Housing Stabilization Services

Remote Regional Roadshow for Providers

Minnesota Department of Human Services Housing and Support Services Division
Roadshow Agenda

• High Level Overview of Housing Stabilization Services
• Provider Training Updates
• Individual Enrollment Process (Eligibility Request Form)
• Provider Enrollment and Billing
• Managed Care Organizations
• Impact to Housing Support
• Important Reminders and Additional Resources
• Question and Answer
A new Medicaid benefit available as of July 20, 2020 to help people with disabilities and seniors find and keep housing.
Important News:

Housing Stabilization Services are now available for individual enrollment as of July 20, 2020

Due to the impacts of COVID-19 on the Housing Stabilization Services Eligibility Review System development:

• Claims and billing start date is expected to be August 24, 2020
Goals of the Services

- Support an individual's **transition** to housing
- Increase **long-term stability** in housing
- **Avoid** future periods of homelessness or institutionalization
Housing Stabilization Services

Transition

• Helps people **plan** for, **find** and **move** into housing

Sustaining

• Supports a person to **maintain** living in their home

**Housing Consultation**: A new planning service available through Housing Stabilization Services that provides a person-centered plan for people without Medicaid funded case management
Medical Assistance recipient who is 18 years old or older

Disability or disabling condition  +  Housing instability  +  Need for services due to limitations caused by the individual's disability

Eligibility for Housing Stabilization Services
Disability/Disabling Condition

- Aged, blind, or disabled as described under Title II of the Social Security Act (SSI/SSDI)
- People determined by a medical professional to have any of the following conditions:
  - Long-term injury or illness
  - Mental illness
  - Developmental disability
  - Learning disability
  - Substance use disorder

- Proof of disability:
  - Professional Statement of Need
  - Medical Opinion Form
  - Proof of receipt of SSI or SSDI
  - Other forms of disability documentation to be determined
• Meets Minnesota’s definition for homeless
• At-risk of homelessness
• Currently transitioning or have recently transitioned from an institution or licensed or registered setting
• Eligible for waiver services

Housing instability can be documented by:

• Professional Statement of Need
• MnCHOICES Assessment or Long-Term Care Consultation (LTCC) (for persons with a need for Long Term Services and Supports)
• Coordinated Entry Assessment (for persons experiencing homelessness)
Assessed Need for Services

• Requires assistance due to their disability in one of the following areas:
  • Communication
  • Mobility
  • Decision-making
  • Managing challenging behaviors

Assessed need for services can be documented by:

• Professional Statement of Need
• MnCHOICES Assessment or Long-Term Care Consultation (LTCC) (for persons with a need for Long Term Services and Supports)
• Coordinated Entry Assessment (for persons experiencing homelessness)
Everyone receiving Housing Stabilization Services will be required to have a *person-centered service plan*. The person-centered planning process must:

- Be driven by the individual,
- Include the person’s strengths, interests, wants as well as what supports they need, and
- Help the person make an informed choice about their Housing Stabilization Service provider.
Who Does the Person-Centered Plan?

Current roles required to complete plan:

•Waiver case manager—Coordinated Services and Support Plan

•Targeted case manager (Adult Mental Health, Child Mental Health, Vulnerable Adult/Developmental Disability, Child Welfare)—Housing Focused Person Centered plan

•Senior care coordinator—Coordinated Care Plan

New service for people who do not have a Medicaid case manager or senior care coordinator:

•Enrolled Housing Consultation provider—Housing Focused Person-Centered Plan
Accessing Services

**Assessment:**
1. PSN
2. MnChoices/ Long Term Care Consultation (LTCC)
3. Coordinated Entry Assessment

**Plan:**
1. Housing Focused Person Centered Plan (Housing Consultant/Targeted Case Manager)
2. Coordinated Services and Supports Plan (Waiver Case Manager)
3. Coordinated Care Plan (Senior Care Coordinator)

**Housing Stabilization Services Provider Submits:**
1. Assessment
2. Plan
3. Documentation of disability/disabling condition

**Eligibility Review:**
1. Provider notified through MN-ITS that they can begin working with person.
Housing Stabilization Services Roadshow

Provider Training Updates and Individual Enrollment
Provider Training Updates

• The training for Housing Consultant and Transition/Sustaining providers is available on TrainLink.

• The training is in the “Housing and Support Services” learning center.

• In order to complete the training, every staff member will need a unique key that is generated through TrainLink. It is free and easy to get.

• Staff will need to go through all of the training modules in order to get a certificate of completion. This may take 2-3 sessions to complete.

• Once staff have completed the training, certificates will need to be held by the organization for monitoring purposes by DHS.
Enrolling People in Housing Stabilization Services

• In order to provide Housing Stabilization Services, a person must first be found eligible for the program.

• Eligibility documents are uploaded via the Housing Stabilization Eligibility Request Form (DHS-7948).

• Visit DHS eDocs Library to search for this form.

• Once you have entered the form, you will need to submit a reason for your request.
Housing Stabilization Services Eligibility Request

- For all new enrollees to these services, Select “Initial Eligibility Request” as your reason for submittal.

- You will then be required to submit information for each of the boxes shown.

- Make sure you have all of the documentation needed in order to submit this request.
The Recipient Information Section requires:

1. Housing Status
2. Housing Instability
3. Disability Type
4. PMI Number (Person Master Index)
5. Date of Birth
6. Living Situation
7. Address - City, State, ZIP, and County or Tribal Location
Housing Stabilization Services Eligibility Request Form: Consultant

If you are the Housing Consultant, you will click yes. If a plan was developed by a waiver or targeted case manager or a care coordinator, you will click no.

- If you click yes, you will need to provide this additional information:

1. Agency Name
2. NPI/UMPI
3. Contact First and Last Name
4. Zip Code
5. County or Tribal Location
6. Phone Number, and Email Address

8/4/2020
If you are a Housing Consultant, you need to input the Transition/Sustaining provider’s information as listed in the Housing Focused Person-Centered Plan.

The Housing Transition/Sustaining Provider Information Section requires:

1. Name
2. City, Zip Code, and County or Tribal Location
3. Contact Phone Number
The Attachments Section requires that you submit supporting eligibility documentation. The three areas you will need to attach documents are:

1. Proof of Disability Type
2. Assessment Type
3. Person Centered Plan Type

• Only PDF, Word, Excel, JPG, GIF, PNG, BMP and text files may be uploaded as attachments.
• Make sure you have looked over all of the documents you want to attach to verify they are accurate and up to date.
Here is a list of all documents you could attach to show someone’s proof of disability:

1. Professional Statement of Need
2. State Medical Review Team
3. MA-DX/MA-BX - You do not need to attach anything if you select this option because the DHS eligibility review staff will check this in the review process.
5. Medical Opinion Form
6. Age 65 or over
Here is a list of the assessment types you could attach to show someone’s proof of housing instability and assessed need.

1. Professional Statement of Need - Also meets Proof of Disability

2. Coordinated Entry

3. MnCHOICES Assessment or Long-Term Care Consultation (LTCC).
   - If you are a Housing Consultant, and you select this option, you will submit the Community Support Plan Worksheet (DHS-6791A).
   - If a person has a waiver case manager and you select this option, you won’t need to submit an attachment.
There are two options to choose from for the person centered plan type:

1. **Housing Focused** - This will be selected if you are a Housing Consultant or if someone has a targeted case manager.

2. **Coordinated Services and Supports Plan** - You will select this if someone has a waiver case manager or senior care coordinator.

- **Important**: If someone has a senior care coordinator, when asked for the attachment, you will submit a Coordinated Care Plan under the “Coordinated Services and Supports Plan” option.
The Submitter Information Section requires:

- Submitter First Name
- Submitter Last Name
DHS staff will review documents and then notify the provider if the person’s application has been approved or denied.

If denied, a notification will be sent to providers and the person with comments as to why the request was denied.

Approval notifications will be sent via the MN-ITS Mailbox to providers, and to a person through the mail.

If a person has been approved, the provider may begin working with them and start billing for service.
• **Renewal Eligibility Request**: Submit this type of request when a person needs to have their services renewed, which occurs on an annual basis.

• **PCPlan Request**: Submit this request when a person has their person-centered plan updated.

• **Provider Change Request**: Submit this request when a person selects a new provider.

• **Additional Transition/Sustaining Unit Request**: Submit when a person would benefit from additional units due to at least two barriers.
Housing Stabilization Services Roadshow

Minnesota Health Care Programs Provider Enrollment Overview
Enrollment with MHCP
Housing Stabilization Services
Where to Find Enrollment Information

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mn.gov/dhs
Policies and procedures

Get help with common policies and procedures for DHS partners and providers. Pages include links to manuals, bulletins, administrative updates, grants and requests for proposals.

- **Health care**
  - Minnesota Health Care Programs (MHCP)
    - Provider billing, enrollment, authorization and more
    - MHCP Provider Manual
    - Managed care organizations
    - State, county and tribal eligibility workers (CountyLink)
  - **Behavioral health**
    - Adult mental health
    - Tobacco treatment initiation
Requirements for Housing Stabilization Services Providers

• Be knowledgeable of local housing resources

• Pass criminal background check

• Complete mandated reporter training

• Consultation providers – complete mandated Housing Consultation training available on TrainLink.

• Transition/Sustaining providers – complete mandated Housing Transition and Housing Sustaining training available on TrainLink.
MHCP Application Fee

• Application fee must be paid before applying to MHCP.

• Pay the application fee or attach proof you paid the fee to either Medicare or another state.

• Pay the fee online through the MHCP Provider Screening Collections System.

• The address on payment must be the same as the address being enrolled.
When is the application fee required?

• If you are a brand-new provider, never been enrolled with MHCP and using an Employer Identification Number.

• If you are an existing Home and Community-Based Services provider and/or Housing Support provider but do not have a Housing Access Coordination enrollment record.

• Note: Housing Stabilization providers with controlled or owned locations where they will be providing housing sustaining services must enroll each location separately.
When is the application fee NOT required?

• If you are a brand-new provider, never been enrolled with MHCP and using your Social Security Number for your business.

• If the provider is currently enrolled with MHCP and has an active Housing Access Coordination enrollment record.
1. Housing Stabilization Services Provider Enrollment Application (DHS-8018)
2. MHCP Provider Agreement Form (DHS-4138)
3. Disclosure of Ownership and Control of Interest of an Entity (DHS-5259)
4. Home and Community-Based Settings Applicant Assurance Statement (DHS-7618)
5. Applicable assurance statements to the service(s) you plan to provide:
   • Housing Consultation Providers Applicant Assurance Statement (DHS-7968)
   • Housing Transition and Housing Sustaining Applicant Assurance Statement (DHS-7967)
6. Request for Licensing Agency ID Number (DHS-3891)
7. EFT Vendor Number Notification (DHS-3725)
8. Review and keep a copy of the MHCP Data Privacy Notice (DHS-6287)
Forms to add services to your Housing Access Coordination (HAC) Enrollment Record

1. Home and Community-Based Settings Applicant Assurance Statement (DHS-7618)

2. Applicable assurance statements to the service(s) you plan to provide:
   • Housing Consultation Providers Applicant Assurance Statement (DHS-7968)
   • Housing Transition and Housing Sustaining Applicant Assurance Statement (DHS-7967)
Whether submitted using MPSE portal or fax, applications are processed in date order received.

Allow 30 days for processing.

If MHCP needs more information, you will receive a Request For More Information letter (RFMI).

Each RFMI is considered a new request and is subject to the same processing timeline (30 days).
How to Enroll with MHCP

Enroll online using the Minnesota Provider Screening and Enrollment Portal (MPSE)

or

Fax completed forms to 651-431-7493
Resources

• Housing Stabilization Services Provider Manual
• Housing Stabilization Services Enrollment Criteria and Forms
• MHCP Provider Screening Requirements
• Minnesota Provider Screening and Enrollment Manual
• MHCP Provider Call Center: 651-431-2700 or 800-366-5411
Minnesota Department of Human Services’ Provider Relations offers training for MHCP-enrolled fee-for-service providers who provide services to MHCP members.

Please visit the [MHCP-enrolled Provider Training](#) webpage for upcoming courses, conferences, webinars and online training.
Housing Stabilization Services Roadshow

Working with Managed Care Organizations
Currently there are eight MCOs enrolling people in Minnesota:

- Blue Plus
- HealthPartners
- Hennepin Health
- Itasca Medical Care
- Medica
- PrimeWest
- South Country Health Alliance
- UCare
Families and Children:

• Parents and caretakers of a dependent child, pregnant women, low-income adults without a dependent child.

Minnesota Seniors Health Options (MSHO) and Minnesota Senior Care Plus (MSC+):

• Clients age 65 and over, have Medical Assistance, and Medicare Parts A and B.

Special Needs Basic Care:

• Voluntary managed care program that covers health care for people with disabilities who are age 18 through 64, have Medical Assistance, and Medicare Parts A and B.
Providers steps to complete:

1. Enroll with Minnesota Health Care Programs (MHCP)

2. Contact each MCO to complete any paperwork required to enroll in Housing Stabilization Services with that MCO

3. Bill a person’s MCOs for services

4. Check each month to ensure the person has the same MCO. If not, contact new MCO.
MCO Enrollment for Housing Stabilization Services

• Blue Plus
• HealthPartners
• Hennepin Health, Enrollment Contact: Kue Yang Thao
• IMCare (Itasca Medical Care)
• Medica
• PrimeWest
• South Country
• UCare
MCO Contacts for Housing Stabilization Services

Blue Plus

• Ben Waltz  651-662-2144  benjamin.waltz@bluecrossmn.com

HealthPartners

• Jeffrey Seidenkranz 952-883-6941  Jeffrey.r.seidenkranz@healthpartners.com

IMCare

• Shelley McCauley  Shelley.mccauley@co.itasca.mn.us

Medica

• Becky Bills  952-992-2603  Rebecca.bills@medica.com
MCO Contacts for Housing Stabilization Services

PrimeWest

• Stacey Guggisberg  stacey.guggisberg@primewest.org

SouthCountry

• Heather Carlson  507-431-6597  HCarlson@mnscha.org

UCare

• Provider Assistance Center  612-676-3300 or 1-888-531-1493

Hennepin Health

• Kue Yang Thao  612-596-0148  Kue.YangThao@hennepin.us
Resources and Contact

• DHS MCO Customer/Member Services Information Webpage
  • MCO Service Phone Numbers

• Provider Portal: Register

• Provider Registration: MHCP Providers Policies and Procedures

DHS Contact:

Mike Flicker
Managed Care Contract Manager
Purchasing and Service Delivery
Email: Michael.j.flicker@state.mn.us
Cell: 320-219-1806
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Impact to the Housing Support Program
2017 legislation for MN to pursue MA housing services:

- Duplication with supplemental services estimated at 50% (not 100%), for people in community-based settings
- Reduction of supplemental service rates by 50% scheduled for July 2021, only for these categories:
  - Long-Term Homeless Supportive Housing
  - Metro Demo
  - Housing with Services Independent Living (not assisted living)
- Reduction not dependent on provider enrollment in MA services
Housing Support Program Impact

• Limited duplication between Supplemental Service Rate and Housing Stabilization Services
Housing Support Program Impact

Things that won’t change for Housing Support:

• Room and board rates
• Billing in MN-ITS for supplemental services
• Service standards related to Professional Statement of Need
• Documentation
  • Case notes still required
  • Ok to track in the same system as long activities can be reported separately
• No electronic health record requirement
What should Housing Support providers do?

• Identify which Housing Stabilization Service is a good fit for your agency to provide

• Enroll to become a Housing Stabilization Services provider

• Use the time to develop processes before rates change

• Develop partnerships for assessments, person-centered plans, and billing

• Get technical assistance if needed
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Important Reminders and Additional Resources
Housing Stabilization Services and Other Services

• Housing Stabilization Services duplicates:

  • **Housing Access Coordination** in 1915(c) waivers—these will be removed from waivers, and recipients will access through state plan. People will transition onto Housing Stabilization Services at their annual renewal with their waiver case manager.

  • People will NOT be allowed to receive HSS and the following services at the same time: **Relocation Service Coordination, Assertive Community Treatment (ACT), Moving Home Minnesota (MHM)**
Housing Stabilization Services will NOT duplicate these services. If more intensive housing-related services are needed, clients receiving these services should be referred to Housing Stabilization Services. A person can receive these services and the new benefit:

- ARMHS
- Targeted Case Management (TCM) (not housing consultation)
- 1915(c) waiver services (not Housing consultation)
- Semi Independent Living Services (SILS)
- Behavioral Health Homes (BHH)
- Healthcare care coordination (e.g., through Substance Use Disorder reform services or CCBHC)

Housing-related grant programs: Adults who are in a grant-funded program and eligible for Housing Stabilization should be referred to the new service, but may continue to also receive grant-funded services if those services fall outside those covered by Housing Stabilization (e.g., support with CD recovery).
Home and Community-Based Services: Conflict of interest requirement

Assessment
• Health professional (physician, NP, social worker, etc.) OR
• LTCC certified assessor OR
• Trained CES assessor

Housing-focused plan
• Case manager OR
• Enrolled Housing Consultation provider

Housing Transition and Sustaining Services
• Enrolled Housing Stabilization Services provider

May be same provider
A conflict of interest exception is required for a provider agency to do the assessment/plan and transition/sustaining service for the same person.

Conflict of interest exceptions are only for provider shortage by:

- geographic area
- cultural/language specific providers

Providers will submit an exception request to DHS to determine if they can waive the conflict of interest.
Planning Tips and Resources
Think creatively! Some ideas include:

- Combining the new service with Minnesota Supplemental Aid (MSA) Housing Assistance
  - Increased 7/1/2020 to $392 and eligibility expands to people on (or eligible for) SSI relocating to the community from a Housing Support setting (see DHS Bulletin #20-48-04)

- Pairing the new service with Housing Support (f.k.a. group residential housing)
Strategically Plan and Deliver Services

Consider ways to maximize Housing Stabilization Services and integrate it into your community!

• Recruit counties and tribes to provide housing consultation services for people not receiving MA-funded case management
  • Creates more access to the services
  • Frees up community-based providers to offer housing transition/sustaining services

• Consider ways Housing Stabilization Services can help fund parts of the coordinated entry system (i.e., housing transition services)

• Think about how Housing Stabilization Services can cover services paid for through state grant dollars, and how to target those dollars toward services not covered by Medical Assistance
Additional Resources

• DHS Websites
  • Housing Stabilization Services Policy Page
    • Sign up for our mailing list to receive important announcements!
  • MHCP Provider Manual
  • MHCP Provider Directory
    • Search under Home and Community Based Services
    • Subtype “Housing Stabilization Services”
  • Frequently Asked Questions Document (PDF) – updated monthly!

• Webinars
  • General Overview (recorded) on Housing Benefits 101 and Policy Page (PDF only)
  • Targeted case management webinars (recorded, will be posted on Policy Page)
    • Mental Health
    • Vulnerable Adult/Developmental Disability
    • Child Welfare (for youth in transition ages 18-21)
Additional Resources

• Housing Benefits 101 ([mn.hb101.org](http://mn.hb101.org))
  • Helpful tools for people served, including benefits look-ups, budgeting pathways, and general information about Housing Stabilization Services (brochure/visual aids)
  • Vault feature, which allows for free, secure document storage and transmission
  • New! Pro Tools, including a Keeping My Housing Plan, to guide the work of housing sustaining providers

• New! [Person-Served Workflow (DHS-7347)](https://www.dhs.state.mn.us)

• Reach out to Housing Stabilization Services Team anytime via e-mail at [dhshousingstabilization@state.mn.us](mailto:dhshousingstabilization@state.mn.us)
Thank you for your participation!

Visit our webpage  Contact us at: dhshousingstabilization@state.mn.us

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