

PROVIDER Update



CONTRACTUAL | JUNE 2, 2022 | UPDATE 22-450 | 2 PAGES

Request Prior Authorization for Housing Deposit Support

Housing Deposit assistance covers some move-in costs so Medi-Cal members can afford safe, permanent housing

Medi-Cal members must be eligible to receive Housing Deposit aid. Eligibility is confirmed through the Housing Navigator who identifies the Housing Deposit needs with an individualized housing support plan.

Member eligibility starts with an assessment plan

Certain criteria are used to decide Medi-Cal member eligibility for Housing Deposit assistance. Some of the eligibility requirements are listed below¹ and include members who:

- Received Housing Transition/Navigation Services in counties that offered these services.
- Are prioritized for a permanent housing unit or rental subsidy through the local homeless Coordinated Entry System (CES) and/or have one or more serious chronic conditions and/or serious mental illness and/or substance use disorder (SUD) and/or are exiting incarceration,

Or

- Meet the Housing and Urban Development (HUD) definition of homelessness, and are receiving enhanced care management, or have one or more serious chronic conditions and/or serious mental illness and/or SUD.

¹ Refer to the Department of Health Care Services (DHCS) Medi-Cal In Lieu of Services (ILOS) Policy Guide for a complete list of eligibility at www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf.

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 from Health Net)
 - HMO/HSP
 - EPO
 - PPO
- 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

Cal MediConnect

Los Angeles County – 855-464-3571
San Diego County – 855-464-3572

Medi-Cal (including CS and ECM providers) – 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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Role of the Housing Navigator

Once a unit is secured, the navigator puts together projected expenses such as a security deposit, first and last month's rent, utility deposits (i.e., electric, gas, water, and sewer), and medically necessary aids and services. The navigator attaches the supporting documentation (individualized housing support plan, lease agreement, utility statement, and housing habitability inspection) to a prior authorization request and submits it to Health Net* for approval.

Know the Housing Deposit limits

There is a lifetime maximum of one request per member. It allows up to \$5,000 in approved funds. Once the funds are approved and spent, the member is no longer eligible for this service. It is recommended that providers strategize to include as many allowable expenses as possible in the request.

Note: Housing deposits can only be approved one additional time with documentation as to what conditions have changed to demonstrate why providing housing deposits would be more successful on the second attempt.

Recommended best practices

Each provider should:

- Have an internal housing deposit policy in place.
- Be able to track the funding assistance given per member.
- Produce a housing deposit check to a landlord/vendor promptly. This may include obtaining a W9 form from the vendor and then delivering the check to them once it is ready.
- Be flexible. Whenever possible pay directly to the landlord, utility company, or other vendor.
 - A landlord may not want to accept third-party checks and only accept checks directly from the named leased tenant. You can make the housing deposit check in the name of the member who then pays the landlord directly.

Additional information

Providers are encouraged to access the provider portal online at 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.