

# NJ FamilyCare Housing Supports Program: Office Hours



**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).





# Move-in Supports Best Practices

# Move-in Supports Guidance

## ■ Duration

- **Authorization request window:** Members may request a move-in authorization up to 90 days before a move, and within 45 days after move-in
- **Authorization length:** Typically ~30 days, but varies by MCO
- **MCO discretion:** DMAHS allows MCO-specific policies; timelines shown are general guidance only and should be confirmed with the member's MCO

## ■ Turn around times

- Once providers submit a complete Move-in Supports authorization request, including requested items, MCOs will deliver decisions within 7 days
- Turnaround time may take longer if authorization requests require revisions or are incomplete (e.g., not completing documents correctly, not completing all required fields, not including quotes for individual items, etc.)
  - Process may be faster if providers ask that MCOs handle requests directly to expedite paperwork completion
- Move-in Supports claims approval and payout timelines, including security deposit reimbursements, are consistent with typical Tenancy standards

## Move-in Supports Guidance (cont.)

### ■ Urgent requests

- In urgent situations, please alert the Housing Specialist and MCO when submitting an authorization
  - While MCOs cannot promise to render decisions in less than 7 days, MCOs can try to expedite approvals where feasible
- Not all items need to be requested in the same authorization – so providers should instead prioritize requesting authorization for urgent items as soon as possible (e.g., security deposits)
- Most MCOs will be unable to reimburse security deposit payments within 7 days after approval
  - However, MCOs can offer promissory notes after approval

## Move-in Supports: Reminders

- Move-in Supports is limited to **one move-in per household**
- Unlike Pre-tenancy and Tenancy Sustaining Services, Move-in Supports authorization involves two steps:
  - #1: Submit the Initial Assessment Tool/IAT (not the Level of Need or Housing Stabilization Plan)
  - #2: Submit a list of items to be purchased (a provider must send the list prior to purchasing items)
  - Note: Some MCOs require providers to complete additional paperwork e.g. the MCO's own itemized form
    - **Best practice is for providers to submit all items to be purchased at once when possible; however, if needed, MCOs will accept multiple IATs and authorization requests**
- Agencies can provide Move-in Supports (if you listed Move-in Supports on your Gainwell/Medicaid number and credentialing applications) or the MCOs can provide the service

## Best practices to help ensure the MCO will accept (and not deny) your claim for Move-in Supports

- Send the entire list of items and their prices to the MCO for approval **prior** to making any purchases. Expenses can include:
  - Furnishings
  - Security Deposit (Note: Per the **Security Deposit Law** N.J.S.A. 46:8-19 through 26, landlords are not permitted to require more than one and one half times the monthly rental payment as a security deposit)
  - Set-up fees or deposits for utilities
  - Pantry stocking
  - Movers and transportation
- Search the market for the low-cost/average price and stick within that range (e.g. a mid-range lamp ranges from \$30-\$100)
- Keep track of your own purchases (even across multiple authorizations) rather than rely on MCO tracking to ensure the \$10,000 lifetime limit is strictly adhered to

## **Best practices to help ensure the MCO will accept (and not deny) your claim for Move-in Supports (con't)**

- It is generally best practice that one entity handle the entirety of the move-in supports. For example, if your agency is unable to cover the entire cost of move-in supports (i.e., only paying the security deposit, but not furniture or pantry items), then the MCO is in the best position to provide move-in supports.
- Try to ensure that your move-in supports authorizations are submitted with reasonable proximity to the client's move-in date, and consolidate authorizations where possible.
- Learn the process for security deposits.
  - Be aware that this can take time. MCOs will not be able to turn around payment to a landlord immediately.
  - Documentation is required – the lease, W9 to pay landlord directly, etc.
- Familiarize yourself with general landlord-tenant laws to avoid unlawful payments (e.g., administrative fees).
- Do not make purchases without authorization – you will not be reimbursed for payments that are not authorized ahead of time.

## **A reminder about the spirit of the HSP**

- **Move-in Supports are meant to support the client with their transition into housing as needed and relate back to their stabilization plan**
  - Ensure that the requests you are making are reasonably related to keeping your client housed and healthy
- **Always communicate with the MCO**
  - Each case is unique, therefore, it's important to communicate with the MCO Housing Specialist and provide the full context of your client's needs
- **Use the MCO Housing Specialist as a resource**
  - In times when you are at a standstill with addressing a particular need for a member, please reach out to the MCO Housing Specialist; they are trained to assist you
- **If you are unsure, ask!**
  - You can use the Housing Supports help desk for your questions and feedback, and we also offer calls for more in-depth/complex inquiries