

# NJ Medicaid Housing Supports Program

## What is the Housing Supports Program?

Beginning in 2025, NJ FamilyCare/Medicaid will pay for some housing related services for eligible individuals enrolled in NJ FamilyCare/Medicaid. The Housing Supports Program is designed to provide access to Housing Support Services that aide the homeless or other housing insecure individuals in locating, obtaining and maintaining stable housing ultimately improving health outcomes. With this added assistance, integration between Medicaid funding and care coordination through Managed Care Organizations will seamlessly deliver whole-person care while augmenting existing funding programs for the housing insecure.

## What services will be provided?

- **Pre-tenancy services** (Housing case management to assist with finding and applying for housing)
  - Develop an individualized housing support plan to help member achieve their goals
  - Assist with the housing search and application process
  - Provide connections to resources aiding with housing costs and other expenses
- **Tenancy sustaining services** (Housing case management to assist with member's ability to stay in housing)
  - Maintain an individualized housing support plan to help member achieve their goals
  - Assist with lease renewals and housing certification process
  - Connect the member to financial resources and social services, including linking members to education, employment and legal services
  - Assist in addressing circumstances and/or behaviors that may jeopardize housing
  - Assist in resolving disputes with landlords

- **Move-in supports** (Housing case management to assist with set up and transition services)
  - Pay for the setup of the new housing unit, to address needs identified in the person-centered care plan
  - Can include application fees, security deposit, purchasing of ID cards or birth certificate for housing applications, set up fees or deposits for utility services
  - Pay for the move and supporting the details of the move
  - Can include moving expenses, furniture, household items, personal care items, (excludes recreational items such as televisions, cable television access or video players)
- **Residential modification and remediation services** (Housing case management to assist with locating providers to assist with modifying housing)
  - Provide remediation services including air filtration devices, asthma remediation
  - Modify home environment to promote greater independence (e.g. widening of egresses, installing ramps, grab bars, handrails, converting tub-showers to walk-in showers)
  - Provide medically necessary heating and cooling services
  - Can include services necessary for the individual's health and safety such as pest eradication, mold removal, deep-cleaning prior to move-in

**What services will NOT be provided?**

- Ongoing payment for rent or mortgage, ongoing payment for utility services or food
- Funding for housing production
- Provision of or payment for housing vouchers

**Criteria to be eligible for Housing Supports services include:**

- Enrolled with an MCO and Medicaid eligible
- Meet at least one of the social-risk criteria
  - Homeless, defined as an individual who lacks a fixed, regular, and adequate nighttime residence including a car, park, abandoned building, bus/train station or campground, living in a supervised publicly or privately operated shelter including transitional housing, hotels/motels, or residing in an emergency shelter or place not meant for human habitation prior to entering institution for a period of 90 days or less

- At-risk of homelessness, defined as an individual or family who meets one of the following conditions: has moved due to economic reasons, living with others due to economic hardship, has been issued an eviction notice, lives in a hotel/motel, lives in a single-room occupancy with more than 2 persons, exiting a publicly funded institution
- Individuals at risk of institutionalization (qualifying institutions include: hospitals, mental health residential treatment facilities, SUD treatment facilities, and long-term care facilities)
- Individuals transitioning from an institution to the community
- Individuals released from correctional facilities within the last 12 months
- Meet at least one of the clinical-risk criteria
  - Has one or more chronic health conditions (e.g. diabetes, cardiovascular disease, respiratory disease, HIV/AIDS, hypertension, physical disability, cancer)
  - Has a mental health condition that is impacting the ability to maintain a stable housing situation (e.g. bipolar disorder, borderline personality disorder, depression, OCD, PTSD, schizophrenia, eating disorders)
  - Has a substance use disorder who is in need of substance use treatment
  - Pregnancy an individual who is currently pregnant or an individual who is up to 12 months after the end of pregnancy
  - Has a complex medical health condition caused by an intellectual or developmental disability
  - Is an individual experiencing intimate partner violence, domestic violence, and/or victim of human trafficking
  - Requires assistance with 1 or more activities of daily living (ADLs) or 3 or more instrumental ADLs (IADLs) and has a behavioral health condition or cognitive impairment
  - Is an individual with repeated emergency department use or hospital admissions (e.g. 2 or more visits in past 6 months or 4 or more visits in the past 12 months)
- To learn more about the program and whether you qualify, please reach out to UnitedHealthcare Community Plan Housing Supports Program by contacting Member Services at **1-800-941-4647**.

## Who will provide these services?

Organizations that have the expertise to deliver the pre-tenancy and tenancy-sustaining services include:

- Housing providers including shelters and permanent supportive housing organizations
- Community-based organizations
- Social-service agencies
- Case management organizations

Organizations that have the expertise to deliver the residential modification and remediation services include:

- Home contractors

Organizations that have the expertise to deliver the move-in support services include:

- Housing providers and home contractors as listed in previous categories and MCOs can directly administer the service

If interested in using a preferred provider for any of the above listed services, a member can access the UnitedHealthcare Community Plan Provider Directory via: **New Jersey NJ FamilyCare Find a provider or pharmacy | UnitedHealthcare Community Plan.**

Should a provider not be in network with UnitedHealthcare Community Plan, a referral to Member Services can be made to request UnitedHealthcare Community Plan collaborate with the provider to bring into the network. If a member is unsure of a provider to utilize for their Housing Support service needs, they can outreach the UnitedHealthcare Community Plan Housing Supports Program via phone at **1-800-941-4647** or via email at **NJ\_HousingSpecialist@uhc.com**.

## How to access these services?

There are several pathways in which a member can access the Housing Supports services, which include member self-referral, family/caregiver referral, provider referral which can include your PCP, specialist, other community-based provider, hospital or other external entity, or through the care management process. Through each of these referral pathways, members must be screened for eligibility to determine participation.

If members are not eligible for Housing Supports services but are still in need of housing assistance, continued support and guidance will be provided to ensure all members receive information and resources to best assist them in their housing journey.

If members are eligible for Housing Supports services, they will be enrolled in the Housing Supports Program, connected with a UnitedHealthcare Community Plan housing specialist based on their geographical location and expertise, as well as provided ongoing community support through a community-based provider specializing in pre-tenancy or tenancy-sustaining services. Should a member not already be connected with case management, they will be screened and referred for ongoing case management to assist with a member's additional physical or mental health needs. This is not a requirement, and members are able to opt-out of receiving these additional services.

**Key contacts:**

Housing Supports Program:

Phone: **1-800-941-4647**

Email: **NJ\_HousingSpecialist@uhc.com**

Housing Supports Director: Hilary Delany, **Hilary\_Delany@uhc.com**

Housing Supports Manager: Elmia Walker, **Elmia\_Walker@uhc.com**

DMAHS's website for link to assessments:

**<https://camdenhealth.org/official-hsp-documents/>**

MCO Member Services line: **1-800-941-4647**

UnitedHealthcare Community Plan Provider Directory website:

**New Jersey NJ FamilyCare**

**Find a provider or pharmacy | UnitedHealthcare Community Plan**

**Housing benefits grid:**

<b>Service/ Benefit</b>	Members in DDD, MLTSS, or FIDE SNP	NJ FamilyCare Plan A/ABP	NJ FamilyCare Plan B	NJ FamilyCare Plan C	NJ FamilyCare Plan D
<b>Housing Supports</b>	<p><b>Covered by UnitedHealthcare Community Plan (All plans)</b></p> <p>Covers pre-tenancy services, tenancy sustaining services, home modifications and remediations, and move-in supports based on Housing Supports eligibility criteria.</p>				