



Tech Readiness Guidance for the NJ FamilyCare Housing Supports Program

A resource from the Camden Coalition for prospective Housing Supports providers new to billing Medicaid

Context

To participate in the Housing Supports Program (HSP), providers who have never billed Medicaid before will need to adjust and incorporate new workflows in order to be paid for services delivered. Prospective Housing Supports providers may decide to invest in technology systems and infrastructure to do this, especially to streamline duplicative or time intensive documentation, reduce variation between MCO workflows, and reduce errors and potential denials in billing. Technology can also support provider strategy around identifying eligible clients, facilitating quality improvement efforts, and generally optimizing time spent with clients over administrative tasks.

While technology is a critical part of the infrastructure that will allow you to participate in HSP, your technology solution(s) need to work for your specific organization in the context of your workflows, funding streams and staffing. This document seeks to:

- I. Provide guiding principles in how your organization can think about new investments in technology related to this program;
- II. Outline the key workflow elements of HSP and the associated platforms that can be used to participate in the program at low or no cost;
- III. Share guidance on navigating the vendor landscape and laying important groundwork for your technology investments; and
- IV. Share high level insights from due diligence about platforms gleaned from existing NJ Medicaid providers and vendors who responded to the Request for Information put out by the Camden Coalition.

I. Guiding Principles

You don't need a comprehensive technology solution in place to start participating in this program.

In fact, before investing in new technology, we highly recommend that organizations who are new to Medicaid billing ensure that they will secure contracts with MCOs; get hands-on experience with program requirements and workflows; better understand their volume, staffing and operations; and run revenue scenarios.

Providers will need to comply with HIPAA to participate in this program.

It is not advisable to participate in the program without HIPAA-compliant workflows. Prospective providers are required to comply with MCO contracts and it is likely that some or all of the MCOs will require HIPAA-compliance through their contracting process. This does not mean that you have to invest in a platform. As you will see below, the default workflow involving MCO portals and the NJ Housing Management Information System (NJHMIS) provides the baseline technology you will need to securely house protected health information (PHI). See Camden Coalition training materials on [HIPAA Guidance](#).

The NJ FamilyCare Housing Supports Program is a 5-year demonstration under the state's 1115 waiver and is due for renewal in 2028.

There is no guarantee that the program will continue in perpetuity. Investments in technology and

infrastructure should be made accordingly, and ideally in a way that will better position your organization regardless of whether this specific program continues.

II. Key Workflow Elements of the Housing Supports Program

In order to successfully participate in the program, Housing Supports providers will need to complete four major stages of the workflow. These stages are eligibility confirmation; authorization; documentation; and billing. Please note that MCOs will have additional information, training and customization and that the default solution listed may look slightly or meaningfully different across MCOs.

The default solutions available to all providers for each workflow step are below:

Function	Workflow step	Default HIPAA-compliant Solution
Eligibility Confirmation	Confirm if a current or prospective client is enrolled in Medicaid, and with which plan	Providers can confirm that a potential client is enrolled with a particular MCO by calling REVS (1-800-676-6562) and entering either the Medicaid ID number or the member’s date of birth and Social Security number; checking the Medicaid Electronic Verification System (MEVS); or confirming with the MCO by phone, secure email or portal.
Authorization	<ul style="list-style-type: none"> • Submit documents related to authorization requests • Track progress of authorization requests • Receive authorization decisions 	Providers may submit required documentation for referrals and authorization requests through MCO provider portals, secure email, fax, or physical mail
Documentation	<ul style="list-style-type: none"> • Track and store member records in a HIPAA-compliant manner • Document touchpoints in HMIS • Communicate with MCO managers and housing specialists 	Documentation: New Jersey’s Homeless Management Information System (NJ HMIS)* is a HIPAA compliant system and may be used to document and store member data (including authorization forms and touchpoints)
Billing	<ul style="list-style-type: none"> • Submit claims • Track progress of claims submitted • Receive claim denials in order to appeal/resubmit 	Providers can submit claims manually via paper submission (not recommended) or electronically through MCO provider portals

**Please note: HMIS includes a monthly fee that will vary based on an organization’s size and programming. Housing Supports providers are required to document service delivery touchpoints in HMIS unless they are prohibited from using HMIS.*

III. Navigating the Vendor Landscape

The federal government authorized New Jersey's Housing Supports Program under a Section 1115 waiver which it granted to a number of states around the country. Consequently, the technology space for 1115 implementations is crowded and growing. It may be overwhelming to approach the process of figuring out which solution(s) are right for your organization. We recommend doing some work to think through your organizational context and ask questions like the following:

Volume, Revenue and Costs

- Which MCO contracts will you close and when will they go live?
- Based on the contracts you secure, what volume can you expect to see?
- Based on volume estimates, what is the ballpark spend your organization can manage for tech? Does it outweigh the administrative costs of the manual process?

Workflow and Operations

- How will staff operationalize the required assessments and documentation?
- What does each MCO workflow look like? How do they differ? How are they the same?
- What opportunities does the MCO portal offer for integration and automation?
- How burdensome is the free/manual workflow for your organization?
- Which workflow pain points are most important to address? How feasible is the solution? How costly is the solution?

Strategy

- Are there opportunities to co-invest in Housing Supports IT solutions with partners or networks?
- Are there existing platforms/solutions being used in NJ currently that could be leveraged by our organization? (Note: the Camden Coalition is available to consult with CBOs as to what platforms already exist in their geographic areas.)

Here are steps you and your organization can take to prepare, as you consider a technology investment:

1. Carefully read the MCO and Provider Guidance so that you understand the requirements and processes well enough to scenario-plan how HSP could integrate with your existing programs, operations and workflows..
2. Assess your volume and do some cost and revenue modeling based on the inputs from the guidance. A simple budgeting tool is available on the [Camden Coalition website](#).
3. Share the Provider Guidance with your current IT vendors you are working with and ask for their take on what functionality or customization they can do to support HSP workflows.
4. Stay connected to the HSP training series and newsletters for resources and content that will support your process.

IV. High level Insights from Vendor Landscape Scan

For providers who are interested in some of the platforms that are available and in use for Medicaid billing in NJ and that have supported 1115 waiver implementation across the country, we have compiled a list of sample vendors.

Please note:

- Camden Coalition is **not endorsing any of the technology solutions listed below**.
- The list below **does not represent a comprehensive list of vendors, platforms, or solutions**, but a subset of vendors who were identified by NJ Medicaid providers or responded to a Request for Information (RFI) put out by the Camden Coalition.

- The NJ solutions came from a survey of providers who are currently billing Medicaid and may skew toward behavioral health and larger community-based organizations. The RFI sought to target vendors specifically serving smaller community-based organizations that address health-related social needs and asked about experience in supporting 1115 roll-outs in other states.
- Due to inconsistencies in how providers and vendors represented their cost structures, as well as variations in range of functionality that impact pricing, **we are not able to provide summary-level information about the costs associated with these solutions.**
- Please reach out through the [Camden Coalition Help Desk](#) if you'd like us to email you the detailed **RFI responses of the vendors listed in the second column below.** Responses will provide more information on the types of functionality and pricing.

NJ Provider Survey: Solutions currently in use by some NJ providers who are billing Medicaid

- Cx360 Core EHR Carelogic
- Cerner
- ClaimsMD
- Credible
- E-Clinical Works
- Foothold AWARDS
- Millenium
- NetSmart MyEvolv
- Qualifacts InSync
- Zoobook System LLC

RFI Responses: Vendors focused on smaller CBOs and those new to Medicaid billing

- Blooming Health
- Family Health Initiatives
- FieldWorker
- FindHelp
- Hyphen
- Oben Health
- PearSuite
- PointClick Care
- Ready Computing (Channels360)
- Regional Health Information Exchanges
- Trust
- UniteUs
- Zoobook System LLC

Resources:

Stay connected to the Camden Coalition's Housing Supports program resources:

- [Join our newsletter](#): We regularly share updates and relevant information through our Housing Supports Program newsletter.
- [Register for our training series](#): We hold trainings and office hours every other Wednesday for 1-2:30pm. Sign up for the series and make sure you add the recurring event to your calendar!
- [Bookmark our website](#): We host all training recordings, slide decks and tools on our Housing Supports website.
- [Access the state's official guidance and forms](#): All official documents released by the Department of Medical Assistance and Health Services (DMAHS) are posted on this site
- [Use our Help Desk](#): get your questions answered or set up time for some individual support by filling out an inquiry form.