

# PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 22-1001m

2 PAGES

## Short-Term Post-Hospitalization Housing Supports Recovery for Members in Need

Short-Term Post-Hospitalization Housing provides a place to stay for high medical- or behavioral-health utilization members who do not have a home to continue their recovery immediately after exiting an inpatient hospital.

The service is available once in a lifetime for a maximum of six months, but individual needs may allow for a shorter period.

### Eligibility

Members must meet the following criteria to qualify for Short-Term Post-Hospitalization Housing.

- Members exiting recuperative care.
- Members exiting an inpatient hospital stay. Up to 90 days of recuperative care is available under specified circumstances as a separate in-lieu-of service (ILOS).
- Members who meet the Housing and Urban Development (HUD) definition of homeless as defined in Section 91.5 of Title 24 of the Code of Federal Regulations. Including those:
  - exiting institutions but not including any limits on the number of days in the institution; and
  - receiving enhanced care management; or
  - having one or more serious chronic conditions and/or serious mental illness; and/or
  - at risk of institutionalization; or
  - requiring residential services because of a substance use disorder.

### Restrictions

Member is participating in duplicative state, local, or federally funded programs.

### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter EPO
  - Ambetter HSP
- Employer Group
  - HMO/POS/HSP
  - EPO
  - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
  - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

### PROVIDER SERVICES

provider\_services@healthnet.com

### Medi-Cal (including CS and ECM providers)

– 800-675-6110

### PROVIDER PORTAL

provider.healthnetcalifornia.com

### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

### Discover Helpful Tools to Support Your Office

Go to the Provider Library at [providerlibrary.healthnetcalifornia.com](http://providerlibrary.healthnetcalifornia.com) to quickly access information to help you in your everyday interactions with our Plan. The library includes:

- Provider manuals
- Forms and References
- Education, Training and Other Materials
- Updates and letters
- Contacts
- Health Equity, Cultural and Linguistics Resources

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## Service requirements

- Provides member with ongoing support necessary for recuperation and recovery.
  - Examples of support include gaining or regaining the ability to perform activities of daily living, receiving necessary medical/psychiatric/substance use disorder care, case management, and beginning to access other housing supports such as Housing Transition Navigation.
- Housing Transition Navigation supports must be offered to member during the period of Short-Term Post-Hospitalization Housing to prepare them for transition from this setting.
  - The development of a housing assessment and individualized support plan are covered under Housing Transition/Navigation Services.
- Member must have medical/behavioral health needs that experiencing homelessness upon discharge from the hospital, substance use or mental health treatment facility, correctional facility, nursing facility, or recuperative care would likely result in hospitalization, re- hospitalization, or institutional readmission.

## Additional information

Providers are encouraged to access the provider portal online at [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.