – like diabetes, depression, pregnancy, substance use, physical disability

*You may be eligible for free help finding and keeping your housing with the **NJ FamilyCare Housing Supports Program***

This program does NOT pay for rent

Call your health plan and ask to speak to someone about the Housing Supports Program:

Aetna
1-855-232-3596

Fidelis
1-866-309-8447

Horizon
1-800-682-9090

United
1-800-941-4647

Wellpoint
1-855-661-1996



Find more information here

NJ FAMILYCARE

Affordable health coverage. Quality care.

#2: Fact Sheet

NJ FAMILYCARE

Affordable health coverage. Quality care.



If you need help finding or keeping your housing, you may be eligible **FREE help from the NJ FamilyCare Housing Supports Program**

What is the Housing Supports Program?

The program helps people of all ages with NJ FamilyCare (Medicaid) who have a housing need and a health condition connect to a housing agency to:

- Find a place to live
- Move into housing
- Stay in your housing
- Make changes to your housing to improve your health

Who can get these services?

People of all ages who have these three things:

- 1) NJ FamilyCare (Medicaid)
- 2) A health condition
- 3) A housing need



What is a health condition? These include but are not limited to -

- Heart disease, cancer, diabetes, or kidney problems
- Mental health issues
- Substance use disorder
- Pregnancy
- Developmental disabilities
- Repeat hospital visits or emergency room use

What is a housing need? These include but are not limited to -

- You are homeless
- You may lose your housing soon
- You are at risk of going into a nursing home or institution because of your housing
- You are leaving a nursing home or a mental health or addiction treatment program
- You were recently in jail or prison

Does the program pay for rent?

The program does not pay your rent, but it can help you find resources to pay your rent or find a more affordable place to live.

To learn if you can receive these services, contact your NJ FamilyCare Managed Care Organization (MCO):

Aetna
1-855-232-3596

Fidelis
1-866-309-8447

Horizon
1-800-682-9090

United
1-800-941-4647

Wellpoint
1-855-661-1996



#3 Customizable Flyer

In the blue bar, you can add your agency's name, contact information, MCO coverage you accept, counties you serve, etc.

Access and modify the flyer in Canva (a free graphic design tool)

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**Find more
information
here**

NJ FAMILYCARE
Affordable health coverage. Quality care.

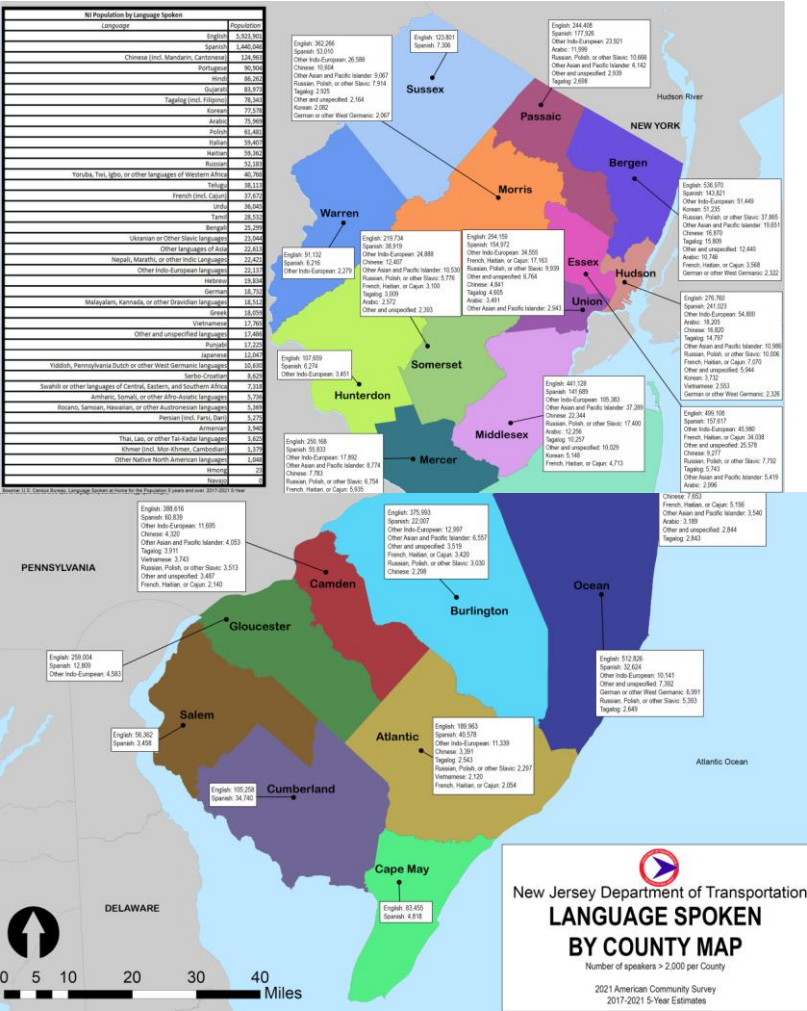
New Webpage with Promotional Materials Coming Soon!

- The Camden Coalition will launch a webpage that houses all the promotional materials.
- We will translate many of the materials into the top languages spoken in NJ:
 - Russian
 - Chinese
 - Gujarathi
 - Haitian Creole
 - Korean
 - Spanish
 - Tagalog (Filipino)
 - Arabic
 - Portuguese
- Materials: Flyers, Fact Sheet, Social Media posts, Newsletter blurbs

Check out this map of languages spoken by county and top languages across the state

[Access the map here](#)

NJ Population by Language Spoken	
Language	Population
English	5,923,901
Spanish	1,440,046
Chinese (incl. Mandarin, Cantonese)	124,963
Portuguese	90,904
Hindi	86,262
Gujarati	83,973
Tagalog (incl. Filipino)	78,343
Korean	77,578
Arabic	75,969
Polish	61,481
Italian	59,407
Haitian	59,362
Russian	52,183
Yoruba, Twi, Igbo, or other languages of Western Africa	40,768
Telugu	38,113
French (incl. Cajun)	37,672
Urdu	36,045
Tamil	28,532
Bengali	25,299
Ukrainian or Other Slavic languages	23,044
Other languages of Asia	22,613



Next steps

- Next Office Hours is November 12 from 1 – 2:30 pm
- 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](#).



Breakout Group 1: Agencies Working to Become HSP Providers

What questions or comments do you have?

Provider Requirements

Pre-tenancy & Tenancy Support	Move-in Supports	Residential Modifications and Remediations
<ul style="list-style-type: none">• Must have prior experience delivering comparable services• Must utilize HMIS• Must demonstrate cultural competency, trauma response, and sufficient resources to address diverse needs	<ul style="list-style-type: none">• Meet the requirements of one of these provider types:<ul style="list-style-type: none">• Pre-tenancy or Tenancy-Sustaining providers• Residential Modifications and Remediation providers• Medicaid MCO	<ul style="list-style-type: none">• Must be licensed with the NJ Department of Community Affairs as a home repair contractor.

BACKGROUND

New vs. Existing Providers: Steps to Becoming a NJ FamilyCare Housing Supports Provider

	Providers new to billing Medicaid/contracting with MCOs	Providers already contracting with MCOs
Obtain an NPI number	Obtain a Type 2 NPI using your main business address and ensure the correct taxonomy code(s) are associated with it	Determine the Type 2 NPI you will use to bill for Housing Supports services. Ensure the correct taxonomy code(s) are associated with it.
Complete NJ state enrollment	Complete the NJ state enrollment application to obtain a Medicaid ID # and ensure that it is associated with the Housing Supports program and the services you intend to bill for.	Complete the NJ state enrollment application with your existing Medicaid ID# to ensure it is associated with the Housing Supports program and the services you intend to bill for.
Credential with MCOs	Complete the credentialing application in order to ensure that the MCO has confirmed you meet all criteria to bill for Housing Supports Services. This step is required for all providers new to the Housing Supports program regardless of whether you have already credentialed with the MCO. *The process will differ from Home Modifications and Remediations.	
Contract with MCOs	Initiate a contract with the MCO	Initiate or amend an existing contract with an MCO. You should figure this out with your MCO contracting team as the process may vary.

*Note: Order of these steps will vary by MCO

Key Resources at Your Fingertips

- Camden Coalition HSP webpage: [NJ FamilyCare Housing Supports Program - Camden Coalition](#)
- DMAHS HSP documents: [NJ FamilyCare Housing Supports Program Documents - Camden Coalition](#)
- Simple Budget Forecasting Tool: [New-Jersey-Simple-Housing-Supports-Program-Budget-Forecasting-Tool_2024.xlsx](#)
- Completing NPI application: [Slide deck](#)
- Credentialing: [Slide deck](#)
- Contracting: [Slide deck](#)
- Technology solution guidance: [HSP Technology Readiness Memo new providers May 12 2025.pdf](#)



Breakout Group 2: HSP Providers

What questions or comments do you have?

Authorization for Services

- If you have submitted auths and had success, what worked well – what tips do you have to share?
- If you have submitted auths and have NOT had success, what barriers have you encountered?
 - For example, we know one MCO that is not taking auths by fax and requiring email instead.
- If you have not submitted auths, why not?

Billing for Services

- If you have submitted claims and had success, what worked well – what tips do you have to share?
- If you have submitted claims and have NOT had success, what barriers have you encountered?
- If you have not submitted claims, why not?

Key Resources at Your Fingertips

- Authorization Timelines (start at slide 70): [Auth-Forms-and-Auth-Scenarios-8.20.25-Training.pdf](#)
- Referral and Authorization for Tenancy Services: [Slide deck](#)
- Referral and Authorization for Move-in and Remodeling Services: [Slide Deck](#)
- Billing training: [Slide deck](#)
- Billing Cheat Sheet: [Billing-Cheat-Sheet---rev-09.10.25.pdf](#)
- Medicaid Billing Guidance: [2025-09-01 Housing Supports CMS 1500 Guidance vS.pdf](#)

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](#)

Billing

- If you have successfully received authorization and delivered services, **we strongly encourage you to submit claims ASAP**
 - This will allow DMAHS and MCOs to troubleshoot their systems to ensure a smooth billing process moving forward
 - This will also help you develop your own internal processes for how billing will be integrated into your agency's workflows
- There is no penalty for denied claims – they are normal and part of the learning process for all parties
- **Resources:**
 - Review the Billing and Documentation Training and the CMS 1500 Training
 - Refer to the Billing Cheat Sheet and HSP CMS 1500 Guidance for support
 - Reach out to MCO contacts if you need help navigating the process
- **Send wins and barriers through the Help Desk so that we can track themes and escalate common issues**