

# NJ FamilyCare Housing Supports Program: Office Hours

January 7, 2026



# 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 HUB INTRO

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

Reminders & Announcements

Break Out Rooms



# Reminders & Announcements

# Important details about the Housing Supports Program Provider Directory

- Providers who have at least one contract **AND** submitted a provider survey are listed in the directory
- This is accessible to MCOs, referring providers, and members
- Serves as a tool to send/receive referrals and lists specific details about your organization – like criteria, counties served, contact information, and operating hours – to ensure the right referral is sent to you
- Once your profile is claimed, you have the power to update your provider profile as needed
- **Link:** <https://bit.ly/njhsp-providers>

Show only programs serving my ZIP code:  
 [FILTER THIS LIST](#)

### Housing Supports Program Provider Directory

**NJ FamilyCare (Medicaid) Housing Supports Program**  
by Prism Support Services  
Reviewed on: 11/24/2025

Prism Support Services offers the NJ FamilyCare Housing Supports Program to Medicaid members who are homeless or at risk of homelessness and experiencing a clinical risk factor. This program...

**Next Steps:**  
Email [info@prismsupportservices.com](mailto:info@prismsupportservices.com) to get services.  
Serves your local area  
Open Now: 8:00 AM - 5:00 PM EST

**Eligibility:**

- People with Disabilities,
- Our organization is not equipped to serve: Minors

**Main Services:** help find housing

**Serving:** adults, families, homeless, near homeless, benefit recipients, nj housing support, all disabilities

[MORE INFO](#) [SAVE](#) [SHARE](#) [NOTES](#) [SUGGEST](#) [REFER](#)

**NJ FamilyCare (Medicaid) Housing Supports Program**  
by Jewish Family Service (JFS) of Atlantic & Cape May Counties  
Reviewed on: 11/24/2025

Jewish Family Service of Atlantic & Cape May Counties (JFS) offers the NJ FamilyCare Housing Supports Program to Medicaid members who are homeless or at risk of homelessness and have a qualifying...

**Next Steps:**  
Email [hsp@jfsatlantic.org](mailto:hsp@jfsatlantic.org) to get services.  
Serves your local area  
Open Now: 8:00 AM - 5:00 PM EST

**Eligibility:** This program helps people of any age

**Main Services:** help find housing, home goods

**Serving:** all ages, homeless, near homeless, nj housing support, benefit recipients

[MORE INFO](#) [SAVE](#) [SHARE](#) [NOTES](#) [SUGGEST](#) [REFER](#)

# Info and functionality

- The provider profile includes:

- Program and agency name
- Organization criteria
- Populations served
- Counties served
- Hours of operation
- Contact information
- Whether you're accepting referrals

- Functionality:

- Search providers by zip/county
- Receive and manage referrals
- Send referrals directly to providers
- Update referral status
- Print or email provider profiles

**NJ FamilyCare (Medicaid) Housing Supports Program**  
 by Ability Advocates of New Jersey  
 Reviewed on: 11/24/2025

Ability Advocates of New Jersey offers the NJ FamilyCare Housing Supports Program to Medicaid members who are homeless or at risk of homelessness and experiencing a clinical risk factor. This...

**Next Steps:**  
 Email [housingsupport@abilityadvocatesofnj.org](mailto:housingsupport@abilityadvocatesofnj.org) to get services.  
 (serves your local area)  
 321 Yale Avenue, Stratford, NJ 08084  
 Open Now: 8:00 AM - 5:00 PM EST

Eligibility: People with Disabilities  
 Main Services: [help find housing](#)  
 Serving: adults, homeless, near homeless, benefit recipients, nj housing support, all disabilities

MORE INFO ▲ SAVE SHARE NOTES SUGGEST REFER

PRINT VIEW

**Eligibility:** People with Disabilities  
**Availability:** available  
**Description:** Ability Advocates of New Jersey offers the NJ FamilyCare Housing Supports Program to Medicaid members who are homeless or at risk of homelessness and experiencing a clinical risk factor.  
 This program provides:  
 - Maintaining stable housing (Tenancy Sustaining Services)  
 - Moving into stable housing (Move-in Supports)  
 This program does not pay for rent.  
**Provider:** Ability Advocates of New Jersey  
**Provider Description:** The NJ FamilyCare Housing Supports Program is a new initiative to help individuals with Medicaid and insecure housing to find and keep housing – because housing is a crucial part of overall health. Eligible Medicaid members can receive assistance finding, moving into, and maintaining housing, as well as repairing or modifying their home to ensure their health and safety.  
**Languages:** English  
**Cost:** Free  
**Next Steps:** Email [housingsupport@abilityadvocatesofnj.org](mailto:housingsupport@abilityadvocatesofnj.org) to get services  
**Website:** [Program's Website](#)  
**Coverage Area:** This program covers residents of the following counties: Atlantic County, NJ, Burlington County, NJ, Camden County, NJ, Cumberland County, NJ and Gloucester County, NJ.

## NEW WEBPAGE FOR PROMOTIONAL MATERIALS

The new HSP  
Outreach Toolkit  
([link here](#))

The screenshot shows the top half of a webpage. At the top left is the Camden Coalition logo. To its right is a navigation menu with links: "About us", "How we work", "Resource library", "Get connected", and "Events & opportunities". Below the navigation is a dark blue header with the text "NJ FamilyCare Housing Supports Program outreach toolkit" in white. Underneath the header is a dark blue bar with three white links: "Program overview", "Promotional materials", and "Customizable materials for providers". The main content area has a white background and begins with the heading "Welcome to the NJ FamilyCare Housing Supports Program outreach toolkit!". Below this is a paragraph of introductory text. Further down is a section titled "Background" with two paragraphs of text. At the bottom of the visible section is a heading "What is the Housing Supports Program?" followed by a short paragraph.

This screenshot shows the "Promotional materials" section of the webpage. It features the Camden Coalition logo and navigation menu at the top. The main heading is "Promotional materials", followed by two paragraphs of text explaining the purpose of the materials. Below this is a section titled "Materials by language" which contains a vertical list of language options, each with a dropdown arrow: Arabic, Chinese, English, Gujarati, Haitian Creole, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. At the bottom of the page, there is a paragraph of text and a blue button labeled "Access the Canva editable documents".

**The correct Aetna fax number is 1-844-404-3972.**

The Camden Coalition and the state will change the number on existing documents.

# Next steps

- Next Office Hours is January 21 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 Groups



## Two Breakout Groups

#1: Agencies with at least one MCO contract

#2: Agencies with no MCO contracts yet

## Key HSP Provider 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](#)

## **4 Steps to becoming a provider: Materials you need:**

### **#1: NPI training slides [here](#) and recording [here](#)**

- This training goes over the steps to securing your NPI number

### **#2: Provider enrollment training slides [here](#)**

- This training goes over how to complete the NJ Housing Supports enrollment application to obtain a Medicaid ID#

### **#3: Credentialing training slides [here](#)**

- This training goes over the credentialing application and best practices

### **#4: MCO contracting guidance [here](#)**

- This resource is a guidance to MCO contracting and compliance

\*These 4 steps and much more are covered in the [Start Up Guide here](#).