NJ FamilyCare Housing Supports Program:
General Office Hours

October 28, 2026

Camden Coalition

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 Hub Intro

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

Camden Coalition

GNHCC
Greater Newark Health Care Coalition

HCPC Health Coalition of Passaic County

TrentonHealthTeam

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).

Camden Coalition

Purpose, Values & Norms

1115 Office Hours & Training Series

Purpose

- Build the capacity of prospective and active HSP providers to effectively deliver the program.
- Focus on program guidance and operational best practices.

Need something else? Reach out here instead:

MCO pathways

MCO key contacts

Reference the MCO provider manual from orientation for provider assistance

DMAHS HSP general mailbox

DMAHS.HousingSupports@dhs.nj.gov

Camden Coalition Help Desk

Provider Help Desk Inquiry Form

Surveys & live forums (HSP newsletter)

HSP Newsletter

Values

- Support members' health and housing journeys within regulatory and programmatic guidance.
- Encourage trust, relationship-building and collaboration between providers and MCOs to support member goals.
- Embrace opportunities to learn, adapt and continuously improve while navigating this new program.
- Work collaboratively to understand challenges, share perspectives, and explore solutions together.

Norms

> *We recognize the complexity of this program and the unique needs of people experiencing housing instability. We communicate with empathy, respect and professionalism, seeking to understand different perspectives and navigate challenges thoughtfully and collaboratively.*

Agenda

IN THIS SESSION

1. **Announcements**
2. **HMIS Enforcement and Guidance**
3. **Breakout Rooms**

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

SECTION 01

01

Announcements

IN THIS SESSION

1. **Announcements**
2. HMIS Enforcement and Guidance
3. Breakout Rooms

Survey for Official Providers

PROVIDER WELCOME PACKET

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

WHAT HAPPENS NEXT

1

Complete the provider survey

The packet includes helpful information for new providers, including a link to a provider survey that must be completed. If you have not completed the survey, Camden Coalition staff will continue to follow up.

2

Get listed in the Provider Directory

Once the survey is submitted, your agency will be added to the Housing Supports Program Provider Directory. You'll then be asked to schedule a meet and greet with our team to review your provider profile.

3

Haven’t received a packet?

If you are contracted with at least one MCO and have not received a Welcome Packet, please reach out to our help desk.

Provider Profile Upkeep

To ensure you are receiving the right referrals, keep your profile up to date.
Update your profile **at least quarterly** and whenever any of the changes below happen.

UPDATE YOUR PROFILE WHEN...

- You have **added or stopped serving** a county/counties
- Your agency is **at capacity** and paused referrals
  Change your 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 – whether or not you have referrals enabled – should update their profile regularly.

Previous Office Hours

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

SOME OF OUR RECENT TRAININGS INCLUDE

RECORDING
MCO-specific Move-in Supports

RECORDING
Housing Stabilization Plan Deep Dive (SMART Goal Framework)

RECORDING
Program Tools Best Practices

RECORDING
Move-in Supports

RECORDING
HMIS

RECORDING
Braided Budget Tool

SECTION 02

02

HMIS Enforcement and Guidance

IN THIS SESSION

1. Announcements
2. **HMIS Enforcement and Guidance**
3. Breakout Rooms

Confidential draft for discussion only: pre-decisional

HMIS enforcement is critical for maintaining program integrity

Context

Providers are doing critical work logging touchpoints in HMIS – this data is the foundation of program oversight and member care

However, documentation has not been to the **standard necessary for maintaining program integrity**

DMAHS to introduce **new enforcement guidelines** to be implemented over the next several months

Rationale for continued enforcement

As the program scales, HMIS documentation serves as NJ's evidence base for appropriate service delivery, enabling:

- **Comprehensive service oversight**
- **Collection of rich longitudinal data** to enhance ongoing care efforts

Documentation of service delivery is **core to any Medicaid-funded service**

- Services such as HSP are under **heightened federal scrutiny**, underscoring importance
- HMIS documentation ensures Medicaid housing services are **well-integrated** with the rest of the housing system

Currently, program guidance states the following...

- Touchpoints must be entered into **HMIS within 5 days** of interacting with the member
- If touchpoints are not logged in HMIS, **providers are subject to penalties or potential claims denials**
- **MCOs have the right to audit** provider service delivery to ensure compliance

HMIS enforcement will bolster HSP program integrity and quality of care without impacting member access

NEW JERSEY HUMAN SERVICES

Confidential draft for discussion only: pre-decisional

DMAHS to begin HMIS touchpoint enforcement after grace period to allow for provider and MCO implementation

HMIS enforcement standard

MCOs to confirm that providers are entering **touchpoints in HMIS, in accordance with program guidance**

Providers will be '**non-compliant' if they fail to log at least 75% of the expected touchpoints** within a quarter[1]

- Enforcement is based on **touchpoint completion during the review quarter,** grounded in authorization data
- **75% expected touchpoint threshold** allows for flexibility to **account for member non-responsiveness**

Escalation pathway

Providers to face potential consequences based on **consecutive non-compliance**:

- **1st quarter:** MCOs may **issue corrective action plan (CAP)**; providers receive **TA**
  - DMAHS allowing **MCO discretion** to issue CAPs, to account for provider context (e.g., non-responsive members)
- **2nd quarter:** MCOs may pause referrals and reconnect with provider
- **3rd quarter:** MCOs may pause authorizations, deny claims, or recoup payments
- **4th quarter:** Provider may be terminated from network

Providers must **maintain compliance for 1 quarter** for escalation timeline to reset

Grace Period

Enforcement is planned to **launch in ~Nov. 2026**, with grace period through end of Mar. 2027 to **allow for provider workflow configuration**

DMAHS encourages **provider feedback** during grace period and **coordination with MCOs** on implementation

DMAHS to share written resources with providers to support internal HMIS compliance monitoring

1. E.g., a member with high LON would require 12 touchpoints per quarter, if they were authorized for the entire quarter. Enforcement does not apply to certain providers (e.g., DV shelters) that are exempt from utilizing HMIS.

Confidential draft for discussion only: pre-decisional

Example of HMIS enforcement in practice

	E.g., Q2 2027 (Apr.-Jun.)	*E.g., Q3 2027 (July-Sept.)*	*E.g., Q4 2027 (Oct.-Dec.)*	*E.g., Q1 2028 (Jan.-Mar.)*
	First quarter non-compliant	Second quarter non-compliant	Third quarter non-compliant	Fourth quarter non-compliant
MCO actions	MCOs flag provider as non-compliant based on HMIS compliance report, review provider case notes, and **may issue corrective action plan**; coordinate with Candy / Camden to **offer TA to provider**	MCOs compile quarterly compliance report, **pausing new referrals** and **connecting with provider** again directly, if provider **remains non-compliant**	MCOs compile quarterly compliance report, **pausing authorizations** and/or **denying claims** if provider **remains non-compliant for a third quarter**	MCOs compile quarterly compliance report and **may remove the provider from network,** if the provider remains non-compliant
Provider actions	**Attends TA sessions, connects with MCO**, and submits corrective action plan if received	Provider **connects with MCO** to discuss opportunities for **re-education**	Provider **reconnects with MCO** and faces penalties from MCO, as appropriate	Provider may be **terminated from network** (*full year of non-compliance*)

Providers log touchpoints across all quarters; ***escalation clock resets if provider complies in following quarter***

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Required fields in HMIS contacts log, for use in HSP

Field Name	Description
Date of Service	• Calendar selection option
Start time	• Time drop-down
Duration	• Hours and minutes drop-down
Face-to-face?	• Yes/No check-box • *Note:* "Yes" is automatically selected; providers should update field to reflect whether touchpoint was face-to-face
Location	• Drop-down of location type (e.g., consumer residence)
Service Type	• Drop-down to select one of the four HSP services • *Note: Providers should use **"Other" service type** to record details that **do not correspond to a touchpoint** (e.g., landlord outreach, failed outreach attempts)*
Supportive Services Checklist & Service details	• Blank text field for user to fill in with **types of activities conducted** in support of services

Note: The required entries for Housing Supports are in the **Contacts Log** in HMIS, not in the Progress Notes Module

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DMAHS to establish separate escalation pathway following touchpoint quality concerns

Context

Camden's June HMIS training covered **narrative touchpoint details** should include:

- **Who** – all parties involved (e.g., member, care manager, guardians if applicable)
- **What** – nature of the touchpoint (e.g., housing search, stabilization check-in), whether face-to-face or remote, any services coordinated in line with housing stabilization plan goals
- **Next steps** – Follow-up planned, timeline for next touchpoint, any escalation needed

MCOs to continue monitoring case note quality, with **separate escalation** for quality concerns

Severity	Type of issue	Example	Escalation pathway
Low	Isolated documentation gap(s)	Individual case notes **lacking sufficient details** (e.g., parties involved unclear)	MCO conducts **routine re-education with provider;** no formal escalation required
Medium	Pattern of poor documentation quality	Consistently **poor-quality touchpoints** across a provider's caseload; notes **do not adequately reflect touchpoint interactions**	MCO requires **corrective action plan from provider within 15 days**, continuing to **provide targeted feedback and re-education** to provider
High	Operational failure	**Errors persist** despite corrective action plan; all case notes appear **inconsistent** with member circumstances	MCOs escalate findings to DMAHS; **MCO discretion to pursue add'l penalties** (e.g., pausing authorizations, denying claims)

Reminders

Next Office Hours	**Open Office Hours 11/11 (Canceled)**	**Who should attend** No attendees
Training series	Register to HSP training series link.	
HSP Webpage	Bookmark the Housing Supports webpage here.	
HSP Newsletter	Sign up for our Housing Supports Program newsletter here.	
Ask Questions / Request Support	Use the Help Desk Inquiry Form to ask your questions and get timely support.	

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SECTION 03

03

Breakout Rooms

IN THIS SESSION

1 Announcements

2 HMIS Enforcement and Guidance

3 **Breakout Rooms**

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



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 Affair 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.
Set up HMIS	• **Already in HMIS:** add HSP-specific "projects" for each MCO/county you are serving and walk through HSP-HMIS training. • **Not yet in HMIS:** get set up and get general training on the platform. You'll also need to add HSP-specific "projects" for each MCO/county you are serving.	



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

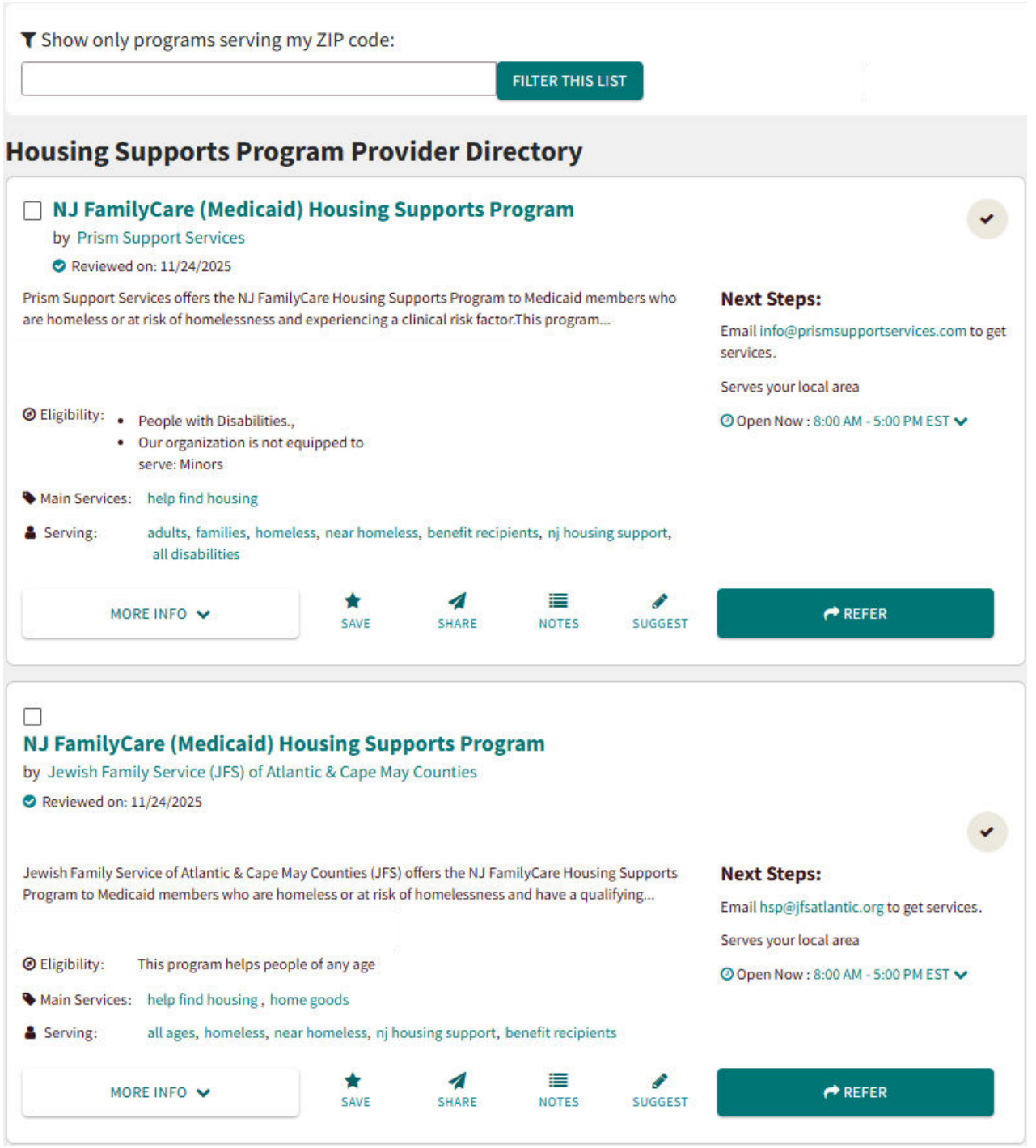
- Bookmark the "Housing Supports Resource Hub" webpage here
- Find all past training/office hours recordings and slide decks, official documents from DMAHS, and other tools/resources to support

#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



NEW WEBPAGE FOR PROMOTIONAL MATERIALS

The new HSP Outreach Toolkit (link here)


Spanish

NJFAMILYCARE

Cobertura de salud asequible. Atención de calidad.

Si necesita ayuda para encontrar vivienda o conservarla, puede ser elegible para recibir ayuda GRATUITA del Programa de Apoyos para la Vivienda de NJ FamilyCare

¿Qué es el Programa de Apoyos para la Vivienda?
El programa ayuda a que las personas de todas las edades con NJ FamilyCare (Medicaid) que tengan necesidades relacionadas con la vivienda y una afección médica se conecten con una agencia de vivienda para:
- Encontrar un lugar en donde vivir.
- Mudarse a una vivienda.
- Quedarse en su vivienda.
- Hacer cambios en su vivienda para mejorar su salud.

¿Quién puede obtener estos servicios?
Personas de todas las edades que cumplan con los siguientes tres requisitos:
1) Tener NJ FamilyCare (Medicaid).
2) Tener una afección médica.
3) Tener una necesidad relacionada con la vivienda.


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NJ FamilyCare Housing Supports Program outreach toolkit

Program overview | Promotional materials | Customizable materials for provider

Welcome to the NJ FamilyCare Housing Supports Program outreach toolkit!

This toolkit includes flyers and fact sheets in multiple languages to help spread the word about this new NJ FamilyCare (Medicaid) benefit. In the future, we intend to add new resources to the toolkit including sample social media posts and blurbs for newsletters. Stay tuned!

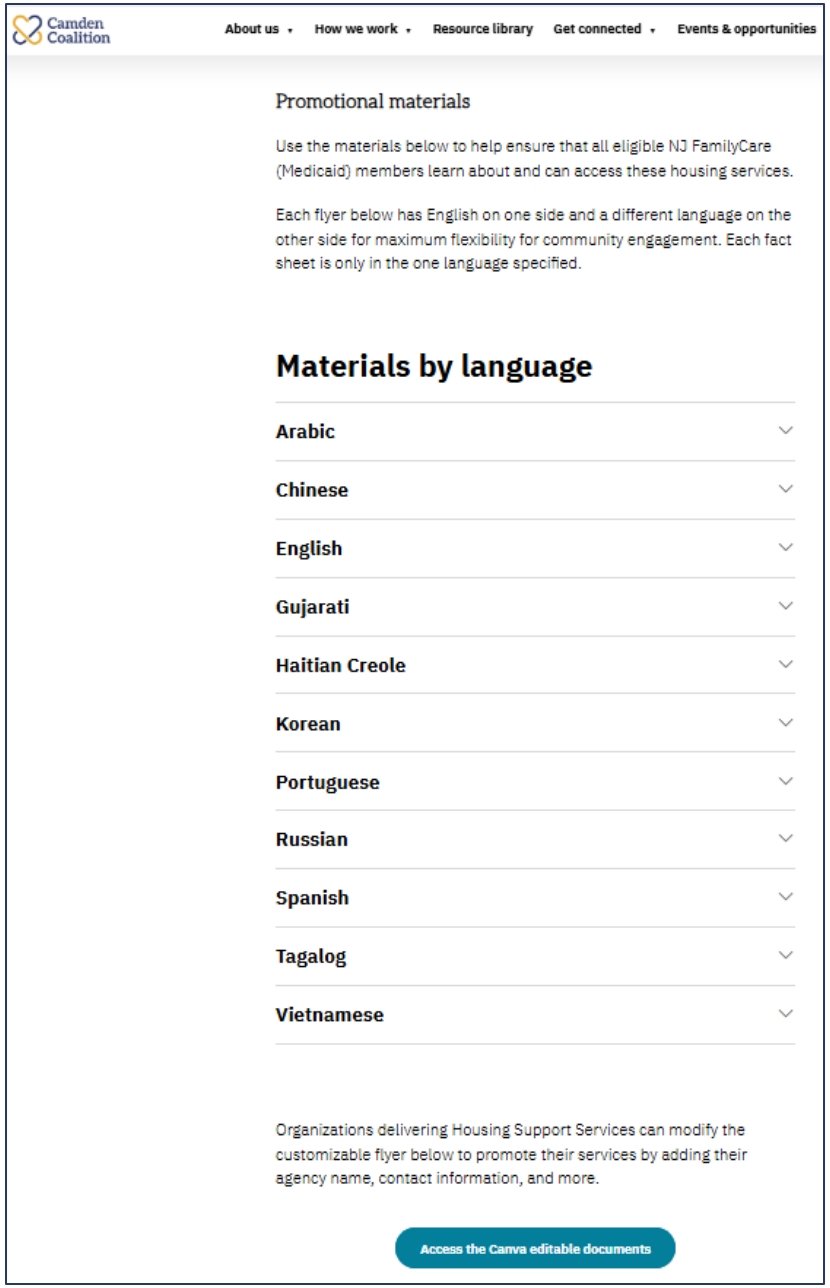
Background

Beginning in July 2025, New Jersey residents enrolled in NJ FamilyCare (Medicaid) could start using their insurance to get housing services. Eligible Medicaid members can now use their insurance to get help finding a place to live – just like they use their insurance to get their teeth cleaned at the dentist or get a flu shot at their doctor's office. The new service is called the NJ FamilyCare Housing Supports Program.

As one of New Jersey's four Regional Health Hubs, the Camden Coalition is working with the state Division of Medical Assistance and Human Services (DMAHS) to raise awareness about the program.

What is the Housing Supports Program?

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


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About us ▾ How we work ▾ Resource library Get connected ▾ Events & opportunities

Promotional materials

Use the materials below to help ensure that all eligible NJ FamilyCare (Medicaid) members learn about and can access these housing services.

Each flyer below has English on one side and a different language on the other side for maximum flexibility for community engagement. Each fact sheet is only in the one language specified.

Materials by language

- Arabic
- Chinese
- English
- Gujarati
- Haitian Creole
- Korean
- Portuguese
- Russian
- Spanish
- Tagalog
- Vietnamese

Organizations delivering Housing Support Services can modify the customizable flyer below to promote their services by adding their agency name, contact information, and more.

Access the Canva editable documents



Breakout Group 2: HSP Providers

Discussion Questions

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?