



MEDICAID HOUSING ASSISTANCE WAIVER PILOT TRAINING

RESOURCE MANUAL

January 2021



MEDICAID HOUSING ASSISTANCE PILOT TRAINING RESOURCE

HOUSING DEFINITIONS AND TERMS

Adjusted Gross Income: Means all wages, assets, regular cash or noncash contributions or gifts from persons outside the household, and such other resources and benefits as may be determined to be income by the United States Department of Housing and Urban Development, adjusted for family size, less deductions allowable under s. 62 of the Internal Revenue Code.

Affordable: Means that monthly rents or monthly mortgage payments including taxes, insurance, and utilities do not exceed 30 percent of that amount which represents the percentage of the median adjusted gross annual income for households that are extremely low, very-low, low, or moderate.

Extremely-low-income persons (ELI): means one or more natural persons or a family whose total annual household income does not exceed 30 percent of the median annual adjusted gross income for households within the state. The Florida Housing Finance Corporation may adjust this amount annually by rule to provide that in lower income counties, extremely low income may exceed 30 percent of area median income and that in higher income counties, extremely low income may be less than 30 percent of area median income.

Very-low-income persons: means one or more natural persons or a family whose total annual adjusted gross household income does not exceed 50 percent of the median annual adjusted gross income for households within the state, or 50 percent of the median annual adjusted gross income for households within the metropolitan statistical area (MSA) or, if not within an MSA, within the county in which the person or family resides, whichever is greater.

Low-income persons: means one or more natural persons or a family whose total annual adjusted gross household income of which does not exceed 80 percent of the median annual adjusted gross income for households within the state, or 80 percent of the median annual adjusted gross income for households within the metropolitan statistical area (MSA) or, if not within an MSA, within the county in which the person or family resides, whichever is greater.

Moderate-income persons: means one or more natural persons or a family whose total annual adjusted gross household income of which is less than 120 percent of the median annual adjusted gross income for households within the state, or 120 percent of the median annual adjusted gross income for households within the metropolitan statistical area (MSA) or, if not within an MSA, within the county in which the person or family resides, whichever is greater.

Affordable Housing: Housing available to those households with the lowest incomes who are most at risk of homelessness and need subsidized rent.

Affordable Housing Trust Funds/Sadowski Trust Funds: A portion of moneys collected from “documentary stamps: related to housing mortgages and re-mortgages allocated to affordable housing programs and projects in accordance with chapter 420; Challenge Grants; means state housing funding provided to the CoC for the purpose of funding any of the housing program or service needs included in the local homeless CoC plan.



Area Medium Income: HUD uses the median income based on Census data to calculate income limits for eligibility in a variety of housing programs. HUD estimates the median family income for an area in the current year and adjusts that amount for different family sizes so that family incomes may be expressed as a percentage of the area median income. For example, a family's income may equal 80 percent of the area median income, a common maximum income level for participation in HUD programs.

Continuum of Care (CoC): A regional or local planning body that coordinates housing and services funding for homeless families and individuals. The CoCs are the state's designated lead agencies. CoCs are tasked to track and manage the homeless community in their area. One of most important activities entrusted to CoCs is the biannual count of the homeless population and an annual enumeration of emergency systems, transitional housing units, and beds that make up the homeless assistance systems. These counts provide an overview of the state of homelessness in a CoC, and offer the information necessary to redirect services, funding, and resources as necessary. The CoC also manages these services, offering both prevention strategies and homeless assistance programs to assist those at-risk of or experiencing homelessness.

Disabling Condition: Per ch. 420 FS means a diagnosable substance abuse disorder, serious mental illness, developmental disability, or chronic physical illness or disability, or the co-occurrence of two or more of these conditions, and a determination that the condition is: (a) Expected to be of long-continued and indefinite duration; and (b) not expected to impair the ability of the person with special needs to live independently with appropriate supports.

Elderly: A person 62 years of age or older.

Florida Housing Finance Corporation: A public corporation created within the Department of Economic Opportunity organized to provide and promote the public welfare by administering the governmental function of financing or refinancing housing.

The corporation consists of a board of directors composed of the executive director of the Department of Economic Opportunity as an ex officio and voting member, or a senior-level agency employee designated by the director, and eight members appointed by the Governor subject to confirmation by the Senate from the following:

- (a) One citizen actively engaged in the residential home building industry.
- (b) One citizen actively engaged in the banking or mortgage banking industry.
- (c) One citizen who is a representative of those areas of labor engaged in home building.
- (d) One citizen with experience in housing development who is an advocate for low-income persons.
- (e) One citizen actively engaged in the commercial building industry.
- (f) One citizen who is a former local government elected official.
- (g) Two citizens of the state who are not principally employed as members or representatives of any of the groups specified in paragraphs (a)-(f).

HIMSS: A reporting system used by CoC's. The Healthcare Information and Management Systems Society is a reporting data system owned by a not-for-profit organization dedicated to improving healthcare quality, safety, cost-effectiveness, and access, through the best use of information technology and management systems.

Homelessness:

Chronic Homelessness: HUD originally defined as having a disability and being continuously homeless for the last year or having a disability and having experienced four episodes of homelessness in the last three years.

With new definition, HUD specifies that the four episodes of homelessness must cumulatively total 12 months to meet the definition. Chronic homelessness is often the public face of homelessness. "Chronic" has a specific definition, involving either long-term and/or repeated bouts of homelessness coupled with disability (physical or mental). People experiencing chronic homelessness often end up living in shelters and consume a plurality of the homeless assistance system's resources.

It's a common misconception that this group represents most of the homelessness population. Rather, they account for less than **15 percent** of the entire homeless population on a given day. About **2 percent** nationally are considered "chronically homeless" people and families.

HUD Definitions Continued: People who are living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided. The only significant change from existing practice is that people will be considered homeless if they are exiting an institution where they resided for up to 90 days (it was previously 30 days) and were in shelter or a place not meant for human habitation immediately prior to entering that institution.

- People who are losing their primary nighttime residence, which may include a motel or hotel or a doubled-up situation, within 14 days and lack resources or support networks to remain in housing. HUD had previously allowed people who were being displaced within 7 days to be considered homeless. The proposed regulation also describes specific documentation requirements for this category.
- Families with children or unaccompanied youth who are unstably housed and likely to continue in that state. This is a new category of homelessness, and it applies to families with children or unaccompanied youth who have not had a lease or ownership interest in a housing unit in the last 60 or more days, have had two or more moves in the last 60 days, and who are likely to continue to be unstably housed because of disability or multiple barriers to employment.
- People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing. This category is like the current practice regarding people who are fleeing domestic violence.
- Homeless Youth: The Runaway and Homeless Youth Act (RHYA) defines homeless youth as individuals who are "not more than 21 years of age...for whom it is not possible to live in a safe environment with a relative and who have no other safe alternative living arrangement." This definition includes only those youth who are unaccompanied by families or caregivers.

Florida Homeless definition

- 420.621FS (5) "Homeless," applied to an individual, or "individual experiencing homelessness" means an individual who lacks a fixed, regular, and adequate nighttime residence and includes an individual who:
 - (a) Is sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
 - (b) Is living in a motel, hotel, travel trailer park, or camping ground due to a lack of alternative adequate accommodations;
 - (c) Is living in an emergency or transitional shelter;
 - (d) Has a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings;
 - (e) Is living in a car, park, public space, abandoned building, bus or train station, or similar setting; or
 - (f) Is a migratory individual who qualifies as homeless because he or she is living in circumstances described in paragraphs (a)-(e).

Housing-related Activities and Services: (1) Individual Housing Transition Services - services that support an individual's ability to prepare for and transition to housing; (2) Individual Housing & Tenancy Sustaining Services - services that support the individual in being a successful tenant in his/her housing arrangement and thus able to sustain tenancy; and (3) State-level Housing Related Collaborative Activities - services that support collaborative efforts across public agencies and the private sector that assist a state in identifying and securing housing options for individuals with disabilities, older adults needing LTSS, and those experiencing chronic homelessness.

Housing First: An approach to connect individuals and families experiencing homelessness quickly and successfully to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.

HOPWA: Housing Opportunities for People with AIDS program assists people living with HIV/AIDS by providing temporary housing assistance. Services include: Short-term rent, mortgage, and utility assistance; Tenant-based rental assistance (TBA); Permanent housing placement; Short-term supported housing facilities (transitional housing); other support services.

Person with Special Needs: Per ch.420 F.S. means an adult person requiring independent living services in order to maintain housing or develop independent living skills and who has a disabling condition; a young adult formerly in foster care who is eligible for services under s. 409.1451(5); a survivor of domestic violence as defined in s. 741.28; or a person receiving benefits under the Social Security Disability Insurance (SSDI) program or the Supplemental Security Income (SSI) program or from veterans' disability benefits.

Rapid Re-housing: A Housing First intervention which rapidly connects families and individuals experiencing homelessness to permanent housing. Rapid re-housing is an important component of a communities' response to homelessness. A fundamental goal of rapid re-housing is to reduce the amount of time a person is homeless.

Rent Assistance/Rental Subsidies: Cash/vouchers used to offset the amount that an individual must pay for rent in order to obtain appropriate and safe housing.

SAIL: State Apartment Incentive Loan Program. Ch 420.5087 F.S. is for the purpose of providing first, second, or other subordinated mortgage loans or loan guarantees to sponsors, including for-profit, nonprofit, and public entities, to provide housing affordable to very-low-income persons in the following tenant groups:

- (a) Commercial fishing workers and farmworkers;
- (b) Families;
- (c) Persons who are homeless;
- (d) Persons with special needs; and
- (e) Elderly persons.

SHIP: State Housing Initiatives Partnership Program under ch 420.9072 F.S. for the purpose of providing funds to counties and eligible municipalities as an incentive for the creation of local housing partnerships to expand production of and preserve affordable housing, to further the housing element of the local government comprehensive plan specific to affordable housing, and to increase housing-related employment.

SHIP Administrators: means local staff responsible for developing a plan for the allocation of SHIP resources.

Shimberg Center for Affordable Housing: A research center at the University of Florida responsible for developing and maintaining statewide data on housing needs and production, providing technical assistance relating to real estate development and finance, operating an information clearinghouse on housing programs, and coordinating state housing initiatives with local government and federal programs.

Supportive Housing (also known as Permanent Supportive Housing): A combination of affordable housing and supportive services designed to help vulnerable individuals and families use stable housing as a platform for health, recovery and personal growth. Coordinating and building access to services is equally valuable for residents in affordable developments serving low- and moderate-income households as in supportive housing developments for the most vulnerable individuals and families.

Transitional Housing: Short term housing with supportive services to allow for the development of skills that will be needed once individuals are permanently housed. To improve homeless assistance, many transitional housing providers are retooling their programs by helping people move more quickly into permanent housing, while providing the support they need to remain stably housed.

Medicaid Housing Assistance Pilot Training Resource

Listing of Supportive Housing Units in AHCA Areas 5 and 7 as of 12/2020						
Development Name	County	City	Status	PSH and/or Link	Total Units	Link Units
AHCA Area 7						
Clear Pond Estates	Brevard	Cocoa	Active	Link	100	5
Clearlake Isles	Brevard	Cocoa	Active	Link	84	5
Cocoa Sunrise Terrace	Brevard	Cocoa	Lease-up	Link	183	10
Pineda Village	Brevard	Cocoa	Active	Link	144	8
Osprey Pointe	Brevard	Melbourne	Active	Link	65	4
Trinity Towers East	Brevard	Melbourne	Active	Link	156	8
Trinity Towers West	Brevard	Melbourne	Active	Link	192	20
Heritage Park at Crane Creek	Brevard	Melbourne	Pipeline	PSH	108	-
Luna Trails	Brevard	Titusville	Lease-up	Link	86	5
Promise in Brevard	Brevard	West Melbourne	Active	PSH	117	-
Brixton Landing	Orange	Apopka	Active	Link	80	4
Taylor	Orange	Apopka	Active	Link	101	11
Wellington Park	Orange	Apopka	Active	Link	120	6
Willow Lake - Apopka	Orange	Apopka	Active	Link	428	33
Uptown Maitland	Orange	Maitland	Active	Link	93	5
Quest Village	Orange	Orlando	Active	PSH	48	-
Durham Place	Orange	Orlando	Pipeline	PSH/Link	100	8
Village on Mercy	Orange	Orlando	Active	PSH/Link	166	9
Amelia Court at Creative Village II	Orange	Orlando	Active	Link	105	8
Concord Court at Creative Village	Orange	Orlando	Active	Link	116	9
Fairlawn Village	Orange	Orlando	Pipeline	Link	116	6
Fountains at Lingo Cove	Orange	Orlando	Active	Link	110	6
Fountains at Pershing Park	Orange	Orlando	Active	Link	92	5
Hawthorne Park	Orange	Orlando	Pipeline	Link	120	7
Lexington Court	Orange	Orlando	Active	Link	104	6
Madison Landing	Orange	Orlando	Pipeline	Link	110	6
Nassau Bay I	Orange	Orlando	Active	Link	252	26
Nassau Bay II	Orange	Orlando	Active	Link	240	24

Medicaid Housing Assistance Pilot Training Resource

Development Name	County	City		PSH and/or Link	Total Units	Link Units
AHCA Area 7						
Parramore Oaks	Orange	Orlando	Active	Link	120	6
Pendana at West Lakes	Orange	Orlando	Active	Link	200	10
Pendana at West Lakes Senior Residences	Orange	Orlando	Lease-up	Link	120	6
Wentworth II	Orange	Orlando	Active	Link	264	25
017 CRH #1	Orange	Orlando	Pipeline	PSH	6	-
017 CRH #2	Orange	Orlando	Pipeline	PSH	6	-
Community Residential Homes #4	Orange	Orlando	Pipeline	PSH	6	-
Preserve at Emerald Villas	Orange	Pine Hills	Lease-up	Link	96	5
Howell Branch Cove	Orange	Winter Park	Active	Link	58	3
Village Park Senior	Orange	Winter Park	Active	Link	105	6
Fountains at San Remo Court I	Osceola	Kissimmee	Active	Link	130	7
Los Altos	Osceola	Kissimmee	Active	Link	100	5
Madison Crossing	Osceola	Kissimmee	Active	Link	86	5
Madison Crossing II	Osceola	Kissimmee	Active	Link	88	5
Palos Verdes	Osceola	Kissimmee	Pipeline	Link	120	6
San Juan	Osceola	Kissimmee	Active	Link	112	6
Walden Park	Osceola	Kissimmee	Active	Link	300	4
Gannet Pointe	Osceola	Kissimmee	Pipeline	PSH	80	-
Cameron Preserve	Osceola	Kissimmee	Active	PSH/Link	100	5
Tierra Pointe	Osceola	Poinciana	Active	Link	75	8
Vista Del Sol	Osceola	Poinciana	Active	Link	75	8
Pointe at Merritt Street	Seminole	Altamonte Springs	Active	Link	102	6
Winter Park Group Home	Seminole	Casselberry	Pipeline	PSH	6	-
Sterling Oaks Group Home Renovation	Seminole	Casselberry	Active	PSH	6	-
Garden Park	Seminole	Fern Park	Active	Link	108	6
Heritage Village Commons	Seminole	Longwood	Active	Link	123	7
Enclave at Alafaya	Seminole	Oviedo	Pipeline	Link	84	7
Burlington Cove	Seminole	Sanford	Pipeline	Link	68	4
Georgetown Square	Seminole	Sanford	Pipeline	Link	90	5
Georgia Arms	Seminole	Sanford	Active	Link	90	10

Medicaid Housing Assistance Pilot Training Resource

Development Name	County	City		PSH and/or Link	Total Units	Link Units
AHCA Area 7						
Monroe Landings	Seminole	Sanford	Pipeline	Link	64	7
Seminole Gardens	Seminole	Sanford	Active	Link	108	6
Stratford Point	Seminole	Sanford	Active	Link	384	38
Windchase	Seminole	Sanford	Active	Link	352	33
Wyndham Place	Seminole	Sanford	Active	Link	260	13
Warley Park	Seminole	Sanford	Lease-up	PSH	81	-
Moss Park	Seminole	Winter Springs	Active	Link	99	6
Atain's 2nd Seminole Group Home	Seminole	Winter Springs	Pipeline	PSH	6	-
AHCA Area 5						
Arbours at Fort King	Pasco	Dade City	Active	Link	94	5
Arbours at Hester Lake	Pasco	Dade City	Pipeline	Link	80	6
Osprey Pointe - Pasco	Pasco	Dade City	Lease-up	Link	110	6
Park at Wellington	Pasco	Holiday	Active	Link	110	6
Park at Wellington II	Pasco	Holiday	Active	Link	110	6
Magnolia Place	Pasco	New Port Richey	Active	Link	80	4
Richey Woods	Pasco	New Port Richey	Active	Link	95	4
Commons at Speer Village I	Pasco	New Port Richey	Pipeline	PSH	8	-
Ozanam Village	Pasco	New Port Richey	Active	PSH	30	-
Ozanam Village II	Pasco	New Port Richey	Active	PSH	30	-
Ozanam Village III	Pasco	New Port Richey	Pipeline	PSH	30	-
Abigail Court	Pasco	Port Richey	Active	Link	90	5
Journet Place	Pasco	Port Richey	Active	Link	108	6
Fort King Colony	Pasco	Zephyrhills	Active	Link	120	6
Summerset	Pasco	Zephyrhills	Active	Link	96	5
Garden Trail	Pinellas	Clearwater	Active	Link	76	8
Madison Point	Pinellas	Clearwater	Active	Link	80	4
Woodlawn Trail	Pinellas	Clearwater	Active	Link	80	4
Pinellas Hope II	Pinellas	Clearwater	Active	PSH	80	-
Pinellas Hope IV	Pinellas	Clearwater	Active	PSH	15	-
Pinellas Hope V	Pinellas	Clearwater	Active	PSH	45	-
Whispering Palms	Pinellas	Largo	Active	Link	63	4

Medicaid Housing Assistance Pilot Training Resource

Development Name	County	City		PSH and/or Link	Total Units	Link Units
AHCA Area 5						
Lodges at Pinellas Park	Pinellas	Pinellas Park	Active	Link	120	6
Palmetto Pointe	Pinellas	Pinellas Park	Pipeline	Link	82	6
Parkside Commons	Pinellas	Pinellas Park	Active	Link	60	3
Evergreen Village	Pinellas	Pinellas Park	Pipeline	PSH	21	-
Ranch at Pinellas Park	Pinellas	Pinellas Park	Lease-up	PSH	25	-
Brookside Square	Pinellas	St. Petersburg	Active	Link	142	15
Burlington Place	Pinellas	St. Petersburg	Active	Link	53	3
Burlington Post	Pinellas	St. Petersburg	Active	Link	86	5
Campbell Landings	Pinellas	St. Petersburg	Active	Link	96	5
Harbour's Edge	Pinellas	St. Petersburg	Active	Link	85	5
Landings at Cross Bayou	Pinellas	St. Petersburg	Active	Link	184	19
Shores	Pinellas	St. Petersburg	Pipeline	Link	51	3
SkyWay Lofts	Pinellas	St. Petersburg	Pipeline	Link	65	5
Urban Landings	Pinellas	St. Petersburg	Active	Link	40	2
3636 Park	Pinellas	St. Petersburg	Active	PSH	8	-
Broadwater IV	Pinellas	St. Petersburg	Active	PSH	10	-
Butterfly Grove	Pinellas	St. Petersburg	Pipeline	PSH	20	-
Center of Hope	Pinellas	St. Petersburg	Active	PSH	88	-
Clam Bayou	Pinellas	St. Petersburg	Active	PSH	14	-
Duval Park	Pinellas	St. Petersburg	Active	PSH	88	-
Innovare	Pinellas	St. Petersburg	Pipeline	PSH	50	-
Salt Creek	Pinellas	St. Petersburg	Active	PSH	18	-
Eagle Ridge	Pinellas	Tarpon Springs	Active	Link	71	4
Oak Ridge Estates	Pinellas	Tarpon Springs	Active	Link	62	4
Santos Isle	Pinellas	Tarpon Springs	Active	Link	50	3
Villages at Tarpon	Pinellas	Tarpon Springs	Active	Link	95	15
Valor Preserve at Lake Seminole	Pinellas	Seminole	Pipeline	PSH	64	-

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Resource: Florida Housing Finance Corporation

Note: Link Units generally serve individuals that are homeless

MEDICAID HOUSING ASSISTANCE PILOT TRAINING RESOURCE

Supportive Housing Resource Links

Florida Housing Finance Corporation (Florida Housing)

Occupancy Report – Provides a listing by County of all affordable housing units by development, their availability, and the population served - <https://www.floridahousing.org/data-docs-reports/occupancy-reports>

Access to Florida Housing’s information on set-aside extremely low-income special needs housing units and referral agencies - <https://www.floridahousing.org/programs/special-programs/special-needs-housing-overview/serving-special-needs>

Florida Housing current CARES funding

- <https://www.floridahousing.org/about-florida-housing/florida-housing's-coronavirus-relief-fund>
- <https://www.floridahousing.org/about-florida-housing/coronavirus-relief-fund-for-florida-housing-s-impacted-homeowners-and-renters>

Florida Housing’s search of all affordable housing by county and city. Includes population served, rent costs, and availability - <http://www.floridahousingsearch.org/>

Florida Housing information on landlord rental/leasing requirements to assist persons with special needs, homeless, and on limited incomes to access permanent housing - https://www.floridahousing.org/docs/default-source/programs/competitive/2019-rule-development-process/workshop-2/standards-and-processes-that-lower-barriers-to-rental-housing-entry.pdf?sfvrsn=b3b0ee7b_2

Department of Economic Opportunity listing of the Community Services Block Grant Program (CSBG) funds to designated local governments and nonprofit agencies community action agencies to assist eligible income-qualified households with attaining the skills, knowledge and motivation necessary to achieve self-sufficiency. The agencies may provide a variety of antipoverty services such as emergency health, food, housing, day care, transportation assistance; housing counseling; financial management assistance; nutrition programs including federal surplus food distribution, community gardening projects, food banks, job counseling, placement and training services and homeless prevention programs - <https://floridajobs.org/community-planning-and-development/community-services/community-services-block-grant-program>

SHIP Information <https://www.floridahousing.org/programs/special-programs/ship---state-housing-initiatives-partnership-program/local-government-information>



RENTAL ASSISTANCE FUNDING SOURCES

Program (Source)	Program abbrev.	Administrator	Type of assistance	Income eligibility	Length of assistance	Additional criteria
Community Development Block Grant (HUD)	CDBG	Local government	HP, RRH	<80% AMI	Up to 3 months	
CARES Act Community Development Block Grant (HUD)	CDBGCV	Local government	HP, RRH	<80% AMI	Up to 3 months	
HOME Investments Partnership Program (HUD)	HOME	Local government	HP, RRH	<80% AMI, but most often 60% AMI	Up to 24 months (renewable)	
Emergency Solutions Grant (HUD)	ESG	DCF to Continuums of Care	HP, RRH	None for RRH; <30% AMI for HP	Up to 24 months for HP, RRH	Only for households experiencing homelessness or at risk of homelessness
CARES Act Emergency Solutions Grant (HUD)	ESG- CV	DCF to Continuums of Care	HP, RRH	None for RRH <50% AMI for HP	Up to 24 months for HP, RRH	Only for households experiencing homelessness or at risk of homelessness
Continuum of Care	CoC	CoC	RRH, PSH	None	Up to 24 months for HP, RRH; indefinite for PSH	Only for households experiencing homelessness
Housing Opportunities for Persons with AIDS (HUD)	HOPWA	Local government; Department of Health to nonprofit providers	HP, RRH, PSH	.80% AMI	Up to 21 weeks in a 52week period for STRMU; ongoing for TBA and PSH	Only households with HIV/AIDS
CARES Housing Opportunities for Persons with AIDS (HUD)	HOPWA- CV	Local government; Department of Health to nonprofit providers	HP, RRH, PSH	.80% AMI	Up to 24 months	Only households with HIV/AIDS



MEDICAID HOUSING ASSISTANCE PILOT TRAINING RESOURCE

Projects for Assistance in Transition from Homelessness (PATH)

PATH is a federally funded program that focuses on individuals with serious mental illness, including those with co-occurring substance use disorders, who are homeless or at risk of homelessness.

Florida's 2020-21 allocation of \$4,334,533 provides for twenty-three PATH projects throughout the state. PATH operates under the Department of Children & Families.

Each provider completes a local Intended Use Plan (IUP) that specifies the eligible services it offers. Many Florida PATH providers integrate their PATH project into their existing service array for this target group, and all work closely with the regional homeless Continuums of Care (CoC) for coordination and planning purposes.

The primary goal is for participants to attain permanent housing, with a choice of mental health and substance use services and supports as an integral step in recovery. All of Florida's PATH-funded projects are entering PATH participants into the Homeless Management Information System (HMIS). Each PATH provider identifies housing resources within their jurisdiction and may be helpful to all case managers, peer specialists, and other support staff assisting in locating housing and housing supports.

Florida's Operational Definitions for PATH Programs

Individual Experiencing Homelessness—An individual experiencing homelessness means an individual who lacks housing (without regard to whether the individual is a member of a family), including an individual whose primary residence during the night is a supervised public or private facility that provides temporary living accommodations, and an individual who is a resident in transitional housing.

Imminent Risk of Becoming Homeless—The criteria commonly includes one or more of the following: doubled-up living arrangements where the individual's name is not on a lease, living in a condemned building without a place to move, having arrears in rent/utility payments, receiving an eviction notice without a place to move, living in temporary or transitional housing that carries time limits, and/or being discharged from a health care or criminal justice institution without a place to live.

Serious Mental Illness—An individual 18 years of age or older with a diagnosable mental health disorder of such severity and duration as to result in functional impairment that substantially interferes with or limits major life activities.

Co-occurring Serious Mental Illness and Substance Use Disorder—An individual who has at least one serious mental health disorder and a substance use disorder, where the mental health disorder and substance use disorder can be diagnosed independently of each other.



Florida's PATH projects place great emphasis on street outreach and case management activities to engage individuals experiencing homelessness who are not connected with mainstream services. When street outreach is not provided directly by PATH staff, the projects partner with existing homeless outreach teams in the community. The primary goal is to attain permanent housing with needed behavioral health supports (if desired by the PATH participant as an integral step in recovery).

Individuals who are eligible for PATH are those who are considered homeless or at risk of homelessness and have a serious mental illness or a co-occurring mental health and substance use disorder. During outreach, eligibility may be assessed through observation and conversation indicating the individual meets the criteria. Once connected to a PATH provider, a clinical assessment is conducted to determine PATH eligibility.

The following pages identify the PATH providers in AHCA Areas 5 & 7.

To learn more go to <https://www.myflfamilies.com/service-programs/samh/publications/>. See

FY 2020-2021 Projects for Assistance in Transition from Homelessness (PATH)

- [Project Narrative](#)
- [Budget Narrative](#)
- [Individual Use Plans and Budgets](#)



PATH AHCA AREA 5 HOUSING RELATED RESOURCES

Pinellas County

Directions for Mental Health, Inc. (DFL), 1437 South Belcher Road, Clearwater FL 33764

Local Continuum of Care (CoC) Lead Agency: Pinellas County Homeless Leadership Board

PATH Contact Name/E-Mail/Phone #: Maria Pantuso, Supervisor of Homeless Case Management, 727-524-4464 Ext 4407, MPantuso@directionsforliving.org

Directions for Living (DFL) has formal partnerships with all the housing services, behavioral health, and social services providers in Pinellas County. In 2010 DFL was designated by the DCF as the provider of mental health services to the homeless in Pinellas County. Since that designation, DFL has worked diligently to develop a full continuum of care for individuals living with a mental illness and who are homeless or in unstable housing situations. Specifically, DFL is the contracted provider for Street Outreach to the Homeless Teams and preferred partner by the Pinellas County Housing Authority for housing vouchers for three of the priority populations: families with dependent children at risk of entering the child welfare system, the elderly and unaccompanied youth who have exited the child welfare system.

As part of the homeless service line, DFL employs a full-time (not funded by PATH funds) Housing Navigator to locate affordable housing in the community. This employee works with property managers, landlords, and realtors to negotiate fair rates and terms for individuals in need of housing. Often, the Housing Navigator discusses the DFL homeless service line and the accompanying services that are offered by DFL to work in partnerships with housing providers who may be less inclined to work with individuals and or families with histories of evictions, criminal history, mental illness, substance use disorders and/or poor reference checks. The Housing Navigator works with the PATH funded case manager to find suitable housing for individuals who are homeless.

Pasco County

BayCare Behavioral Health, Inc. (BCBH), P.O. Box 428, New Port Richey, FL 34656

Local Continuum of Care Lead Agency: The Coalition for the Homeless of Pasco County

PATH Contact Name/E-Mail/Phone #: Sarah Cobelli, Clinical Manager, Sarah.Cobelli@baycare.org 727-315-8725; Deb Antioco, Contracts Manager, Deborah.Antioco@baycare.org, 727-315-8663

BayCare has the following partnerships:

- Metropolitan Ministries – BCBH provides on-site assessment and level of care recommendations for individuals seeking placement within Metropolitan Ministries housing units;
- BCBH provides on-site assessment, outreach and case management to the ROPE Center; a local homeless shelter;
- BCBH provides on-site resource and navigation at local food banks;
- The Public Defender, Drug Court, Dependency Court, and Unified Family Court to identify and link to services for individuals in need;



- The School Board in providing substance use and violence prevention activities and the development of AWARE: Suicide Prevention Task Force for Pasco County;
- Pasco County's Human Services department to assist in locating housing for individuals living in soon-to-be condemned housing;
- HUD and Housing Authority to assist individuals in applying for vouchers and locate affordable housing.
- FARR Certified Transitional Housing to assist in PATH enrollee's Recovery from substances Career Source and Connections for resume building, job to skill matching and interview clothing
- St. Vincent De Paul for additional Rapid Rehousing access.

BayCare uses the following strategies for making suitable housing available for PATH clients.

- Utilization of BCBH HUD-funded transitional and supportive housing
- Referrals to shelters:
 - Emergency Shelters:
 - i. Pasco Women's Homeless Shelter (Catholic Charities)
 - ii. Jericho Road Ministries
 - iii. The Rope Center
 - iv. Alpha House of Tampa
 - v. Empowerment Project (Formerly HEP, Homeless Emergency Project)
 - vi. GRACE House – Pinellas
 - vii. Brookwood Young Women's Residence
 - viii. Beacon House-Men's Transitional
 - ix. My Place in Recovery
 - Domestic Violence Shelters:
 - i. Sunrise of Pasco County, Inc.
 - ii. Salvation Army – Domestic Violence Center
- Referrals to Transitional Housing
 - Transitional Housing
 - i. Metropolitan Ministries
 - ii. My Place in Recovery
 - Transitional Housing/Sober Living
 - i. Steps To Recovery, Inc. (Veterans)
 - ii. Ace Opportunities
 - iii. A.C.T.S – Agency for Community Treatment Services, Inc.
 - iv. Koala House
 - v. Associate Recovery Communities (ARC)
 - vi. Real Recovery
- Communication with inpatient psychiatric discharge planners
- Working with Pasco Housing Authority to secure vouchers
- Utilizing Housing resources provided by Central Florida Behavioral Health Network to identify affordable/income-based housing, Section 8 Housing and area shelters
- Knowledge and utilization of Florida Association of Recovery Residence (FARR) accredited sober living housing
- Participation in Pasco County Homeless Coalition monthly community meetings
- Repairs to homes as needed to meet minimum standards of the county and accessibility improvements when needed.



PATH AHCA AREA 7 HOUSING RELATED RESOURCES

Osceola County

Path Provider: Park Place Behavioral Health Care, 206 Park Place Blvd. Kissimmee, FL 34741

Local Continuum of Care Lead Agency: Central Florida Commission on Homelessness (CFCH), formerly Homeless Services Network

PATH Contact Name/E-Mail/Phone #: Geline Lagrace, MS, LMHC, Geline@ppbh.org/ 407-846-0023 ext. 1325

Housing: Park Place PATH program partners with landlords in the community to encourage the Housing First Model. When individuals obtain housing, PATH provides intensive case management services to diminish the returns to homelessness. Wherever applicable, assistance with SOAR applications is offered. SOAR applications assist with empowering individuals in the PATH program to be able to independently pay their portion of rent for Permanent Supportive Housing. Additionally, PATH work closely with the county to refer individuals to applicable resources and housing programs such as...

- Transition House, Inc. – short-term transitional housing
- Park Place Behavioral Healthcare Mental Health and Substance Abuse Residential Programs
- Permanent Supportive Housing – Shelter Plus Care (S+C) 1 & 2
- House of Refuge – Half-way House
- Wayne Densch Center – Transitional Housing
- Coalition for the Homeless of Central Florida – Transitional Housing & Shelter
- Families in Transition (FIT)- Assist households with children enrolled in public schools
- Rapid Re-Housing & Homeless Prevention-(Families) Emergency Solutions Grant (ESG) 1 & 2

Orange County and Seminole County

Path Provider: Aspire Health Partners, Inc., 5151 Adanson Street Orlando, Florida 32804

Local Continuum of Care Lead Agency: Central Florida Commission on Homelessness (CFCH), Formerly Homeless Services Network (HSN)

PATH Contact Name/E-Mail/Phone #: Kristen Mercadante, LMHC, Kristen.Mercadante@Aspirehp.org 407-875-3700 x2103

Aspire PATH program coordinates housing and treatment referrals both within Aspire programs and many housing providers throughout Seminole, Orange, and Osceola Counties. These organizations include, but are not limited to:

- Central Florida Coalition on Homelessness (Formerly Homeless Services Network)
- Miracle of Love
- Seminole County Government: community assistance
- The Sharing Center: food, clothing and financial assistance
- Orlando VA: healthcare, housing and treatment for Veterans
- The Wayne Densch Center: permanent housing for the homeless
- The Salvation Army: housing programs and emergency shelters
- Harvest Time International
- Rescue Outreach Mission
- Orlando Union Rescue Mission
- Coalition for the Homeless



- True Health
- Orange Blossom Family Health
- 2nd Harvest Food Bank
- Mustard Seed
- Goodwill
- The Sharing Center

Housing: The following reflects a list of housing strategies that will be used for making housing available to PATH individuals:

- Residential services through Aspire Health Partners, Inc.: Aspire offers a wide range of housing from special populations, transitional, supportive, and permanent housing options
- Processing SOAR applications
- Connection to the Coordinated Entry System
- Collaborations with area agencies that provide low-cost Permanent Supportive Housing
 - Maxwell Terrace
 - Maxwell Gardens
 - Wayne Densch
 - Shelter Plus Care
- Collaborations with transitional housing programs

Brevard County

Path Provider: Circles of Care , 400 East Sheridan Road, Melbourne, FL 32901

Local Continuum of Care Lead Agency: Brevard Homeless Coalition

PATH Contact Name/E-Mail/Phone #: Alia Payne/ apayne@circlesofcare.org , 321-914-4929

Housing: Circles of Care PATH employs the housing first model in its approach to housing chronically homeless individuals. Individuals are assessed using the Service Prioritization Decision Assistance Tool (**SPDAT**) to determine housing needs. The PATH Resource Specialist recruits program specific shelters/transitional programs, supportive housing programs, private landlords, property management groups and the public housing authority to build relationships for housing opportunities. The housing providers that the PATH Resource Specialist utilizes are:

- Christ is the Answer- Homeless shelter and short-term housing for men
- Community of Hope- Transitional and Permanent Supportive Housing for families
- Brevard Rescue Mission- Transitional housing
- Volunteers of America- Veteran’s Housing
- Bridges- Veteran’s Housing
- North Wind Ministries- Short-term housing for men
- Genesis House- Women’s transitional housing
- Salvation Army Sue Pridmore Center- Women’s Transitional Housing
- Women’s Center- Transitional Housing
- Property Management groups-Housing Market Realty Property Management, Wells Boys Property Management LLC, Showcase Property Management, LLC.
- Brevard Housing Authority- Individuals with income
- Jeremiah’s House- Supportive housing for men and women
- Paradise Supportive Living Program- Men and women
- True Way Group Home- Men and women



**** Housing Pilot Program Provider Billing and Reimbursement**

Reimbursement Process:

Providers participating in the Housing Pilot Program need to **request a registration for services** prior to billing for any housing pilot program service(s) as described below. A registration for services can be initiated by contacting Beacon Health Options at 1-866-510-0797 or email CM_Housing@BeaconHealthOptions.com and includes all housing services outlined below for up to 6 months. All Housing Pilot Program services will be reimbursed at the contracted rate.

Contracted providers will be reimbursed for the housing services below:

Service	Procedure Code	Modifier	Coverage and limitations	Provider Type
Transitional housing services	H0043 HK		1 per day, max of 3 days per month	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Transitional housing services incidentals	H0043 HK	UK	Max amount \$500, one time incidental. Member must be receiving transitional housing services to be eligible†	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Tenancy sustaining services	H2015 HK		16 units per day; max 128 units per month††	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor) or a qualifying Community Support and Rehabilitative Service provider type
Mobile crisis management	H2011 HK		32 units per day, no benefit max††	Master’s degree level clinician under the supervision of a licensed master’s level clinician (i.e., licensed clinical social worker, licensed mental health counselor, or licensed marriage and family therapist)
Self-help/peer support	H0038 HK		16 units per day; max 128 units per month††	Certified Recovery Peer Specialist (CRPS) or Peer working towards certification and under the supervision of a Certified Recovery Specialist

* Services in excess of the coverage and limitations will be reviewed for appropriateness.

†Incidentals can be used for one-time case assistance for rental deposits, rental assistance, and to purchase items in order to furnish housing unit.

††1 unit=15 minutes, unless otherwise documented

Inclusion of Z-codes on claims:

When submitting claims consider submitting z-codes on the claim as a secondary or tertiary diagnosis to report factors influencing members health and housing status. Below are some **commonly** used z-codes related to homelessness or at risk for homelessness.

Diagnosis Code	ICD-10 Description
Z59.0	Homelessness
Z59.1	Inadequate housing
Z59.2	Discord with neighbors, lodgers and landlord
Z59.3	Problems related to living in residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.5	Extreme Poverty
Z59.6	Low income
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstance
Z59.9	Problem related to housing and economic circumstances, unspecified

*Please note this is not a comprehensive list of Z-codes

Ensuring Continuity of Care:

Aetna Better Health will honor any ongoing treatment that was authorized prior to the recipient’s enrollment into the plan for up to **60 days** after the member has switched plans.

Claim Related Provider Complaints:

Claim related or non-claim related complaints may be escalated to the Housing Program Contact Person. If reaching out through email, please include “Housing Program Complaint” on the subject line and provide a brief description of the complaint and contact information where to be reached.

Contact Information

Beacon Health Options, INC -

Attn: Claims and Correspondence

PO Box 1870

Hicksville, NY 11802-1870

Claim Form: CMS1500

Paper Claims: Processed within 15-30 days of receipt.

Hours: Monday – Friday, 8 a.m. – 7 p.m. ET

Toll Free Number: 1-866-510-0797

Provider Services Fax: 1-800-370-1116

Provider Services Email Address:

Miami_Partners@BeaconHealthOptions.com

Housing Program Contact Persons:

- **Beacon Health Options**

Stacy Trull, LMHC

Regional Director Care Management – Southeast/Central

Email: Stacey.Trull@beaconhealthoptions.com

Phone: 781-315-1447

- **Aetna**

Meagan Towner, LCSW

Behavioral Health Clinical Liaison

Email: TownerM@aetna.com

Phone: 954-331-6408

Web-Portal:

<https://www.beaconhealthoptions.com/providers/beacon/eservices-edi/>

eServices register/log in:

<https://provider.beaconhealthoptions.com/RegistrationLander.aspx>

If you have a technical question about eServices, please contact the EDI Helpdesk:

Phone: 1-888-247-9311; Monday through Friday between 8 a.m. and 6 p.m. ET

Email: e-support.services@beaconhealthoptions.com

Provider Bulletin

These bulletins are how we communicate procedures, reminders and other information to our valued Magellan Complete Care providers. Please take the time to read the information and share with your colleagues and staff. You can also find this information on MagellanCompleteCareofFL.com.

H.O.M.E. program billing tip sheet

Magellan Complete Care is proud to announce the launch of our Health Outcomes through Meaningful Engagement (H.O.M.E.) program. Our goal is to work with our network providers to ensure that our members who are eligible for the program, have access to the housing services that they need; and that you receive timely payments for services that you provide.

Please refer to the following information below for guidelines on filing claims and payment processing

Filing claims and payments

Code	Modifier	Service Name	Prior Authorization Required	Provider Type	Limits
H0043	HK	Transitional housing services	No	Staff with appropriate expertise in this area by way of training, certification or degree, may provide this service	30 days over a 180 day period
H0043	HK GD	Incidental (Transitional housing services)	H.O.M.E. utilizes an Incidental Request Form. You can request a copy of this form by emailing MCCFLhome@magellanhealth.com	Member must be receiving transitional housing services	\$1,000 is a lifetime maximum benefit
H0038	HK	Self-help peer support	No	Certified Recovery	2,080 units per fiscal year

				Peer Specialist	
H2015	HK	Tenancy sustaining services	No	Staff with appropriate expertise in this area by way of training, certification or degree, may provide this service	344 units per month or 48 units per day
H2011	HK HO	Mobile crisis management	No	At minimum, Master's degree level clinician under the supervision of a licensed master's level clinician	No limits

***Please Note:**

1. Modifiers must be submitted with the HK modifier first.
2. When submitting a claim for a housing code, submit a qualifying mental health or substance use diagnosis. After the diagnosis code, ICD-10-CM code(s) Z59.0 to Z59.9 (Z code) should be entered.

H.O.M.E. billing, filing and payment FAQs

Q. Who is eligible for the H.O.M.E program?

A. H.O.M.E. is available to Magellan Complete Care members ages 21 years and older living with an SMI, SUD, or an SMI with a co-occurring SUD, residing in Pasco, Pinellas, Orange, Brevard, Seminole or Osceola counties who are homeless or at risk of homelessness due to their condition.

Q. How should I bill Magellan Complete Care?

A. For appropriate filing information, please see CMS-1500 Claim Forms Instructions for professionals or UB 04 Claim Form Instructions for institutional providers. These forms can be found on the Magellan

Complete Care’s provider portal at MCCofFL.com. If you are having difficulty accessing these documents, please contact us at 1-800-327-8613.

Please note: Failure to provide any of the required information can result in your payment being delayed. MFC’s have 180 days from the date of service or discharge to submit a clean claim.

Q. What should I do if I need help?

- A.** 1. You can call us at 1-800-327-8613 Monday through Friday 8 a.m. – 7 p.m. Eastern Time.
2. You can also find information on our website at MCCofFL.com for:
- Claims
 - Benefits
 - Eligibility
3. Or you can contact the Provider Servicing team directly by emailing your claims and payment questions to mccflprs@magellanhealth.com.

Q. How do I submit paper claims?

- A.** You can submit paper claims to the following address:

Magellan Complete Care of FL
PO Box 2097
Maryland Heights, MO 63043
Payer ID# 01260

Please note: Claims must include rendering provider information, NPI, date of service, and member information.

Q. How do I submit claims electronically?

- A.** EDI submission is accomplished through one of Magellan Complete Care’s many partner clearinghouses.

You can register to submit EDI claims to Magellan Complete Care by:

- Sending an email to EDISupport@MagellanHealth.com
- Or by contacting Magellan Complete Care’s EDI Support at 1-800-450-7281, extension 75890. Please reference EDI Payor ID: 01260.

Q. How can I receive my payments electronically?

A. You can receive electronic payments by signing up for Electronic Funds Transfer (EFT) – a fast, secure and efficient method of receiving payments.

To sign up for EFT, please fill out the EFT form on the Submitting Electronic Claims page of our provider website at MCCofFL.com and follow the instructions on the form on how to submit. Our website also shows a complete list of all our Clearinghouse vendors.

If you have any questions, please call us at 1-800-327-8613.

Tip Sheet: Housing Assistance Pilot Program Billing Guide

As a Beacon* provider partner who is participating in the Housing Assistance Pilot Program for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA); we value the services you provide and it is important to us that you are reimbursed for the work you do. To assure your claim is not rejected nor denied, we are providing this Tip Sheet to assist you.

Providers participating in the Housing Assistance Pilot Program for Simply and CHA are required to be contracted with Beacon and need to request a registration for services prior to billing for any housing pilot service(s) as described in the table below. A registration for services can be initiated by contacting Beacon Health Options at [1-866-510-0797](tel:1-866-510-0797) or email CM_Housing@BeaconHealthOptions.com and include all housing services outlined below for up to 6 months. All Housing Assistance Pilot Program services will be reimbursed at that contracted rate.

Contracted providers will be reimbursed for the housing services below:

Services	Procedure Code and Modifier	Description	Coverage & Limitations	Provider Type
Transitional housing services (pre-tenancy)	H0043 HK	<ul style="list-style-type: none"> • Tenant screening and housing assessment • Developing individualized housing support plan • Assist with the search for housing • Identify resources to cover on-going housing expenses • Ensure the living environment is safe and ready • One-time incidentals (utilities, moving expenses, etc.) 	1 per day, max of 3 days per month	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Tenancy sustaining services (tenancy maintenance)	H2015 HK	<ul style="list-style-type: none"> • Early identification of eviction-related behaviors (e.g., lease violations). • Training on the role, rights and responsibility of tenant and landlord • Coaching on developing relationships with the property manager • Assistance in resolving disputes with landlords or neighbors • Housing assistance with the recertification process • Coordinate with client to review, update, modify their housing support and crisis plans 	16 units per day/up to 128 units per month	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Mobile crisis management	H2011 HK	<ul style="list-style-type: none"> • Delivery of immediate de-escalation services for acute maladaptive symptoms or behaviors, including altered mental 	32 units per day, no benefit max	Master's degree level clinician under the supervision of a

1 | Housing Assistance Pilot Program Billing Guide

* Beacon Health Options is an independent company providing housing assistance on behalf Simply Healthcare Plans, Inc. and Clear Health Alliance.
SFLPEC-2275-20 September 2020

		<p>status, psychosis, irritability, actual or threatened harm to self or others</p> <ul style="list-style-type: none"> • Services delivered on location — even if it is outside of the service area where the health plan operates 		<p>licensed master’s level clinician (i.e., licensed clinical social worker, licensed mental health counselor, or licensed marriage and family therapist)</p>
Self-help/peer support	H0038 HK	<ul style="list-style-type: none"> • Patient-centered service that promotes skills for coping with and managing symptoms while using natural supports (family and friends) — preservation and enhancement of community living skills with the assistance of peer specialists 	16 units per day/up to 128 units per month	<p>Certified Recovery Peer Specialist or peer working toward certification and under the supervision of a Certified Recovery Specialist</p>

* Services in excess of the limits will be reviewed for medical necessity.

Claims Submission Information:

Below please find the address for paper claims submission to Beacon; as well as the Beacon webportal and eService address for electronic claims submission.

Claim Related Provider Complaints:

Claim related or non-claim related complaints may be escalated to the Housing Program Contact Persons listed below. If reaching out through email, please include “Housing Program Complaint” on the subject line and provide a brief description of the complaint and contact information where to be reached.

Contact Information

Beacon Health Options, INC -
 Attn: Claims and Correspondence
 PO Box 1870
 Hicksville, NY 11802-1870
Hours: Monday – Friday, 8 a.m. – 7 p.m. ET
Toll Free Number: 1-866-510-0797
Provider Services Fax: 1-800-370-1116
Provider Services Email Address:
Miami_Partners@BeaconHealthOptions.com

Housing Program Contact Persons

Beacon Health Options:
 Michelle O’Connell / BH Liaison
 Email:
Michelle.OConnell@beaconhealthoptions.com
 Phone: 781-994-7527 **Simply and CHA:**

Claims/Billing Address/Information

Claim Form: CMS1500
Paper Claims: Processed within 15-30 days of receipt.
 Beacon Health Options, Inc.
 Attn: Claims and Correspondence
 PO Box 1870
 Hicksville, NY 11802-1870

Web-Portal:

<https://www.beaconhealthoptions.com/providers/beacon/eservices-edi/>

eServices register/log in:

<https://provider.beaconhealthoptions.com/RegistrationLander.aspx>

EDI/eServices Contact:

If you have a technical question about eServices, please contact the EDI Helpdesk:
 Phone: 888-247-9311



Alina Orozco | Dir I GBD Special Programs
Phone: (786) 395-0989
Email: arozco@clearhealthalliance.com

Monday through Friday between 8 a.m. and 6 p.m. ET
Email: e-support.services@beaconhealthoptions.com

Z Codes

Simply and CHA require the use of the appropriate Social Determinants of Health related Z Codes for this program. A list of applicable Z Codes are listed below and can also be found on our websites.

- <https://provider.simplyhealthcareplans.com/florida-provider/provider-education>
- <https://provider.clearhealthalliance.com/florida-provider/provider-education>

Z59 Problems related to housing and economic circumstances:

- **Z59.0** Homelessness
- **Z59.1** Inadequate housing
- **Z59.2** Discord with neighbors, lodgers and landlord
- **Z59.3** Problems related to living in residential institution
- **Z59.4** Lack of adequate food and safe drinking water
- **Z59.5** Extreme poverty
- **Z59.6** Low income
- **Z59.7** Insufficient social insurance and welfare support
- **Z59.8** Other problems related to housing and economic circumstances
- **Z59.9** Problem related to housing and economic circumstances, unspecified

Housing Assistance Program Quick Reference Guide



Beginning December 1, 2019, WellCare will cover permanency related housing supports for members diagnosed with severe mental illness (SMI) and/or substance use disorders (SUD) who are homeless or at risk of homelessness and reside in Regions 5 and 7.

Each participating member will have an assigned care manager who will work closely with the member and providers to coordinate housing assistance services as well as the member's health plan benefits.



How Do I Submit a Claim?

Providers who are in the contracting process can submit a claim through any available mode except the provider portal. Providers who have completed the contracting process and are part of the WellCare Network can submit claims through any available mode including the provider portal.

Please reference our **Provider Resource Guide** at: www.wellcare.com/Florida/Providers/Medicaid. Claims submission instructions begin on page 4 through page 7.



Which Procedure and Diagnosis Codes Should I Bill?

The Housing Assistance Program includes the below specified services and diagnosis codes. Providers should refer to their contract for negotiated rates associated with the procedure codes.



Do I Need an Authorization?

Members will be supported by a care manager who will authorize services.



I Have Questions About Becoming a Network Provider, Claims, and Navigating WellCare's Systems. Who Do I Contact?

Please contact your Provider Relations representative. If you don't know who your Provider Relations representative is, you may contact FloridaProviderRelations@wellcare.com or call 1-407-551-3200, option 2.

You can also access provider training materials and additional information on our website at www.wellcare.com/Florida/Providers/Medicaid.

(continued on back)

Quality care is a team effort.
Thank you for playing a starring role!



Housing Assistance Program Services

Service	Code	Modifier	Units	Description of Service	Provider Type
Transitional Housing Services	H0043	HK	Per diem	Services to support a member in preparation for and transition into housing. Includes activities such as conducting tenant screening and housing assessment, developing individualized housing support plan, assisting with search for housing and application process, identifying resources to pay for on-going housing expenses such as rent, and ensuring the living environment is safe and ready for move-in.	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Tenancy Sustaining Services	H2015	HK	15 minute unit	Services to support a member in being a successful tenant. Includes activities such as early identification/intervention for behaviors that may jeopardize housing (late rental payment, other lease violations), education/training on roles, rights and responsibilities of tenant and landlord, coaching on developing/maintaining key relationships with landlord/property managers, assistance resolving disputes with landlords/neighbors to reduce risk of eviction, advocacy/linkage with community resources to prevent eviction, assistance with housing recertification process, and coordinating with member to review/update/modify housing support and crisis plans.	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Mobile Crisis Management	H2011	HK	15 minute unit	Delivery of immediate de-escalation services for emotional symptoms, and/or behaviors at the location the crisis occurs. Provided to members participating in the pilot who are experiencing a behavioral health crisis. Service provided by a team of behavioral health professionals who are available 24 hours per day, seven days per week, 365 days a year for preventing loss of housing arrangement or emergency inpatient psychiatric service when possible.	Master's degree level clinician under the supervision of a licensed master's level clinician (i.e., licensed clinical social worker, licensed mental health counselor, or licensed marriage and family therapist)
Self-Help/Peer Support	H0038	HK	15 minute unit	Person centered service promoting skills for coping with/managing symptoms while utilizing natural resources and the preservation and enhancement of community living skills with assistance of a peer support specialist.	Certified Recovery Peer Specialist

Housing Assistance Program Diagnosis Codes

Diagnosis Code	Description
Z59.0	Homelessness
Z59.1	Inadequate housing
Z59.2	Discord with neighbor, lodger or landlord
Z59.3	Problem related to living in a residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.5	Extreme poverty
Z59.6	Low income
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances
Z59.9	Unspecified housing or economic problem

