

# NJ FamilyCare Housing Supports Program: Office Hours

January 21, 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

Reminders & Announcements

MCO Break Outs



# 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 list specific details about your organization – like eligibility 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...

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

#### 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

#### 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...

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

#### 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

## NEW WEBPAGE FOR PROMOTIONAL MATERIALS

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



The screenshot shows the homepage of the NJ FamilyCare Housing Supports Program outreach toolkit. At the top left is the Camden Coalition logo. The navigation menu includes: About us, How we work, Resource library, Get connected, and Events & opportunities. The main heading reads "NJ FamilyCare Housing Supports Program outreach toolkit". Below this are three menu items: Program overview, Promotional materials, and Customizable materials for providers. The main content area features a welcome message: "Welcome to the NJ FamilyCare Housing Supports Program outreach toolkit!". It explains that the toolkit includes flyers and fact sheets in multiple languages to help spread the word about the new NJ FamilyCare (Medicaid) benefit. A "Background" section states that beginning in July 2025, New Jersey residents enrolled in NJ FamilyCare (Medicaid) can start using their insurance to get housing services. It also mentions that the Camden Coalition is working with the state's Division of Medical Assistance and Human Services (DMAHS) to raise awareness. A section titled "What is the Housing Supports Program?" explains that the program helps NJ FamilyCare (Medicaid) members of all ages who have both a housing need and a health condition.

Spanish



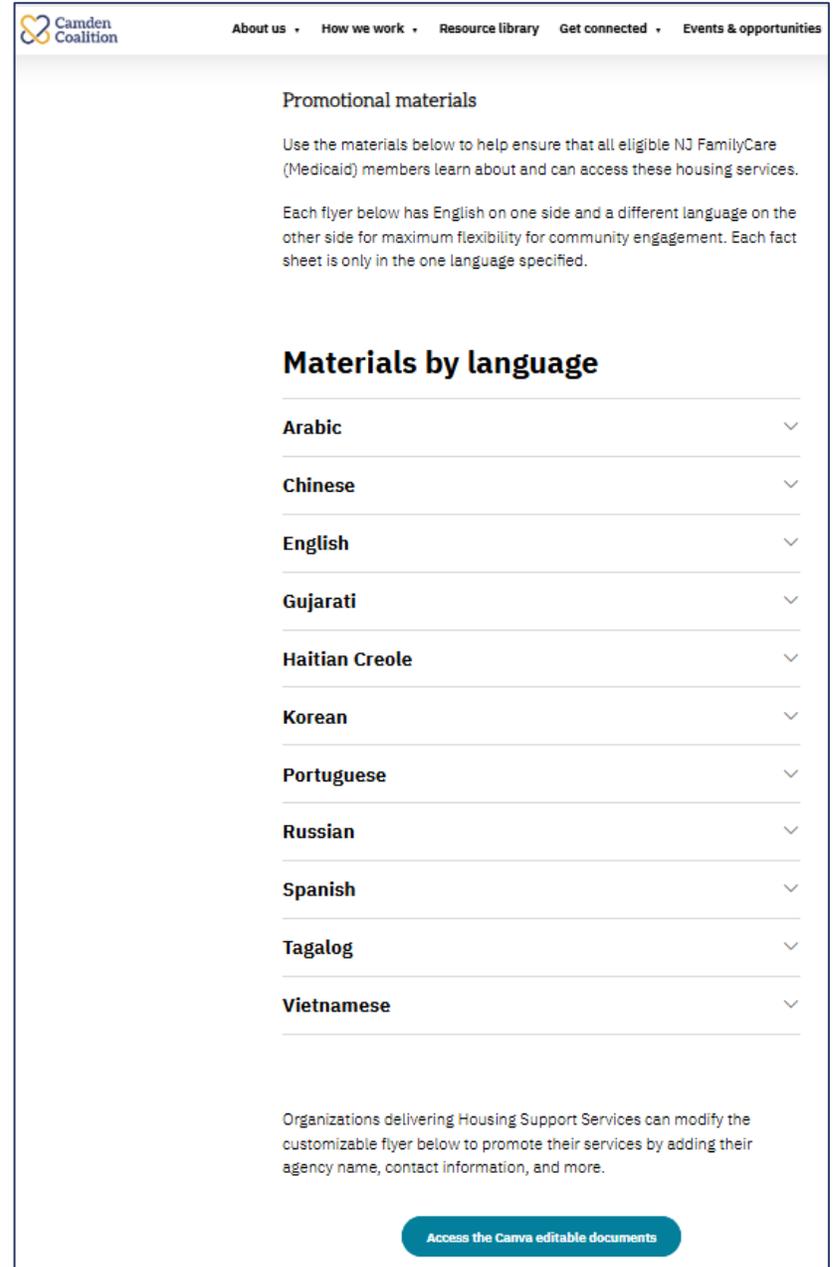
**Si necesita ayuda para encontrar vivienda o conservarla, puede ser elegible para recibir ayuda **GRATUITA** del Programa de Apoyos para la Vivienda de NJ FamilyCare**

**¿Qué es el Programa de Apoyos para la Vivienda?**  
El programa ayuda a que las personas de todas las edades con NJ FamilyCare (Medicaid) que tengan necesidades relacionadas con la vivienda y una afecación médica se conecten con una agencia de vivienda para:

- Encontrar un lugar en donde vivir.
- Mudarse a una vivienda.
- Quedarse en su vivienda.
- Hacer cambios en su vivienda para mejorar su salud.

**¿Quién puede obtener estos servicios?**  
Personas de todas las edades que cumplan con los siguientes tres requisitos:

- 1) Tener NJ FamilyCare (Medicaid).
- 2) Tener una afecación médica.
- 3) Tener una necesidad relacionada con la vivienda.



The screenshot shows the Camden Coalition website's "Promotional materials" section. The navigation menu includes: About us, How we work, Resource library, Get connected, and Events & opportunities. The section title is "Promotional materials". The text explains that the materials below help ensure that all eligible NJ FamilyCare (Medicaid) members learn about and can access these housing services. It notes that each flyer has English on one side and a different language on the other for flexibility. A "Materials by language" list includes: Arabic, Chinese, English, Gujarati, Haitian Creole, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. At the bottom, it states that organizations delivering Housing Support Services can modify the customizable flyer to promote their services by adding their agency name, contact information, and more. A button at the bottom right says "Access the Canva editable documents".

# Help Desk Reminder

## When **NOT** to use the Help Desk

- An individual client or person seeking help
- Referring eligible clients to the program
- Questions unrelated to HSP

## When to use the Help Desk

- Your organization needs support navigating the process of becoming a provider
- Quick troubleshooting question, clarifying questions, thought partnership or brainstorm
- Provide feedback (including areas you'd like to see training/resources)

# Managing Specialty Codes in Gainwell Enrollment Files

Gainwell guidance:

- **To add a specialty code:**
  - Providers must submit a **new, complete enrollment application**.
  - As a best practice, providers should include a **cover letter** outlining the requested updates to their application.
- **To remove a specialty:**
  - Providers must submit a **formal letter on company letterhead** specifying the change.
- **Submission inbox:**
  - All materials should be sent to: **[njmmisproviderenrollment@gainwelltechnologies.com](mailto:njmmisproviderenrollment@gainwelltechnologies.com)**

# Next steps

- Next Office Hours is February 4 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](#).





# MCO Breakout Groups



The following slides  
are for reference in the  
breakout rooms

# 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

# Services 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](#).*

# Eligibility 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.

# Provider Requirements

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

# Referral Process

## 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](#).

# 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
<b>Obtain an NPI number</b>	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.
<b>Complete NJ state enrollment</b>	Complete the NJ Housing Supports 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 Housing Supports 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.
<b>Credential with MCOs</b>	Complete the credentialing application in order to ensure that the MCO has confirmed you meet all criteria to bill for Housing Supports Services. <b>This step is required for all Tenancy providers new to the Housing Supports program regardless of whether you have already credentialed with the MCO.</b> *This process will differ for Home Mods & Remediation providers.	
<b>Contract with MCOs</b>	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.

# 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 [Provider Start Up Guide](#).