

NJ FamilyCare Housing Supports Program: Office Hours

April 30, 2025



Disclaimer

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Who are Camden's High Inpatient Utilizers?

Avg. age: 57

Chronic conditions
1% of population



2011 averages:

Top Diagnoses

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Tech Guidance

Guiding Principles for Tech Readiness *for providers new to billing Medicaid*

Background

- To participate in the Housing Supports program, providers who have never billed Medicaid will need to adjust and incorporate new workflows
- While technology is a critical part of the infrastructure you will need, your technology solutions need to work for your specific organization in the context of your workflows funding streams and staffing
- **More detailed information can be found in the “Tech Solution Guidance Memo,” tailored for providers new to billing Medicaid**

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The NJ FamilyCare Housing Supports program is a 5-year demonstration program under the state's 1115 waiver. Therefore, there is no guarantee that the program will continue in perpetuity. Investments in your technical infrastructure will ideally position your organization for future opportunities whether or not this specific program continues.

The waiver went live April 1, 2023 and continues through June 30, 2028 at which point it may or not be extended.

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You do not need a comprehensive technology solution in place to start participating in this program.

We highly recommend that before organizations new to Medicaid invest in new technology, they

- 1) ensure they will secure contracts with MCOs;
- 2) get hands-on experience with program requirements and workflow;
- 3) better understand their volume, staffing and operations; and
- 4) run revenue scenarios to inform technology budget line (see [Budgeting Tool](#))

You will be able to complete all steps in the workflow through default platforms available at low/no cost to providers.

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All providers will need to comply with HIPAA to participate in the program. This does not mean that you have to invest in a new platform.

All providers will need to document in NJ Housing Management Information System (NJ HMIS) unless they are prohibited from using HMIS.

***Note: there is a fee associated with NJ HMIS that will vary based on organizations' size and programming.**

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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 referrals and 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 	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 uploaded PDFs
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 paper claims manually by mail/fax (not recommended) or through MCO provider portals

*Please note: HMIS includes a monthly fee that will vary based on organization's size and programming. The system is a requirement of enrollment for all Housing Supports providers unless they are prohibited from using HMIS.

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- See Camden Website for additional resources on:
 - HIPAA basics
 - MCO Provider portals and documentation
 - HMIS
 - *Note: Additional HMIS training is provided by HMFA*