

# NJ FamilyCare Housing Supports Program: Move-in Supports

June 23, 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 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

- **Move-in Supports Overview**
- **Move-in Supports Process**
- **Common Examples of Move-in Supports**
- **Best practices**
- **Questions**
  - **Note:** we will not be covering billing for move-in supports in this training. If you have billing-related questions, feel free to drop them in the chat so we can keep a record of them, but we won't field them live today.



# Move-in Supports Overview

# Provider Requirements

| Pre-tenancy & Tenancy Support  | Residential Modifications and Remediations  | Move-in Supports  |
|--|---|---|
| <ul style="list-style-type: none"><li>• Must have prior experience delivering comparable services (e.g., 3+ years organization experience, 3 FTEs with 2+ years relevant experience)</li><li>• Must have a NJ business registration</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>• Must be licensed in NJ with the Division of Consumer Affairs as a home repair contractor per state regulations</li><li>• Must have a NJ business registration</li><li>• Must be approved and credentialed by the member's MCO</li></ul> | <ul style="list-style-type: none"><li>• Must meet the requirements of one of the other provider types:<ul style="list-style-type: none"><li>• Pre-tenancy provider</li><li>• Tenancy-Sustaining provider</li><li>• Residential Modifications and Remediation provider</li></ul></li></ul> <div data-bbox="1309 708 2448 1343" style="border: 2px solid red; padding: 10px;"><ul style="list-style-type: none"><li>• To deliver and bill for move-in supports you must have this service checked off on your Gainwell Provider Application and your MCO credentialing application.</li><li>• There is no specific taxonomy code that needs to be attached to your NPI.</li><li>• If you did not originally check off the box for Move-in Supports on your Gainwell enrollment application, you can submit a request to update that with a revised cover-letter submission to Gainwell.</li><li>• Even if you did not check off that you would be delivering Move-in Supports, you can still direct the member to their MCO for move-in supports.</li></ul></div> |

# Move-in Support definition

- Payment for **non-recurring, one-time transitional expenses** provided to a beneficiary during the transition period to their own home.
- **Services required for a beneficiary's health and safety**, such as pest eradication and one-time cleaning prior to move-in
- Purchase of household furnishings needed to establish community-based tenancy including **furniture, food preparation items, pantry stocking, or bed/bath linens**. If necessary, assistance may also be provided to help set up these items

## **Best Practice Call-out:**

The sources of truth for the move-in support benefit will be the [Services Dictionary](#), as well as the checklists provided by the MCOs for move-in supports.

# Move-in Supports: Limitations

- \$10,000 lifetime cap
- Limited to one "moving experience" per lifetime per member
- Does not allow:
  - Transitions into institutions (e.g. nursing facilities)
  - Residential or vehicle modifications
  - Recreational items (e.g. televisions)
  - Pre-owned items that may be physically unsafe
  - Recurring expenses (e.g. food, utilities)
  - Monthly rental or mortgage expenses (but does include security deposit)
- Members receiving MLTSS Community Transition services may not combine or add spending caps across programs

For more on MLTSS visit:

<https://www.nj.gov/humanservices/dmahs/home/mltss.html>

## IAT Best Practice Call-outs:

- As you complete the IAT for move-in supports, **carefully** assess whether the member may have received duplicative services in the past, **or through another household member.**
  - You should be sure to include Medicaid ID numbers for any other household members. *\*Section F of the IAT.*
- Ask questions like, “Have you ever transitioned from an institution to the community?” or “Has a member of your household ever received support with a move, including furniture or household items?”
- MLTSS, CSS, ICMS and Community Transitions are all considered duplicative with move-in supports.
- **Reminder to get the member’s signature on the IAT to prevent delays.**

# Move-in Supports: Timeline

The window within which providers are allowed to submit for a Move-in Supports authorization is up to 90 days prior to the transition into a new housing arrangement, and 45 days after the member has physically moved into their unit.

A physical move in can be indicated by a lease signing, date the member receives keys to their apartment if it is after the lease signing, etc.

MCOs have case by case discretion on each request. MCOs have 7 days to provide an authorization decision (assuming all documentation is submitted). If you have urgent requests, MCOs may be able to expedite.

## When to initiate authorization requests for move-in supports

- Move-in supports are available up to 90 days before move-in and 45 days after move-in
- You will want to assess when you “start the clock” on that 90-day pre-move in window.
  - If paying application fees is a priority for this client, you’ll need to submit authorization earlier in the member's move-in process
    - In this case, assess the complexity and barriers the client is facing and how long transitioning to a permanent unit might take. For example, if the member does not yet have a birth certificate which will be needed for rental applications, you might not want to submit a Move-in Supports authorization with the MCO to cover application fees. Best practice is to ensure the member is "move-in ready" when submitting an authorization to the MCO.
  - **If possible, you will want to start close to when the member will be transitioning to a permanent unit – either once they’ve been approved for a unit, or they have signed the lease.** This will allow you to make the best use of the 90-day pre-move-in period.
- You will also want to be mindful of the authorization window that the MCO gives you. Most MCOs will approve a 30-day auth window, others work on 14-day auth windows. If you think you will go outside of this, you’ll need to submit another IAT.



# Move-in Supports Process

## Choosing your path for Move-in Supports

- As the provider, you'll choose one of three paths in delivering move-in supports
  - **Pathway 1:** You cover the full cost of move-in supports (up to \$10,000)
  - **Pathway 2:** You cover a portion of the move-in supports while the MCO covers another portion
  - **Pathway 3:** The MCO covers all of the move-in supports
- Factors that may influence your decision
  - **Cash flow** – because reimbursement can take time, your agency may or may not be able to front the cost of move-in support
  - **Flexibility and client choice** – MCOs may have some limitations in the vendors and items available to members. If you take this on, you will have more options for your member.
  - **Coordination** – having the MCO take on move-in supports means that your client will need to interact directly with the MCO.

# What is your role in Move-in Supports expenses?

## Pathway 1 Provider covering all expenses (up to \$10,000)

i Confirm itemized list with member

ii Submit IAT, prior authorization form, MCO itemized list (expenses: fees, security deposit, furnishings, etc.), landlord/property management W9, and lease

iii Receive MCO approval

iv Begin making payments

## Pathway 2 Provider covering fees and security deposit only

i Confirm the MCO allows split costs

ii Submit IAT, prior authorization form, MCO itemized list, and supportive documentation such as landlord/property management W9 and lease

iii Receive MCO approval

iv Begin making payments

## Pathway 3\* Provider not covering expenses

i Refer member to MCO

ii Remain available for any potential assistance needed from the MCO (e.g., confirming item preferences)

**\*Required documentation will vary based on MCO, and whether you are already providing pre-tenancy services to the member.**

# Pathway 1 Scenario

You're a provider who can cover the \$10,000 move-in expense for the member.  
For example: The member is transitioning from a shelter and needs many household items.

1. You have identified that the member is likely to transition into housing in the next 90 days. You develop the itemized list of expenses with the member.
2. You submit the IAT, prior authorization form, itemized list of expenses (reference the MCO's checklist), and relevant supportive documentation (e.g., application fees). In this case, no earlier than **May 1st**.
3. If intending to cover application fees with the Move-in Supports benefit, you receive approval from the MCO and move forward with paying the application fees
4. Member gets approved for a unit, signs lease, and receives a move-in date of **July 31st**. Provider informs the Housing Specialist of move-in date and upcoming authorization submission
5. Provider submits new, updated IAT\*, prior auth, MCO itemized list (all expenses should be listed including fees, security deposit, furnishings etc.), landlord/property management W9, and lease
6. Provider receives approval from MCO, provider makes security deposit payment and orders for furniture and home goods (all items should match the items already approved from the MCO authorization) within 45 days after the member has physically moved into the unit (in this case no later than **September 14<sup>th</sup>**).

\*Some MCOs may not require a second IAT and/or prior auth

Note: You should always keep track of total spent and stay communicative with the member on their remaining budget

# Pathway 2 Scenario

**You're delivering Pre-tenancy Services and are in the process of searching for units with the member. You would like to pay for the application fees and security deposit but cannot cover the rest of the move-in expenses.**

1. You first confirm with the MCO to see if they accept splitting the administration of the \$10k move-in supports benefit
2. Once confirmed, you submit the IAT, prior authorization form, itemized list of expenses (reference the MCO's checklist), and supportive documentation of application fees
  - In this scenario, you're listing the cost for each application fee you intend to pay along with the total cost. **DO NOT** pay for the application fee **UNTIL** you receive approval from the MCO
3. You receive approval from the MCO and you move forward with paying the application fees. You're staying communicative with the MCO Housing Specialist on the potential costs for the security deposit based on the applications submitted (e.g., ranging from \$1,200-\$1,600)
4. Member gets approved for a unit, signs lease, and receives a move-in date of **July 31st**. Provider informs the Housing Specialist of move-in date, upcoming authorization submission and cost of security deposit
5. Provider submits IAT, prior auth, MCO itemized list (the total cost of the security deposit), landlord/property management W9, and lease.
6. Provider receives authorization, makes security deposit payment to landlord
7. Flag to MCO that the member will be needing additional move-in supports for furniture and other items coordinated by the MCO. Stay in close communication with the MCO to provide any necessary documentation, information or coordination.

**Note: You should always keep track of total spent and stay communicative with the member on their remaining budget**

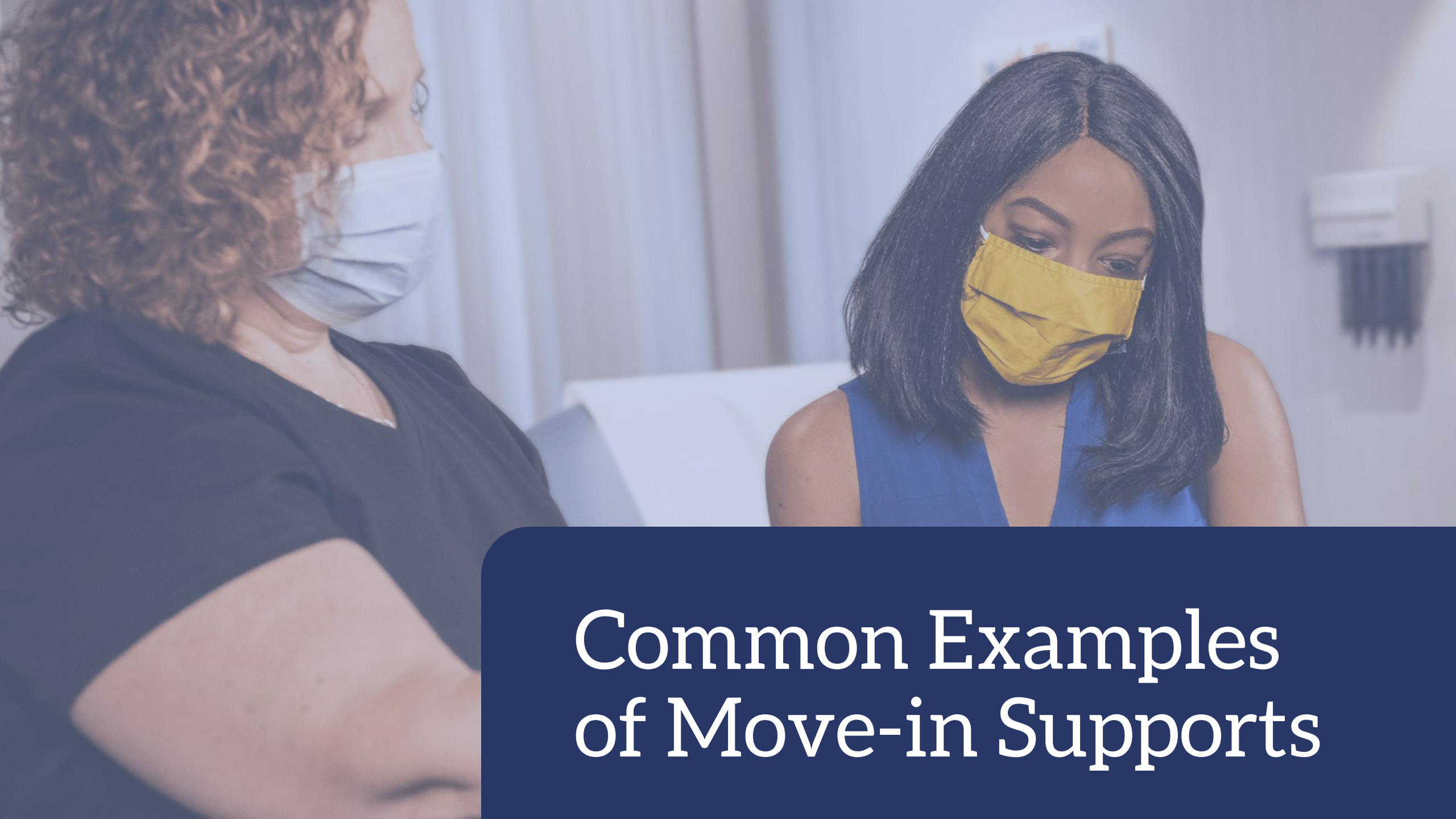
# Pathway 3 Scenario

**You're unable to cover any expenses for the member and would like the MCO to deliver the move-in supports benefit for the member.**

1. You refer the member to the MCO and clearly state you are unable to cover move-in expenses.
  - Prepare member for what to expect with the move-in supports process (program guidelines; MCO will reach out; required documentation; etc.)
2. MCO confirms receipt of member, and requests support with obtaining documentation and information (varies by MCO).
3. You remain on standby for any potential follow up from the MCO
  - Some MCOs may request assistance with additional documentation, coordinating movers, furniture delivery, etc.

## **Best Practice Call-out:**

- Regardless of who is paying for move-in supports, **if you are authorized to provide pre-tenancy services, you should continue to work the member's Housing Stabilization Plan and complete necessary touchpoints.**
- If you are not authorized to provide these services, the MCO may encourage you to seek authorization since they will be relying on you for coordination around move-in supports.



# Common Examples of Move-in Supports

# Common Examples of Move-in Supports

Application Fees  
& Security  
Deposits



Movers



Furniture



Pantry stock and  
household  
supplies



One-time  
expenses

(ex: utility set-up; pest  
eradication; deep clean)



Up to 90 days before move-in

At or close to move-in date

Up to 45 days after move-in

## Best Practice Call-Out:

- As you support the member with all of their move-in supports, be mindful of the \$10,000 and help the member manage and prioritize effectively across all the needs they may have. Track these expenses to make sure you do not go over the cap.
- Reminder that this benefit is meant to support the client's transition into housing. Other resources may exist for other parts of the housing journey (ex: helping client get document-ready)

# Application Fees

## Application Fees



### Best Practice Call-Out:

- Be mindful of managing the overall \$10K budget – application fees will reduce the remaining funds for furniture, supplies, etc.
- Providers should be intentional about **applying to units that the member's household is a good fit for**, and that the member will be able to sustain paying rent.
- Because application fees can feel time-sensitive and high stakes, members may want to pay application fees on their own. **If they do, they cannot be reimbursed.**

- Application and realtor/broker fees can be covered as part of Move-in Supports
- Method of payment varies by property
  - Could be credit card through a portal, money order, cashier's check, personal check, etc.
- They will require an IAT and authorization form
  - these can be batched if applying to multiple properties
- Supporting documentation of application fees
  - For private landlords, a W9 is needed
  - For properties, a leasing agent or property manager can share a document of the cost (e.g., online application)
- **If MCO is covering:**
  - MCO may request credentials to log into portal and pay application fee; client can change their password afterwards
  - MCO may request help in securing supporting documentation

# Security Deposit

## Security Deposits



### Best Practice Call-Outs:

- Ensure W9 and lease are up to date and the information matches
- Because security deposits can feel time-sensitive and high stakes, members may want to pay the security deposit on their own. **If they do, they cannot be reimbursed.**
- MCO promissory notes should not be drafted or modified by the provider on behalf of the MCO – ex: while you may wish to issue a promissory note to the landlord on behalf of your organization, it should not promise anything on the behalf of the MCO unless they are issuing it directly.

- While HSP does not cover rent, it can cover the security deposit for a client moving into new housing
- Landlord-tenant law says that a security deposit cannot exceed 1.5x monthly rent
- Every landlord and property is different
  - Could require payment through portal, money order, cashier's check, check from the MCO
- Required documentation includes:
  - Signed copy of lease
  - W9 for the landlord
  - Confirmation of address for check to be mailed
- **If MCO is covering this for you:**
  - Because MCO check process can take time, MCOs may be able to provide a “promissory note” which essentially pledges to pay the security deposit within a certain time frame

# Movers



## Best Practice Call-Out:

- If provider or member pays for movers without authorization, the funds cannot be reimbursed

- Licensed movers (not friends/family members) are an eligible expense under move-in supports
- If you are arranging and paying for movers, be aware that some require deposits before the actual move-in date
  - This expense should also be listed in the itemized list for approval
  - The deposit allows them to reserve the date
  - If not paid, you could lose the reservation
- MCOs generally have contracts with movers, so it might simplify the process to work with their vendor

# Furniture

## Furniture



### Best Practice Call-Outs:

- Walk through the MCO checklist with the client, using it as a guide
- Don't just ask the client to identify things on Amazon – conversation should be provider-led to ensure items are reasonable and necessary
- Confirm that other resources (ex: TANF; DCP&P; DDD; Board of Social Services) have been assessed and tapped out before using Move-in Supports to maximize the use of the benefit

- Each MCO has a detailed checklist to use as a guide
  - Even if you're doing the purchasing, it's important to reference the MCO checklist items. Items that are outside of the checklist may be denied
- Only necessary items will be approved (“needs” not “wants”)
- Items that are reasonable and necessary for move-in
  - Ex: if a client is moving from one apartment to a new one, they should not need all new furniture
- Furniture **must** be delivered to the address on the lease, and someone must be present to accept the delivery.
- **If the MCO is doing the purchasing:**
  - **they will have specific vendors, colors, sizes, etc.** with less opportunity to customize
  - MCO may require that the vendor assemble the furniture upon delivery

# Pantry Stock and Household Supplies

## Pantry stock and household supplies



### Best Practice Call-Outs:

- Support the client in thinking through what they need, especially if it has been awhile since they have lived independently in their own space
- Because this is a one-time benefit, **help clients figure out their plan for long-term grocery/food costs**
- Note that some MCOs prefer to handle this directly with the member to eliminate back and forth, while others may have to make some adjustments/changes to the member's preferences based on their internal processes/vendors

- Each MCO has a detailed checklist to use as a guide
- Only necessary items will be approved ("needs" not "wants")
- When building out the list with the member, be as specific as possible (ex: "orange juice" vs. "juice") but manage expectations that some exact preferences may not be possible (ex: a particular brand might not be available)
- Pantry stock is a one-time grocery order to get the client started in their home, not coverage for recurring grocery spending
  - Rule of thumb: a month's worth
- Household supplies could include:
  - basic cleaning supplies
  - ironing board, hangers
  - kitchen tools/appliances
  - bath mats and towels
  - Toiletries
  - Tool box, sewing kit, etc.
- Someone must be home to accept the delivery

# One-time Expenses (Utilities, Pest Eradication, initial deep-clean)

One-time expenses  
(ex: utility set-up; pest eradication;  
deep clean)



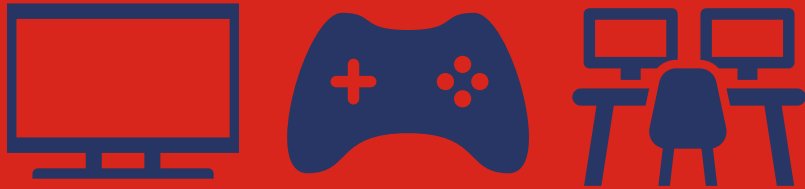
- Upon move in, there may be one time expense to set the client up for success
- Ensure you are moving efficiently to get these expenses authorized within the 45-day window post move-in
  - Remember MCOs have 7 days to make an auth decision
- Utility set-up fees may not come due until toward the end of the 45-day window, but you may be able to pay them early
  - Move in supports do not cover arrears for utilities

## Best Practice Call-Out:

To date, providers have not been requesting funds for utility set-up – reminder that this is part of the benefit and available to members upon move-in if needed. Utility arrears are **not** covered under this program.

# Items that may be denied (examples flagged by MCOs)

## Items that may be denied



### Best Practice Call-Out:

- Talk with the MCO for edge case scenarios (ex: you have a young child and a toddler table is needed for eating; ex: landlord requires area rug for noise reduction)

- Items not aligned with federal rules and program goals, such as:
  - Entertainment systems
  - Televisions
  - Sound systems
  - Television stand
  - Computers
  - Game consoles
- Items that may pose safety concerns, such as:
  - Area rugs (due to tripping hazard)
  - Space heaters
  - Unassembled furniture
- Items that can be received through other services, such as:
  - Baby formula typically provided by WIC



Best practices

# Overall Best Practices for Move-In Supports

Supporting a client in securing or maintaining their housing is a **high-stakes process**. To ensure success, embrace these values:

## Be Timely and Proactive

Every step of the process will require tight turn-around times, and not moving quickly can put the client's housing at risk.

Assess readiness at each stage of the process to optimize likelihood of approval and avoid delays.

Assign staff who can work quickly and move admin tasks forward efficiently.

Set rigorous internal standards of persistent response and follow-up time. A good rule of thumb is to never let a response or task go longer than 2 business days.

## Be Detail-Oriented

Housing related admin requires diligent attention to detail. Dates, addresses, costs and all kinds of paperwork and documentation are required.

Ensure staff have a strong understanding of the process requirements, and are trained to effectively execute these processes.

Establish internal quality assurance processes to ensure adequate documentation is delivered. Ensure front line staff are well-supported by supervisors in meeting expectations.

## Be Communicative

Move-in supports require clear and timely communication between provider, client, landlord, MCO and vendors.

Don't be afraid to **be high-touch with the client** in figuring out the supports they need. Explain process and program guidelines and provide support and coaching.

**Build strong relationships with the Housing Specialists.** Do your part to complete documentation that is clear, timely and accurate. Use their preferred communication pathways and be mindful that these processes are a heavy lift for MCO teams as well. Having a paper trail of the coordination you are doing will help hold everyone accountable to tight timelines.

# Best Practice:

## Minimize back and forth with the MCO

- Ensure supportive details are included in the **Housing Stabilization Plan** (ex: member has COPD and will need an air filter) to justify specific move-in supports
- **Use the MCO Portal** whenever possible – it will expedite the process and provide real-time updates, eliminating unnecessary emails
- Before submission, **triple check** your paperwork for correct names, addresses, amounts, details and specifics around requested items, etc.
- **Communicate logistics clearly to the member** (ex: furniture must be delivered to the specified address and assembled upon delivery)
- **Batch auth requests** for household items and furniture submissions within 45 days after move-in (ex: limit to 2 authorization requests)\*
- **If MCOs are handling move-in supports:**
  - Anticipate and **plan for MCO timelines**
    - MCOs have up to 7 days to approve/deny a move-in support request (assuming fully completed documentation)
    - Checks to landlords can take days or weeks
    - Move-in supports can be authorized 90 days prior to move-in up until 45 days after move-in
    - Plan ahead for expenses that may occur toward the end of the window (ex: utility set-up)
- When in doubt, **proactively communicate with the MCO**

**\*MCOs have discretion on a case-by-case basis**

# Best Practice: Make appropriate requests for Move-in Supports

- Authorization requests should always take place **prior** to making purchases
- Move-in supports are not meant to be used for entertainment or recreational items
- Ask yourself if the items you are requesting are reasonable, necessary to facilitate a successful transition into housing, and align with program guidance.
  - Refer to the Services Dictionary
  - When in doubt, ask the Housing Specialist at the MCO.

**\*MCOs have discretion on a case-by-case basis**

# Best Practice:

## Align expectations with clients

When you begin to work with your client on move-in supports, help them understand the key facets of the Move-in Supports benefit

- This is a one-time benefit with a lifetime cap; must use within 45 days of move-in
- Rent is not covered under the program, but security deposits and application fees are
- Furniture, groceries and household supplies are available as a one-time benefit with limitations (needs not wants; entertainment and safety hazards prohibited; no luxury brands; MCOs use specific vendors so choices may be limited)
- Services like one-time deep clean, utility set-up, movers, pest eradication, etc. are available
- Client responsiveness and engagement will ensure a smoother process
- Other resources/programs should be tapped into before Move-in Supports

# Best Practice: Working with landlords

- Coordinating with landlords requires diligent outreach and engagement to ensure key timelines and milestones are met (be proactive and persistent)
- For application fees and security deposits you will need to liaise with landlords. Key documentation and information you will need:
  - Lease with address, security deposit and monthly rent amount (check that key details reflect your understanding)
  - Move-in date
  - Landlord address, phone number, and email address
  - W9 for the landlord/property management company (make sure this isn't outdated)
- Ensure landlords are not charging more than 1.5x the monthly rent for security deposits. This is NJ landlord-tenant law.
- If possible, it can be helpful to brief the landlord about key facets of the Housing Supports Program
  - Program does not cover rent
  - MCO may cover security deposit but payment can take time (promissory note process)
  - Your role as a provider working with the client
  - Move-in Supports benefit, etc.