

NJ FamilyCare Housing Supports Program: Office Hours

November 12, 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

Providers who have at least one signed contract will receive a *Provider Welcome Packet*

- Inside the packet is a brief survey.
- If you've submitted the survey already, thank you! If not, you've probably heard from a Camden Coalition staff member, and we will continue to follow up!
- If you recently signed your first contract, you'll be receiving your Welcome Packet in the next wave of outreach which will happen later this month.

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.

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 FAMILY CARE

Affordable health coverage. Quality care.

#2: Fact Sheet

NJ FAMILY CARE

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):

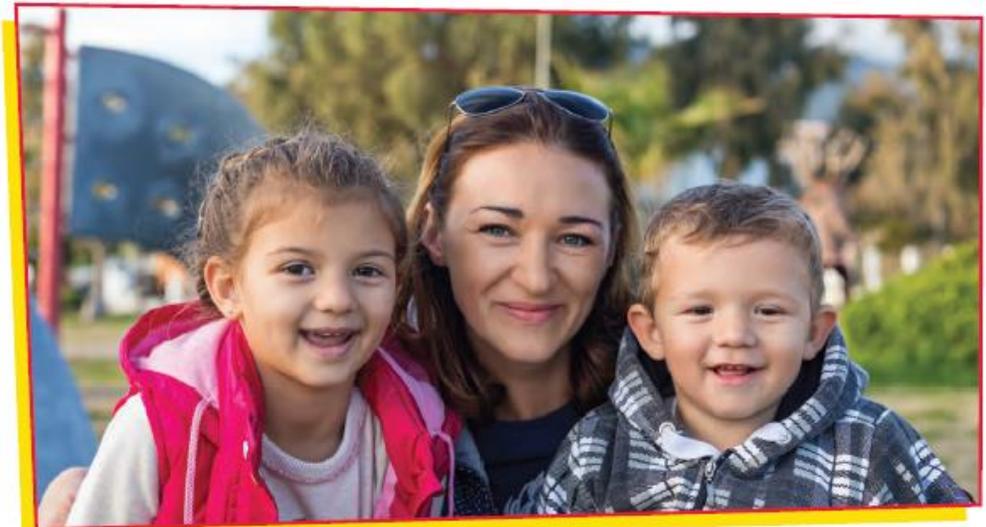
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#3 Customizable Flyer

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**

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:

Vietnamese

Russian

Chinese

Gujarathi

Haitian Creole

Korean

Spanish

Tagalog (Filipino)

Arabic

Portuguese

- Materials: Flyers, Fact Sheet, Social Media posts, Newsletter blurbs

Next steps

- Next Office Hours is November 26 from 1 – 2:30 pm – **the day before Thanksgiving**
- 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

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.

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

Four things today:

- 1) MCO Introductions
- 2) Move-in Supports Reminders
- 3) Billing Survey
- 4) Questions, Answers & Helping Each Other

Move-in Supports: Reminders

- Move-in Supports is limited to **one move-in per household**
- Unlike Pre-tenancy and Tenancy Sustaining Services, Move-in Supports authorization involves two steps:
 - #1: Submit the Initial Assessment Tool/IAT (not the Level of Need or Housing Stabilization Plan)
 - #2: Submit a list of items to be purchased (a provider must send the list prior to purchasing items)
 - Note: Some MCOs require providers to complete additional paperwork e.g. the MCO's own itemized form
 - **Best practice is for providers to submit all items to be purchased at once when possible; however, if needed, MCOs will accept multiple IATs and authorization requests**
- Agencies can provide Move-in Supports (if you listed Move-in Supports on your Gainwell/Medicaid number and credentialing applications) or the MCOs can provide the service

Best practices to help ensure the MCO will accept (and not deny) your claim for Move-in Supports

- Send the entire list of items and their prices to the MCO for approval prior to making any purchases. Expenses can include:
 - Furnishings
 - Security Deposit (Note: Per the Security Deposit Law N.J.S.A. 46:8-19 through 26, landlords are not permitted to require more than one and one half times the monthly rental payment as a security deposit)
 - Set-up fees or deposits for utilities
 - Pantry stocking
 - Movers and transportation
- Search the market for the low-cost/average price and stick within that range (e.g. a mid-range lamp ranges from \$30-\$100)
- Keep track of your own purchases (even across multiple authorizations) rather than rely on MCO tracking to ensure the \$10,000 lifetime limit is strictly adhered to

Best practices to help ensure the MCO will accept (and not deny) your claim for Move-in Supports (con't)

- It is generally best practice that one entity handle the entirety of the move-in supports. For example, if your agency is unable to cover the entire cost of move-in supports (i.e., only paying the security deposit, but not furniture or pantry items), then the MCO is in the best position to provide move-in supports.
- Try to ensure that your move-in supports authorizations are submitted with reasonable proximity to the client's move-in date, and consolidate authorizations where possible.
- Learn the process for security deposits.
 - Be aware that this can take time. MCOs will not be able to turn around payment to a landlord immediately.
 - Documentation is required – the lease, W9 to pay landlord directly, etc.
- Familiarize yourself with general landlord-tenant laws to avoid unlawful payments (e.g., administrative fees).
- Do not make purchases without authorization – you will not be reimbursed for payments that are not authorized ahead of time.

A reminder about the spirit of the HSP

- **Move-in Supports are meant to support the client with their transition into housing as needed and relate back to their stabilization plan**
 - Ensure that the requests you are making are reasonably related to keeping your client housed and healthy
- **Always communicate with the MCO**
 - Each case is unique, therefore, it's important to communicate with the MCO Housing Specialist and provide the full context of your client's needs
- **Use the MCO Housing Specialist as a resource**
 - In times when you are at a standstill with addressing a particular need for a member, please reach out to the MCO Housing Specialist; they are trained to assist you
- **If you are unsure, ask!**
 - You can use the Housing Supports help desk for your questions and feedback, and we also offer calls for more in-depth/complex inquiries

Zoom Billing Survey

Please take a moment to answer some specific questions about your experiences related to billing.

Billing

- If you have successfully received authorization and delivered services, we strongly encourage you to submit claims ASAP.
- You must submit claims within six months of the end of a client's authorization period.
- There is no penalty for denied claims – they are normal and part of the learning process for all parties.
- Send wins and barriers through the [Help Desk](#) so that we can track themes and escalate common issues.
- 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

Questions, Answers & Helping Each Other

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](#)

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?