

Florida Medicaid 1115 Waiver
Program: Addressing housing
instability and homelessness among
medically vulnerable populations

*Simply Healthcare Plans, Inc. (Simply) and
Clear Health Alliance (CHA)*

*This communication applies to the Medicaid programs for
Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).*

Overview

- Social drivers of health
- Florida housing waiver pilot background
- Program eligibility requirements
- Program benefits and services
- Provider contracting and billing
- Contact information

Social drivers of health



What are social drivers of health (SDOH)?



SDOH: Simply and CHA

Simply and CHA are committed to addressing socioeconomic barriers within our members' lives in order to enhance and improve health outcomes.

Identify members experiencing socioeconomic barriers and address them with local resources.

When we help address drivers of health needs, our members can focus on their health (member empowerment).

Improved clinical measures impact HEDIS® and NCQA.



HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



Program background



Program background

- The Florida Housing Waiver Program is a State of Florida Medicaid Managed Care (SMMC) Program that helps homeless or at-risk of homeless members improve social drivers of health by:
 - Accessing or maintaining stable housing, as well as accessing additional support services (in other words, peer support and mobile crisis management).
- The pilot began on December 1, 2019, with a goal to launch as a statewide program in the future.
- The member service area includes Medicaid region 5 (Pinellas and Pasco) and region 7 (Seminole, Orange, Osceola, and Brevard).
- The goal is to place and/or keep members in sustainable housing through improved supports and to avoid preventable high-cost services (like hospital events) through better care coordination.

Program eligibility & benefits



Program eligibility

- Medicaid members enrolled in Simply or CHA health plans
- Age 21+
- Living with serious mental illness (SMI) and/or substance use disorder (SUD)
- At-risk of homelessness and/or **literally homeless**
- Reside in Medicaid region 5 (Pasco and Pinellas) or region 7 (Seminole, Orange, Osceola, and Brevard)

Program benefits

- Outreach specialists
- Targeted case management
- Health assessment and CMS SDOH Screening Tool
- Housing benefit – \$500 lifetime benefit
- Transitional housing services
- Tenancy sustaining services
- Mobile crisis services
- Peer support services

Provider network

- Federally qualified health centers (FQHCs)
- Community mental health centers
- Housing and homeless service providers
- Continuums of care (CoCs)
- Primary care and hospitals
- Health departments
- HIV/AIDS service providers

Florida housing waiver program – SDOH

Physical environment:

- Stable and permanent housing
- Housing benefit
- Housing first
- Case management
- Supportive services

Healthcare:

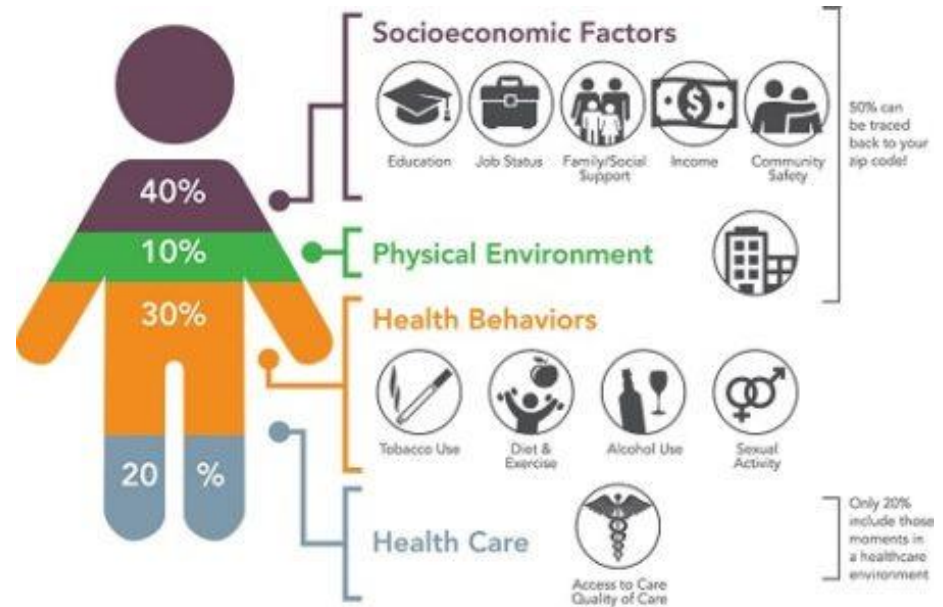
- Healthcare access
- Integrated care coordination

Health behaviors:

- Health assessment
- Behavioral health treatment

Socioeconomic:

- Mainstream resources



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

Program snapshot – 2022

2022 Enrollment:

- 241 members
- 145 members in region 5
- 96 members in region 7

Housing status – physical environment:

- 91 members literally homeless at enrollment
- 150 at-risk of homelessness at enrollment

Diagnoses – health care and health behaviors:

- 77 (32%) members with SUD Dx
- 108 (45%) members with SMI Dx
- 56 (23%) members with SMI/SUD Dx
- 74 (31%) members HIV+

Provider contracting & billing

Carelon Behavioral Health, Inc.'s role in the program

Simply and CHA have contracted with Carelon Behavioral Health, Inc. to manage the delivery of program services for its members. For the housing waiver program, Carelon Behavioral Health, Inc. manages the network operations:

- Network operations is responsible for many different functions at Carelon Behavioral Health, Inc. beyond provider contracting and credentialing.
- Carelon Behavioral Health, Inc. network staff perform initial and re-credentialing site visits for our provider network.
- Add providers and services (in other words, languages, groups).
- Make changes to demographics or billing information.
- Assist providers with any issues in a timely manner.

Provider contracting

Application process:

- Providers may access applicable forms via the Carelon website: carelonbehavioralhealth.com/providers/join-our-network.
- Download and complete *Facility* form and submit to RFA@carelon.com with copy to FHW_Provider@Carelon.com. To ensure prompt processing, please include in the subject line:
 - **Florida housing waiver program**
- A network manager will contact you within five business days.

Provider contracting

Contract process:

- A **participating provider** is an individual practitioner, private group practice, licensed outpatient agency, or facility that has been credentialed by and has signed a *Provider Service Agreement (PSA)* with Carelon Behavioral Health, Inc. Participating providers agree to provide services to members, accept reimbursement directly from Carelon Behavioral Health, Inc., according to the rates set forth in the fee schedule attached to each provider's *PSA*, and adhere to all other terms in the *PSA*, including the provider manual.

Medicaid number:

- Providers are required to obtain a Medicaid number in order to provide covered services for a Medicaid product. This Medicaid number can be obtained through the State Medicaid office. All provider information on file with Florida's Agency for Healthcare Administration (AHCA) will be used for authorization of covered services and claims payment.

Provider trainings:

- Trainings are provided, upon request, to all providers and their staff regarding the requirements of their contract. Carelon Behavioral Health, Inc. also conducts ongoing trainings, as necessary, to ensure compliance with program standards.

Provider billing

- As a Carelon Behavioral Health, Inc. provider partner who is participating in the housing pilot program, we value the services you provide, and it is important to us that you are reimbursed for the work you do.
- Providers participating in the housing assistance pilot program are required to be contracted with Carelon Behavioral Health, Inc. Providers with questions can contact Carelon Behavioral Health, Inc. by email at dl-fhw_provider@elevancehealth.com.
- All housing pilot program services will be reimbursed at the contracted rate.

Provider billing

Service name	Procedure code	Level of care	Authorization required	Max daily limit	Unit of measurement
Transitional housing services	H0043 HK	Outpatient	No	1	Per day
Tenancy sustaining services	H2015 HK	Outpatient	No	16	15 min
Mobile crisis management	H2011 HK	Outpatient	No	32	15 min
Self-help/ peer support	H2038 HK	Outpatient	No	16	15 min

Contact information

- **For program management and administrative information,** contact: Alina Orozco at AORozco@clearhealthalliance.com.
- **For member enrollment, referrals and service information,** contact: dl-fhwreferrals@simplyhealthcareplans.com.
- **For provider contracting and billing, contact:** Pamela Pullen, at PamelaE.Pullen@carelon.com.

Thank you

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

FLSMPLY-CD-044543-23 November 2023

