



Medicaid 1115 Waiver: Where Are We Now?

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Housing as a Human Right: Driving Progress in Times of Uncertainty

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NJ 1115 Waiver Implementation

Housing Supports

SEPTEMBER 10, 2025

Recall | Overview of Housing Supports program



Goals

- Help **find & maintain housing** for housing insecure members to **improve health outcomes**
- Drive greater connection of the housing and health care ecosystems



Authority

- 1115 demonstration approved by CMS through June 2028



Geography

- Statewide



Services

- **Pre-tenancy services**: case management supports to help member find housing
- **Tenancy sustaining services**: case management supports to help members maintain housing
- **Residential modification and remediation**: modifications or repairs to home to ensure health & safety
- **Move-in supports**: payment to support the setup of new housing or a move
- **Does not include payment for rent or housing production**



Eligibility

- MCO enrolled
- At least 1 clinical risk factor (e.g., chronic health condition, mental health condition)
- At least 1 social risk factor (e.g., homeless, at risk of homelessness)



Provider qualifications

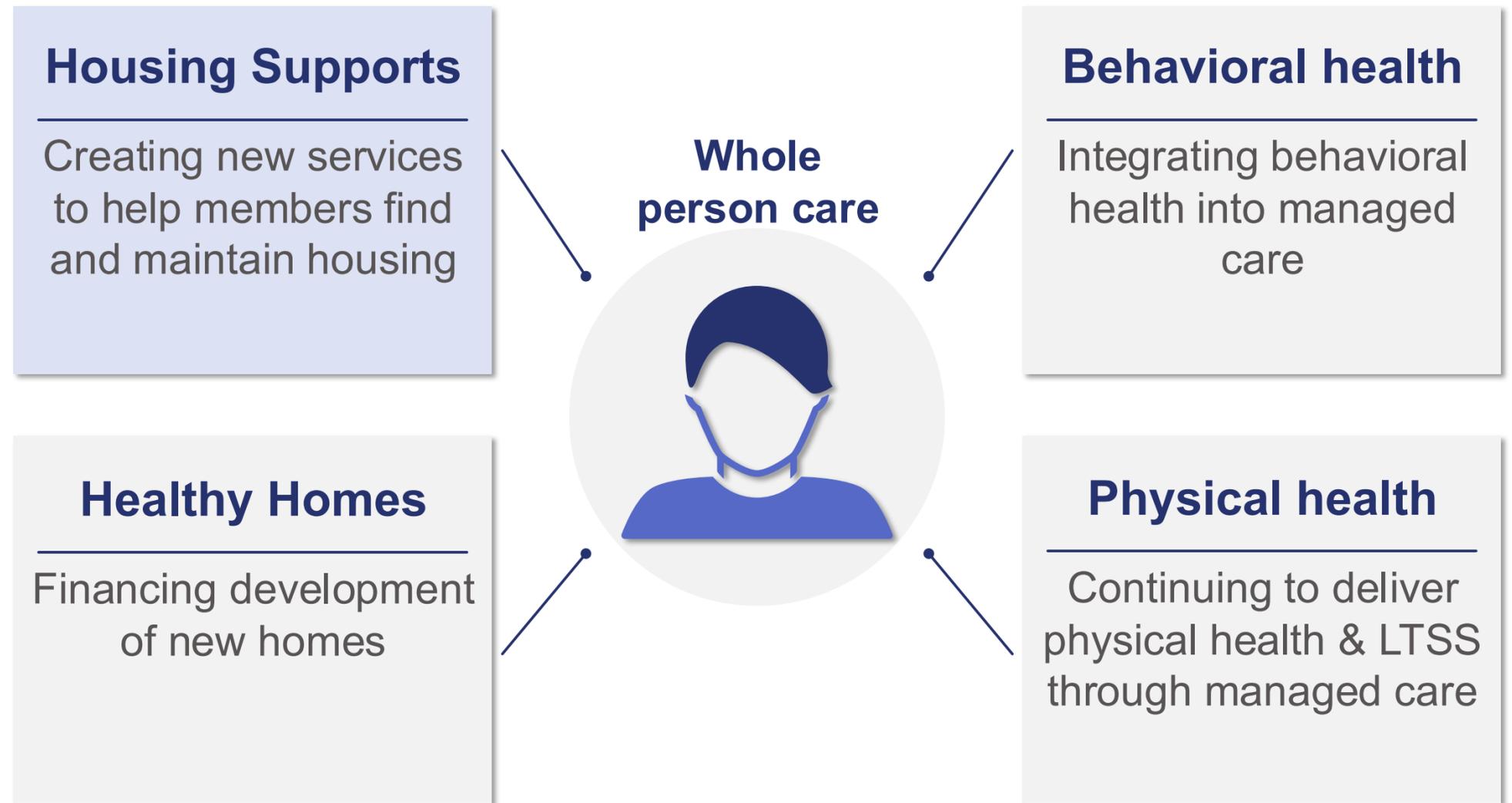
- Pre-tenancy and tenancy sustaining services: organizations with experience serving housing insecure populations; can demonstrate experience via participation in other comparable government programs
- Modification and remediation services: licensed home contractors will deliver
- Move-in supports: housing supports providers or MCOs can pay directly and be reimbursed for these costs



Admin model

- MCOs responsible for building network, paying claims, authorizing services, and MCO care management
- Housing supports providers responsible for delivering services

On July 1, DMAHS launched Housing Supports, which aims to drive **whole person care** and **improved health outcomes**



Better outcomes: MCO accountable for coordinating all services
Better member experience: Member receives broad benefits from 1 MCO

Program seeks to improve health outcomes by helping Medicaid members find and maintain housing

Program overview and structure

Program intent: improve health outcomes by helping Medicaid members who are homeless or at-risk of homelessness find and remain in safe housing

- **Supplements** but does not supplant state homelessness funding
- **MCOs** responsible for building network, paying claims, authorizing services, and coordinating care management
- **Housing supports providers** responsible for delivering services

Does not include payment for rent or housing production

Services and eligibility

Services available from providers include:

- **Pre-tenancy Services:** case management support to help members *find* housing
- **Tenancy Sustaining Services:** case management support to help members *maintain* housing
- **Move-in Supports:** Payment to facilitate moving into a new home
- **Residential Modifications and Remediation Services:** modifications or repairs to home to ensure health & safety

To be eligible for services, members must:

- Be MCO enrolled
- Meet at least one social risk criteria
- Meet at least one clinical risk criteria

Key wins since program launch



Actively serving members



Since our July launch, connected hundreds of members to critical services



Integrated providers into Medicaid



Enrolled homelessness service providers into Medicaid while creating new funding opportunities



Invested in providers' success



Awarded readiness grants and conducted targeted trainings, ensuring providers were equipped for program launch



Built strong ecosystem



Forged robust partnerships across the ecosystem, including with other NJ government agencies, MCOs, and regional health hubs

**However,
some
challenges
while program
ramps**

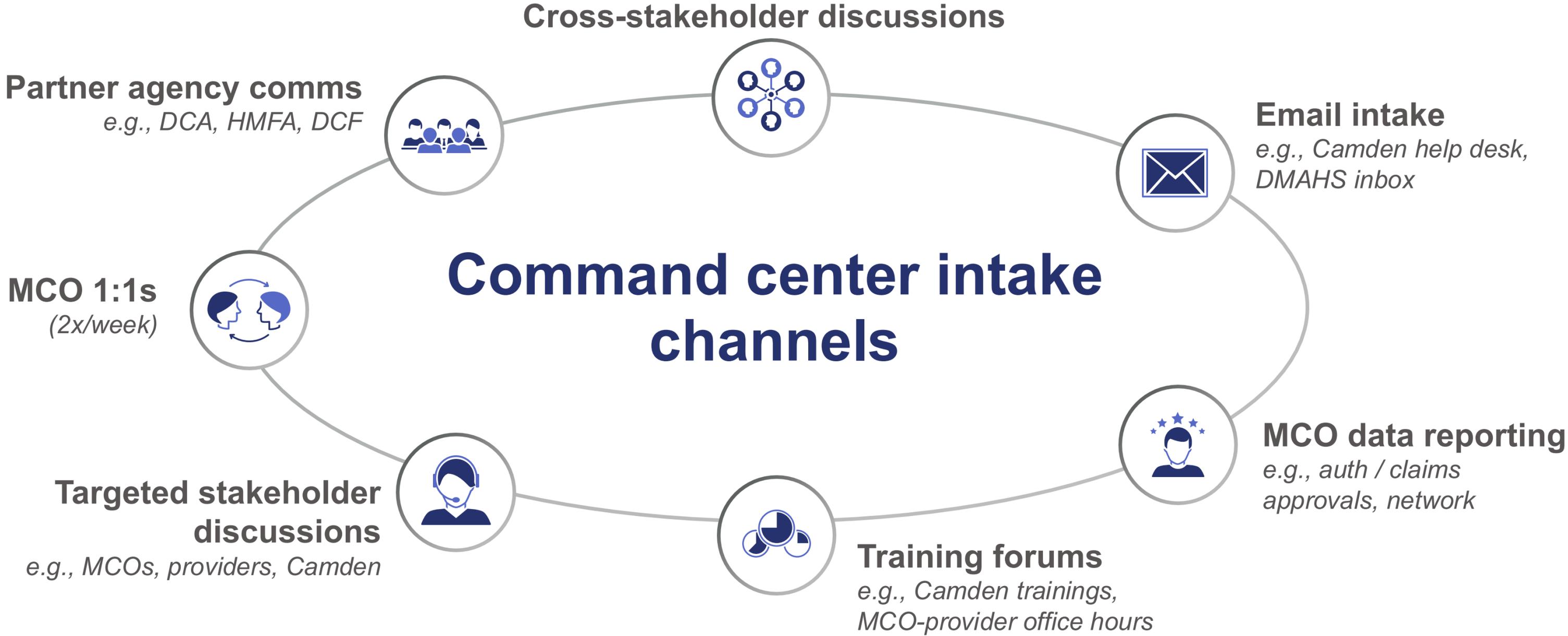


Housing organizations still **learning managed care processes**, including authorizations, claims, and contracting



MCOs still **learning the housing ecosystem**, including how to best partner with providers and how to make thoughtful referrals

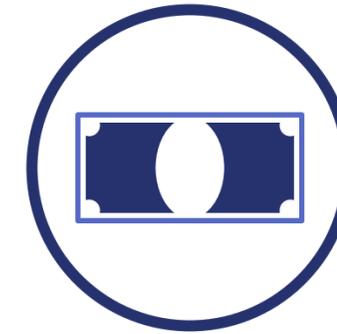
DMAHS is partnering closely with stakeholders across the ecosystem to identify and resolve emerging issues



We are closely monitoring performance across the program



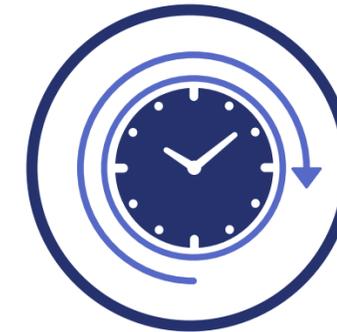
Total members served



Claims processed



Providers enrolled in the program



Turnaround time; % of members served within 1 week of submission



Providers in-network with at least 1 MCO

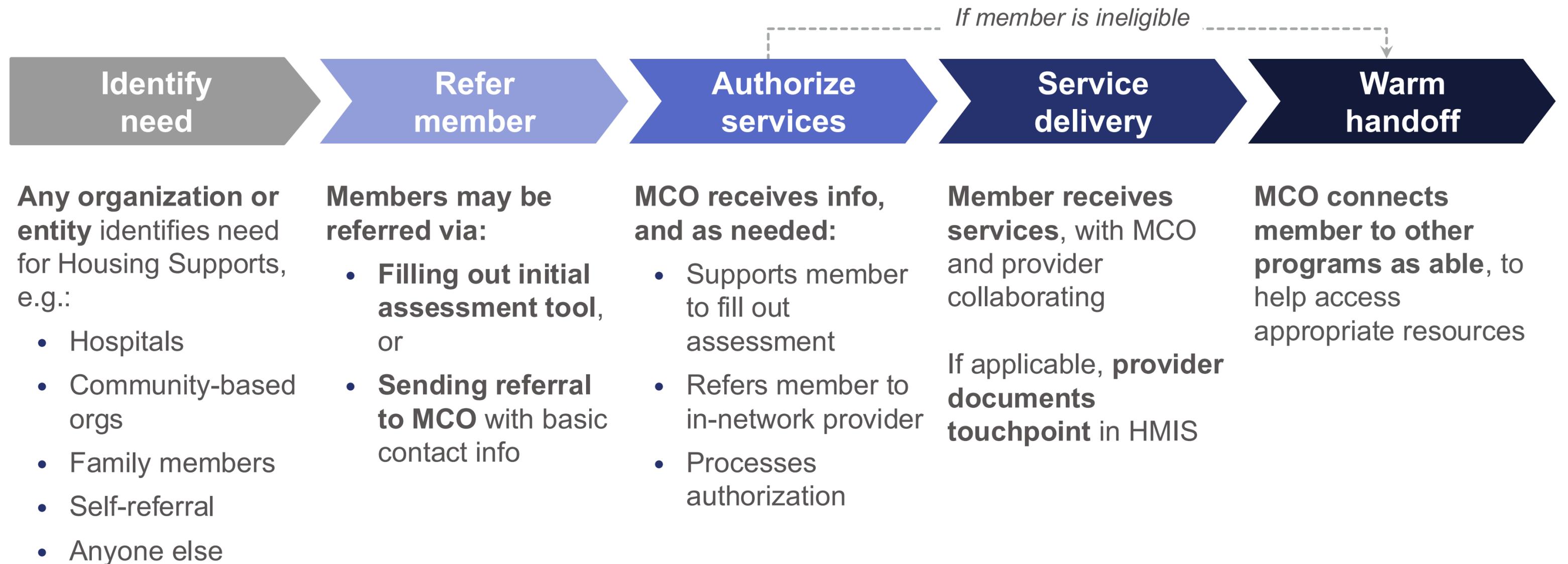


Counties with enrolled providers

Providers must take several steps to join the program and deliver services



The member journey includes several key steps, from needs identification to service delivery



How to get in touch with MCOs if interested in services

Aetna Better Health of New Jersey

- Telephone: 1-855-232-3596 (TTY: 711)
- Email: NJHousingServices@aetna.com

Fidelis Care

- Telephone: 1-866-309-8447 (TTY: 711)
- Email: HousingSupports@centene.com

Horizon NJ Health

- Telephone: 1-800-682-9090
- Email: HorizonHSPReferrals@horizonblue.com

United Health Care

- Telephone: 800-941-4647
- Email: NJ_HousingSpecialist@UHC.com

Wellpoint

- Telephone: 640-249-9808
- Email: Darcy.Hillstrom@wellpoint.com

Key objectives looking ahead



Scale impact

*Grow the Housing
Supports program,
and expand provider
networks*



Enhance processes

*Improve efficiency,
including
authorization
turnaround time and
claims processing*



Continue integration

*Integrate with the
broader housing
ecosystem, including
with Continuum of
Care / Coordinated
Entry and Public
Housing Agencies*

Thank you!

For more information, please reach out to the DMAHS Housing Supports team

Email: DMAHS.HousingSupports@dhs.nj.gov

Other key resources:

- Bookmark the Housing Supports [webpage](https://camdenhealth.org/work/nj-familycare-housing-supports-program/)
(<https://camdenhealth.org/work/nj-familycare-housing-supports-program/>)
- Sign up for the Housing Supports Program [newsletter](https://mailchi.mp/5eecd8b2466d/nj-familycare-housing-support-program-email-landing-page)
(<https://mailchi.mp/5eecd8b2466d/nj-familycare-housing-support-program-email-landing-page>)
- Use our [Help Desk Inquiry Form](https://forms.office.com/pages/responsepage.aspx?id=a_DavMuRx0-u6YdIYA7Xoh4v30RBjZhDitkjvvo9MJ9UMjgwN05BWVJHVVTQzMUdSVIUySTNSWTNYUiQIQCN0PWcu&origin=lprLink&route=shorturl) to ask questions and get timely support
(https://forms.office.com/pages/responsepage.aspx?id=a_DavMuRx0-u6YdIYA7Xoh4v30RBjZhDitkjvvo9MJ9UMjgwN05BWVJHVVTQzMUdSVIUySTNSWTNYUiQIQCN0PWcu&origin=lprLink&route=shorturl)





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Housing Supports Program

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HorizonNJhealth.com

Horizon's Mission

We empower our members to achieve their best health by leading with strength, integrity and innovation to generate substantial improvements in health care quality, affordability and member experience.

- Horizon is NJ's largest Medicaid Managed Care Organization serving the publicly insured by providing quality healthcare services for over one million children and adults in the Medicaid and NJ FamilyCare programs.
- Horizon geography: HNJV is based only in NJ providing 30+ years of quality care to NJ residents covering all 21 counties
- Horizon's goal is to assist as many members as possible to secure safe affordable housing while reducing homelessness and other forms of housing instability.

No Wrong Door Approach



Through a standard referral process, cross agency collaboration, and person-centered service delivery, Horizon ensures each member can access the services they need regardless of where they enter the system first.



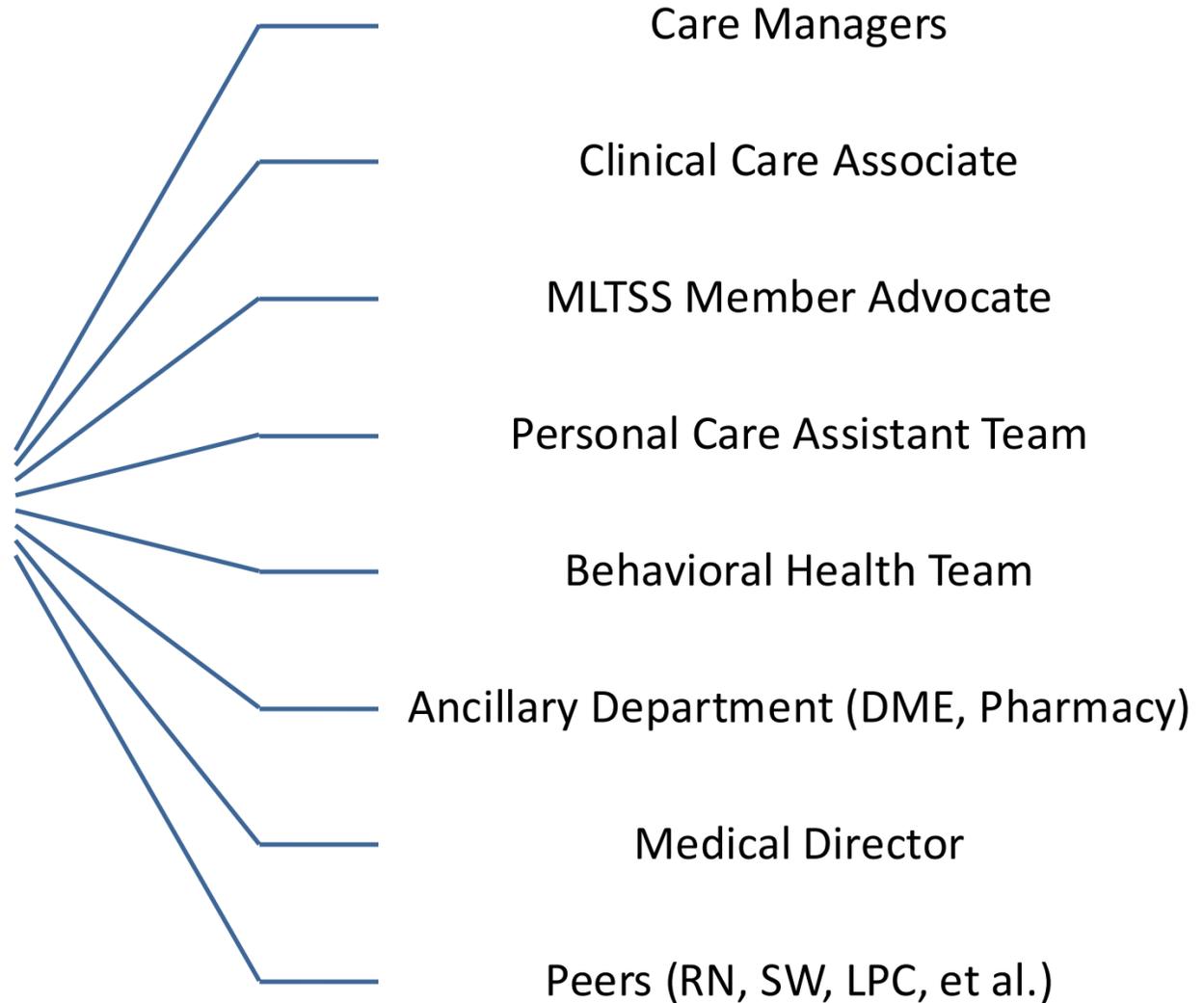
Horizon NJ Health

Traditional Medicaid Services

Chiropractic Services	
Dental Services	Medical Transportation
Durable Medical Equipment	Nursing Facility (until they become MLTSS)
Assistive Technology Devices	Optometrist Services
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)	Outpatient Hospital
Heading Aid	Personal Care Assistance
Hospice Services	Personal Preference Program
Inpatient Hospitalization	Preventative Health
Inpatient Skilled Rehab	Radiology
Laboratory Services	Special Care Nursing Facility (until they become MLTSS)
Medical Day Care	

Housing Specialist at Horizon

Housing Specialists are part of a multidisciplinary team including but not limited to:



Housing Services Provided

The most common reasons the Housing Specialists receive requests for assistance include:

- Referrals to Housing Supports Program
- Educate members on various housing options
- Identify and make referrals for community resources
- Assist members to apply for housing opportunities
- Provide guidance on evictions/landlord-tenant disputes
- Provide member support with Nursing Facility Transitions
- Specialized needs: Domestic Violence Survivors, Veterans, Visually impaired, Opioid Addiction / Substance Abuse, Serious Mental Illness diagnosis, Developmentally Disabled, Correctional Release/Residential Reentry



Horizon Care Management and Housing Specialists often collaborate closely to support members with complex needs. When care management and housing support are integrated the member receives holistic support, enhanced stability and empowerment allowing the member to build independence and self-sufficiency over time.

Horizon has multiple care management teams across the Government Programs line of business including:

- Care, Case, and Disease Management (Core Medicaid)
- Dual Eligible Special Needs Plan (DSNP)
- Managed Long Term Services and Supports (MLTSS)

Three-Pronged Approach

Below are the three pathways to combat homelessness within the Housing Supports program while supporting the member's physical and behavioral health needs:

HNJH Care Manager:

Definition:

- Care Managers help members achieve biopsychosocial goals and health outcomes
- Make referrals to physical health and behavioral health providers

Unique Benefit to Members:

- Access member's medical history and health data
- Connect member to health care providers/experts to ensure access to care encompassing all aspects of member needs

HNJH Housing Specialist:

Definition:

- Primarily office-based housing specialists help members achieve housing goals
- Make referrals to Housing Supports program providers

Unique Benefit to Members:

- Provide regional expertise on the housing ecosystem, key organizations and players
- Connect members to most relevant housing services

Housing Supports Providers:

Definition:

- Field-based services to connect members to resources and to find & maintain housing, by:
- Searching for housing
- Completing applications for government assistance
- Assisting with lease renewals

Unique Benefit to Members:

- Find and maintain member's housing
- Provide deep expertise on the housing ecosystem
- On-the-ground understanding of member's needs and environment

Horizon Links:

- Horizon Housing Supports Link:

<https://www.horizonnjhealth.com/for-providers/provider-recruitment/housing-supports-program>

- Horizon Housing Supports Program Referral Email:

HorizonHSPReferrals@horizonblue.com

- External link supported by Horizon Community Outreach Team to support membership with Social Determinates of Health:

<https://csfinderhorizonhealthnj.resources.uniteus.io/?locale=en>

- Connect to Horizon Credentialing:

<https://www.horizonblue.com/providers/why-join/join-our-networks>

Or email: Alana_McDonald@horizonblue.com

“It Takes a Village”





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Rescue  Mission
of Trenton

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Chief of Supportive Services
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Mission Statement

The Mission feeds those who are hungry, house those who are homeless, counsels those seeking recovery, and provides life-changing opportunities.



Agency Overview

We serve the community in 11 interconnected ways:

Supportive Services

- The Shelter
- Care Coordination Services
- Supportive Housing
- For My Baby and Me
- Medical Respite
- Pathway 2 Wellness
- Food Pantry
- Thrift Store

Behavioral Health Services

- Behavioral Health Center
- Vocational Development
- The New Direction Program

Our goal: *End homelessness – one person at a time.*



Trenton/Mercer CoC

Our Role in the Continuum of Care:

- Point of entry for single adults experiencing homelessness
- Active partner in the **Coordinated Entry and Assessment System**
- Screen, assess, and prioritize individuals for **care coordination and housing assistance**



Housing Supports Program

Grant Award: NJ DCA Housing Supports

- **Team Roles:**

- **Revenue Cycle Specialist** – manages documentation for MCO billing
- **Housing Navigator** – oversees IA, LONA, and client assignment
- **Consultant** – provides EHR expertise and guidance



Housing Supports Program: Planning

Steps Taken:

- Attend trainings with Camden Coalition & NJHMFA/HMIS team
- Develop **policies and procedures**
- Establish **documentation processes** to fit fee-for-service model
- Provide **internal training & check-ins**
- Monitor **touch points** regularly



Housing Supports Program: Key Takeaways

- Remember: this is a new program and system for shelters
- Progress is NOT straight line from planning to launch date
- Success requires flexibility, adaptability, and grace
- Operate with a restorative approach, not a punitive one







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Thank you to our Speakers!

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