

POLICY AND PROCEDURE

POLICY NAME: Housing Supportive Services – Pilot Diversion Program	POLICY ID: FL.UM.88
BUSINESS UNIT: Sunshine State Health Plan	FUNCTIONAL AREA: Utilization Management
EFFECTIVE DATE: 10/1/21	PRODUCT(S): Medicaid (MMA), Serious Mental Illness (SMI)
REVIEWED/REVISED DATE: 05/22, 5/23	
REGULATOR MOST RECENT APPROVAL DATE(S): NA	

POLICY STATEMENT:

The goal is to keep Medicaid members who have Serious Mental Illness (SMI), Substance Use Disorder (SUD), or a combination of both in sustainable housing through improved supports and to prevent avoidable high-cost services through better care coordination, such as potentially preventable hospital events. Through this Pilot Program, Florida Medicaid will be providing permanency related housing supports using evidence-based practices. The goal is to provide additional behavioral health services and supportive housing assistance services for members with that meet the following:

- Medicaid member age 21 and older;
- Diagnosed with a Severe Mental Illness (SMI), a Substance Use Disorder (SUD), or SMI with co-occurring SUD;
- Homeless or At Risk of Homelessness
- Are located in AHCA Regions 5 or 7

PURPOSE:

The following document outlines the requirements for Policy/Procedure construction, style, and formatting. The content in this document includes requirements from the Archer Policy Manual and a few notes specific for the Program Compliance Support (PCS) team to ensure consistency.

SCOPE:

This policy and procedure applies to all Sunshine Health clinical staff involved in the design, implementation, operations, and management of the Behavioral Health Case Management SMI Program services. This policy includes the Sunshine Health Case Management Department for Serious Mental Illness (SMI). This policy applies to all directors, officers, and employees of Centene Corporation, its affiliates, health plans, and subsidiary companies (collectively, the “Company”).

DEFINITIONS:

Transitional Housing Services Code: H0043 HK and H0043HK UK (Incidentals)

Support a member in the preparation for and transition into housing. This is an intensive service and includes activities such as conducting a tenant screening and housing assessment, developing an individualized housing support plan, assisting with the search for housing and the application process, identifying resources to pay for on-going housing expenses such as rent, and ensuring that the living environment is safe and ready for move-in.

Tenancy Sustaining Services Code: H2015 HK-

Includes services that support a member in being a successful tenant. Tenancy support services include activities such as: early identification and intervention for behaviors that may jeopardize housing such as late rental payment or other lease violations; education and training on the roles, rights and responsibilities of the tenant and landlord; coaching on developing and maintaining key relationships with landlord/property managers; assistance in resolving disputes with landlords and/or neighbors to reduce risk of eviction; advocacy and linkage with community resources to prevent eviction; assistance with the housing recertification process; and coordinating with the enrollee to review, update, and modify their housing support and crisis plans.

Mobile Crisis Management: H2011 HK-

This is a 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-

This is a 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.

POLICY:

This Housing Pilot Program for members enrolled in the Serious Mental Illness (SMI) plan for Regions 5 and 7.

Transitional Housing Services is a one-time incidental cost shall not exceed \$500 and shall be awarded in the following instances:

- o Member has outreached a minimum of two community resources for assistance with incidentals and has been turned away
- o Member has exhausted any available funds in the housing allowance if member is enrolled in a plan that has a housing allowance budget
- o Member is using funds to assist is gaining a permanent and sustainable housing placement
- o Use of incidental payment is approved by the Care Management department

PROCEDURE:

Transitional Housing and Tenancy Sustaining Services do require a prior authorization before being rendered which will be processed through the Care Management Team.

Service Limits: Transitional Housing and Tenancy Sustaining Services are only available to those members that meet the above Housing Pilot Criteria and have been identified by the Care Management team as being appropriate for the Pilot. The member must be engaged in Care Management and being willing to participate in the Pilot Program. These services are not duplicative of other Medicaid Waiver service.

Based on the U.S. Department of Health and Human Services - ASPE's Primer on Using Medicaid for People Experiencing Chronic Homelessness and Tenants in Permanent Supportive Housing, the following Medical Necessity Criteria has been established for the below services:

- The Diagnosis Criterion.
 - o Severe Mental Illness (SMI); OR
 - o Substance Abuse Disorder (SUD); OR
 - o Severe Mental Illness (SMI) with co-occurring Substance Abuse Disorder AND
- The Service Need or Functional Level
 - o Member is homeless, at risk of being homeless, unstably housed, or currently living in transitional or supportive housing AND
 - o The member is at risk for hospitalizations or multiple hospitalizations, or the individual's health is at risk due to difficulty accessing or engaging in appropriate health care services.

Transitional Housing Services is billed as H0043 HK and H0043HK UK (Incidentals). H0043 HK is a per diem code, member must receive at least one hour of face-to-face activity with a qualified provider for that day to be reported. Transitional Housing Services will be authorized for 60 units of service for 12 months.

Tenancy Sustaining Services is billed as H2015. This is a 15-minute code and should be used when member's needs are less than 2 hours a day and do not occur daily. Tenancy Sustaining Services will be authorized for 120 units for 12 months.

Transitional Housing Services and Tenancy Sustaining Services are a covered benefit when the following criteria are met:

1. Member has met the above criteria for enrollment in the Housing Pilot
2. Member has agreed to Care Management and has: a) signed or provided verbal consent for the Housing Pilot agreement b) completed the Mental Health Assessment with the Care Manager c) has been screened positive for housing needs, and d) has agreed to work on problems identified in the Care Plan for both the Care Manager and provider and has demonstrated readiness to set achievable goals
3. Member meets at least one of the following thresholds for functional impairment:
 - Global Assessment of Functioning (GAF) < 50 OR • LOCUS score > 14 AND a 3 or more on Dimension II (Functional Status)
 - OR • Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) > 5

OR • Member has had 3 or more ER or 2 or more inpatient admission related to BH or SUD diagnoses within a 90 day period

4. Member is able to live independently in the community with minimal community support

5. The member states a preference to live independently in the community

Additional Delivery Considerations

- Transitional Housing Services/Tenancy Sustaining Services are not appropriate services for emergent situations
- Transitional Housing Services/Tenancy Sustaining Services require specific documentation including:
 - o An individualized Care Plan based on the functional needs assessment as part of the overall person-centered plan. Identifying and establishing short and long-term measurable goal(s), and establishing how goals will be achieved and how concerns will be addressed.
 - o A daily service note that describes what specific activities/services were provided related to the member's specific needs and goals, and
 - o A monthly Care Plan update that reflects on how the services are linked to the member's specific goals and objectives of the Care Plan and describes the progress relative to the Care Plan

Continued Stay Criteria

Members must meet **ALL** of the following criteria to qualify for continued stay:

- The goals, objectives and actions continue to show congruence with the member's needs, desires, and strengths; **AND**
- The documentation of services demonstrates progressive steps towards achieving individualized, self-determined goals **AND**
- The documentation of services demonstrates improvement or member benefit but the goal is not yet attained and member continues to require minimal community supports

Discharge Criteria

- Member no longer desires services or housing
- Member refuses to engage with Care Manager or provider
- Member is unable to be located for a period of 30 days or more
- Member is institutionalized in a long-term incarceration or institutional placement
- Member is an unacceptable safety risk and requires a higher level of care
- Member no longer demonstrates need for continued community supports
- Member has achieved their self-determined housing goal
- Member is no longer residing in service area

Exclusion Criteria

• Members with the following conditions are excluded from admission to the Housing Pilot Program unless there is documented evidence of a psychiatric condition: developmentally disabled persons who do not have co-occurring mental illness or substance abuse issues, autism, organic mental disorder, or traumatic brain injury

Services are not a covered benefit when the member is **NOT**:

- Ready to set an individualized, self-determined housing goal **OR**
- Willing to participate in Transitional Housing Services/Tenancy Sustaining Services

Graduation Criteria

Member will have met criteria for graduation from the Housing Pilot Program when the following have been met:

- Member has met member specific care plan goals
- Member has resided in a stable residence for at least 12 months
- Member has had a reduction in BH inpatient admissions from baseline
- Member continues to participate with outpatient services as recommended
- Member has had reduced ER visits from baseline
- Member is compliant with screenings and treatments recommended by their primary care provider

Coding

Covered CPT Codes – N/A

Covered HCPCS Codes

H2015 Comprehensive Community Support Services, per 15 minutes

H0043 Supported Housing, per diem Modifiers: HK SPECIALIZED MENTAL HEALTH PROGRAMS

UK units in excess of the MUE limit

Covered ICD-10 Codes – All applicable codes.

Coding information is provided for informational purposes only. The inclusion or omission of a CPT, HCPCS, or ICD-10 code does not imply member coverage or provider reimbursement. Consult the member's benefits that are in place at time of service to determine coverage (or non-coverage) as well as applicable federal / state laws.

Mobile Crisis Management: H2011 HK does not require prior authorization. It is billed in 15 minute units.

Self-Help/ Peer Support -H0038 HK does not require prior authorization. It is billed in 15 minute units.

Housing Assistance Program Diagnosis Codes-

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

REFERENCES:

ATTACHMENTS: N/A

ROLES & RESPONSIBILITIES: Utilization Management

REGULATORY REPORTING REQUIREMENTS: N/A

REVISION LOG

REVISION TYPE	REVISION SUMMARY	DATE APPROVED & PUBLISHED
New Policy Document	Policy Created	5/9/2022
Annual Review	No changes needed	5/08/2023

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.

SVP Compliance _____

Senior Dir. Compliance _____