

NJ FamilyCare Housing Supports Program: General Office Hours

September 2, 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

Announcements

Breakout Rooms

- **Breakout Group 1:** Agencies working to become a provider (not contracted)
- **Breakout Group 2:** HSP providers (contracted)



Announcements

DCA and DMAHS to fund Hospital and Housing Supports Services Integration Pilot, establishing pathways from hospital encounters to case management



Hospital-Housing Supports provider partnership

Hospitals and Housing Supports providers will **co-design a model** to:

- Identify and serve eligible HSP members that **present in clinical care settings**
- Connect members to **longitudinal housing services**

Housing Supports provider will be **lead applicant**, with **identified and mutually agreed upon hospital partner**



Flexibility in partnership design for whole person care

RFP encourages **flexible, creative, and effective care models**, such as:

- **Embedding HSP providers** in clinical settings
- Conducting **rapid response** when a member is identified
- Organizing **post-discharge placement** options

Key elements of Hospital and Housing Supports Services Integration Pilot RFP include:

- 1 Goal of **strengthening continuity of care** for members experiencing housing instability
- 2 **Joint partnership** between hospital and Housing Supports provider **agreed upon**, by RFP submission
 - Housing Supports provider will be **lead RFP applicant**
- 3 **Housing Supports provider readiness as a prerequisite** (e.g., must be enrolled and in-network with all 5 MCOs, with at least 20 claims approved by pilot launch)
- 4 **Applicant-proposed** care model design

Hospital pilot RFP now available in DCA SAGE

DMAHS and DCA to release **separate RFP for a technical assistance provider** that will provide **implementation support** for participating pilot sites **and pilot evaluation**

NJ FamilyCare Hospital Supports Services Integration Grant Pilot Program: Application Timeline

<u>RFP</u> Launch	August 28, 2026
<u>TA Session 1</u>	September 10, 2026 – 11am
<u>TA Session 2</u>	September 29, 2026 – 10am
Application Submission Due in <u>SAGE</u>	October 9, 2026 by 11:59pm
Award Notification Date	On or about November 23, 2026
Grant Term	Anticipated December 1, 2026 – June 30, 2028

All applicants must attend at least one TA session. Registration is required.

Providers who have at least one signed contract will receive a *Provider Welcome Packet*

- Inside the packet is a brief survey. Once submitted, your agency will be added to the Housing Supports Program Provider Directory.
- If you've submitted the survey already, thank you! If not, you've probably heard from a Camden Coalition staff member, and we will continue to follow up!
- If you are contracted with at least one MCO and have not received a Welcome Packet, please reach out to our help desk.

To ensure you are receiving the right referrals, it is important that you keep your profile up to date.

You should update your profile at least quarterly and when:

- You have added or stopped serving a county/counties
- Your agency is at capacity and paused referrals
 - Providers should change their referral status to "Full" and turn referral capabilities off
- You have made changes to your contact information
- You have made changes to the populations served
- You have made changes to operating hours
- You are in-network with additional MCOs

Note: all providers, regardless if you have referrals enabled or not, should update their profile regularly

You can find previous Office Hours recordings and slides in our newsletter and website

- Some of our recent trainings include:
 - HR1
 - Housing Stabilization Plan Deep Dive (SMART Goal Framework)
 - Program Tools Best Practices
 - Move-in Supports
 - HMIS
 - Braided Budget Tool
- Sign up for our [newsletter](#) or visit our [website](#) to access these resources.

Next steps

- Next Office Hours on MCO Move-in Supports Specifics September 16 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](#).



Breakout Rooms



Breakout Group 1:
Agencies working to
become HSP providers

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

What services are 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](#).

Provider Requirements

Pre-tenancy & Tenancy Support	Residential Modifications and Remediations	Move-in Supports
• Must have prior experience delivering comparable services (e.g., 3+ years organization experience, 3 FTEs with 2+ years relevant experience) • Must have a NJ business registration • Must utilize HMIS • Must demonstrate cultural competency, trauma response, and sufficient resources to address diverse needs	• Must be licensed in NJ with the Division of Consumer Affairs as a home repair contractor per state regulations • Must have a NJ business registration • Must be approved and credentialed by the member's MCO	• Must meet the requirements of one of the other provider types: • Pre-tenancy provider • Tenancy-Sustaining provider • Residential Modifications and Remediation provider

Are your clients eligible 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 and requiring a new housing arrangement
 - Recently released from a correctional facility
 - Transitioning from an institution to the community
- 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.

Are you willing and able to take more clients / referrals?

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

See “Payment Methodologies and Fee Schedule” for more details

How to Become a Provider

- In order to become a Housing Supports provider, organizations will need to take five major steps:
 1. Apply for a National Provider Identification (NPI) number
 2. Complete the state's enrollment process to get a Medicaid number
 3. Credential with the Managed Care Organization (MCOs)
 4. Contract with the Managed Care Organization (MCOs)
 5. Set up Homeless Management Information System (HMIS)
- For more information on the five major steps, view the trainings on the HSP webpage [here](#) and the Provider Guidance [here](#).
- Contact the MCO(s) to express interest in being a provider in their network. Contact info is [here](#).
- To refer clients, use the online member portal provided by their MCO, or call the number on the back of their insurance card

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

*Note: Order of these steps will vary by MCO



Helpful Resources

Newsletter, Webpage & Help Desk

#1: Free Trainings

- Participate in the Camden Coalition's free trainings/office hours held every other Wednesday from 1-2:30pm – register [here](#).

#2: Newsletter & Mailing List

- Get on the Coalition's mailing list to receive info on the trainings and the "Housing Supports Newsletter" – sign up [here](#)

#3: Webpage

- Bookmark the "Housing Supports Resource Hub" webpage [here](#)
- Find all past training/office hours recordings and slide decks, official documents from DMAHS, and other tools/resources to support

#4: Help Desk

- Use the [Help Desk](#) to get your questions answered

Housing Supports Program Provider Directory

- Consolidated list of **all** in-network Housing Supports providers who are contracted with at least one of the five MCOs
- This is accessible to MCOs, referring providers, and members
- Serves as a tool to list specific details about the in-network provider – like eligibility criteria, counties served, contact information, and operating hours – to ensure members are connected to the right provider
- **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...

Next Steps:

Email info@prismsupportservices.com to get services.

Serves your local area

🕒 Open Now : 8:00 AM - 5:00 PM EST ▼

📍 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

☐ 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...

Next Steps:

Email hsp@jfsatlantic.org to get services.

Serves your local area

🕒 Open Now : 8:00 AM - 5:00 PM EST ▼

📍 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

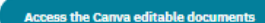


SUGGEST

➡ REFER



The program helps NJ FamilyCare (Medicaid) members of all ages who have both a housing need and a health condition.





Breakout Group 2: HSP Providers

Discussion Questions

Topics Received from Providers

- What should we enter for the member's address on the CMS-1500 when they don't have a stable address?
- Can a member who is moving into a room for rent of a privately owned home receive MIS?
- What are some best practices for discharging a member from the program?

Questions for Providers

- What barriers are you seeing related to authorizations?
- What billing issues are you encountering?
- What best practices has your agency established within your HSP workflows?
- What internal workflow questions is your agency grappling with?