

The NJ FamilyCare Housing Supports Program

A **new** funding source for organizations that provide housing case management services and contractors

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



What is the NJ FamilyCare Housing Supports Program (HSP)?

- In July 2025, the state started reimbursing organizations to help eligible people find and keep their housing
- The state program is called NJ FamilyCare – which is another name for Medicaid – and is operated by the NJ Department of Human Services
- NJ FamilyCare/Medicaid is government health insurance for adults and children with low incomes and/or who are disabled
- In addition to health care benefits, eligible people with Medicaid health insurance can now get housing services through their health insurance

What services are NOT provided by the Housing Supports Program?

- Payment for rent
- Provision of or payment for housing vouchers
- Funding to build housing

What services are provided by the Housing Supports Program?

Four main services:

- 1) Pre-tenancy Services: finding and applying for housing
- 2) Move-in Supports: moving into housing
- 3) Tenancy Sustaining Services: services that help people stay housed
- 4) Modifications and Remediation: modifying housing to accommodate health needs

Note: Pre-tenancy and tenancy sustaining services are essentially case management services. Find a detailed description of all four services in this document - [Services-Dictionary_FINAL_vS.pdf](#).

Does your organization provide one or more of the four HSP services ?

You may be eligible to be a HSP provider. Check out the provider requirements below.

Pre-tenancy & Tenancy Support	Residential Modifications and Remediations	Move-in Supports
<ul style="list-style-type: none">• Must have prior experience delivering comparable services• Must have a NJ business registration• Must use the NJ homelessness database, the Homeless Management Information System or HMIS	<ul style="list-style-type: none">• Must be licensed in NJ with the Division of Consumer Affairs as a home repair contractor per state regulations• Must have a NJ business registration	<ul style="list-style-type: none">• Must meet the requirements of one of the other provider types:<ul style="list-style-type: none">• Pre-tenancy provider• Tenancy-Sustaining provider• Residential Modifications and Remediation provider

Are your clients eligible for the Housing Supports Program?

To be eligible, an individual must meet three criteria:

- 1) Be enrolled in Medicaid
- 2) Have a social risk factor – such as:
 - Currently homeless or at risk of becoming homeless
 - At risk of being institutionalized due to their housing arrangement
 - Recently released from a correctional facility
 - Transferring from a long-term mental health or substance use treatment facility
- 3) Have a clinical risk factor – such as:
 - Chronic health conditions (eg: heart disease; cancer; kidney disease, diabetes, etc)
 - Mental health condition
 - Substance misuse
 - Pregnancy
 - Complex medical health condition caused by an intellectual or developmental disability
 - Repeat use of the emergency room or multiple hospital admissions

* See detailed eligibility criteria in the [HRSN Protocol](#) pages 23 – 25.

Are you willing and able to take more clients / referrals?

You will get referrals through:

- 1) The five Medicaid health insurance plans – also called Managed Care Organizations or MCOs
 - Aetna Better Health
 - Fidelis
 - Horizon
 - United HealthCare
 - Wellpoint
- 2) Community-based organizations/other referring providers
- 3) Self-referrals
- 4) Your own client lists

Payment for HSP Services

- **Pre-tenancy and tenancy-sustaining services (case management):**
 - \$320 per member per month for “low needs” members
 - \$640 per member per month for “high needs” members
 - For definitions of low and high need members, see the [Housing Supports Level of Need Assessment - Camden Coalition](#)
- **Move-in supports:** a lifetime maximum of one “moving experience” of up to \$10,000 per member
- **Modifications and remediation:** a lifetime maximum of \$15,000 per member

More details about the fee schedule is [here](#).

Does it make financial sense for your organization to become a HSP provider?

- Use this [simple budget forecasting tool](#) to help you understand how much revenue the Housing Supports Program could generate. The tool guide is [here](#).
- Complete the provider readiness assessment tool [here](#) to assess your readiness to provide services.
- Read the Division of Medical Assistance and Health Services (DMAHS) Housing Supports Provider Guidance packet [here](#).

Benefits to Your Organization

- Receive payment for your housing case management services from a new funding source.
- Get technical assistance to become a provider – including free trainings, a Help Desk, a program newsletter and more.
- Address your current clients' complex care needs and possibly gain new clients.
- Learn effective and efficient practices to optimize your current services.
- Discover opportunities to expand your services.
- Connect with state experts and resources regarding Medicaid and other government programs.
- Network with key organizations in your region through your Regional Health Hub and statewide through the Camden Coalition.



Next Steps & Resources to Help Organizations Become HSP Providers

#1: Free Trainings

- Participate in the Camden Coalition's free trainings/office hours held every other Wednesday from 1-2:30pm – register [here](#).

Newsletter, Webpage & Help Desk

#2: Newsletter & Mailing List

- Get on the Coalition's mailing list to receive info on the trainings and the "Housing Supports Newsletter" – sign up [here](#)

#3: Webpage

- Bookmark the "Housing Supports Resource Hub" webpage [here](#)
- Find all past training/office hours recordings and slide decks, official documents from DMAHS, and other tools/resources to support

#4: Help Desk

- Use the [Help Desk](#) to get your questions answered

#5: Contact Your Regional Health Hub (RHH)

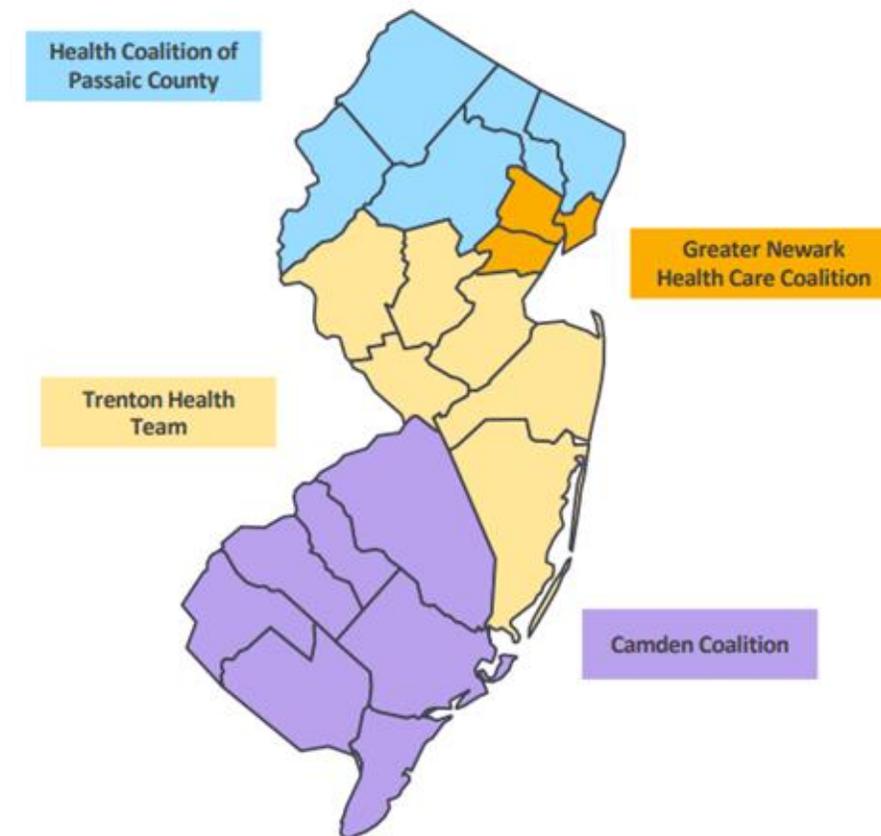
Four NJ Regional Health Hubs are assisting organizations become HSP providers.
Contact information is [here](#).

The Camden Coalition:

- Delivers free trainings
- Operates the Help Desk to field/answer questions and troubleshoot issues
- Liaises between the state, MCOs and providers to support implementation

All four RHHs:

- Promote the program to recruit a robust network of providers within their regions
- Conduct member and community engagement to promote the program



Next Steps

- In order to become a Housing Supports provider, organizations will need to take four major steps:
 1. Apply for a National Provider Identification (NPI) number
 2. Complete the state's enrollment process to get a Medicaid number
 3. Credential with the Managed Care Organization (MCOs)
 4. Contract with the Managed Care Organization (MCOs)
- Review the Housing Supports Provider Start-Up Guide [here](#), which brings together key resources and information to support providers as they begin and move through the process of becoming a provider
- For more information on the four major steps, view the trainings on the HSP webpage [here](#) and the Provider Guidance [here](#).
- Contact the MCO(s) to express interest in being a provider in their network. Contact info is [here](#).
- To refer clients, use the online member portal provided by their MCO, or call the number on the back of their insurance card