HNS SESSION FOR MEMBERS & FAMILIES

HIGH NEEDS SUPPORTS PROGRAM OVERVIEW

October 29, 2020
Agenda

- Introductions
- High Needs Supports (HNS) Overview
  - Target Population
  - Housing & Employment Service Examples
  - How to get services
- How to submit public comments
- Program contact information
Medicaid is developing a new program for adult Medicaid members who have behavioral and/or complex health needs and need help getting and keeping stable housing and/or employment.

Upon funding from the General Assembly, this program is scheduled to begin

July 01, 2022
The High Needs Supports Program

Housing Supports

Employment Supports

“High Needs Supports”

Someone may only need housing supports while someone else may need both.
Who Meets Criteria for High Needs Supports?

1. Need category
2. Housing and/or Employment Risk Factor
3. Benefit from program’s services
4. In CCC Plus (Medicaid Managed Care)*

*Someone in Medallion 4.0 who meets the other criteria for HNS, would be transitioned to CCC Plus. DMAS and the MCOs are building a process for this.
Who Meets Criteria for High Needs Supports? (Continued)

At least one of the following is met:

- Need for assistance with activities of daily living
- Behavioral health need (i.e. mental health or substance use need or SUD)
- Complex physical health need

The Need Category is the same for each service & at least one category must be present to receive either Housing Supports or Employment Supports services.
Who Meets Criteria for High Needs Supports? (Continued)

At least **one** of the following is met:

- At risk of homelessness
- Homelessness
- Living or has lived in an institutional setting, assisted living facility, or residential setting
- Frequently going to the emergency room or hospital in the past year
- Spent 24 hours in jail or justice facility in the past year
- Moving more than one in the past six months due to behavioral health systems
Who Meets Criteria for High Needs Supports? (Continued)

Risk Factors Needed to Qualify for Employment Supports

At least one of the following is met:

• Unable to keep your job for at least 90 days in a row due to mental or physical impairment
• Unable to find or keep your job because of age, disability, or brain injury
• Inpatient or outpatient more than once to get services to help with substance use disorder in the last two years
• Needing more help to address a mental illness and/or substance use disorder
3. Benefit from program’s services

To qualify for either Housing or Employment Supports, the individual must also be expected to benefit from services - helping the individual get and keep stable housing or employment.
What are the High Needs Supports services?

Goals of Housing and Employment Support Services:

- Housing supports:
  - Help an individual obtain stable housing and live in an independent community setting while maintaining their personal health and welfare

- Employment supports:
  - Help an individual to obtain and keep employment in the community
What are the High Needs Supports services? (Housing Examples)

Pre-Tenancy Services:

- Assisting in budgeting for housing/living expenses.
- Assisting with finding and applying for housing, including filling out and submitting.
- Assisting with identifying and securing resources to obtain housing.

Tenancy Sustaining Services:

- Assisting in maintaining entitlements and benefits (including rental assistance).
- Assisting the individual in communicating with the landlord and/or property manager.
- Education and training on the role, rights, and responsibilities of the tenant and landlord.
- Education and resources to assist the individual with complying with his/her lease.

Community Transition Services:

- Supports to assist individuals transitioning out of institutional settings to cover expenses that help the individual obtain an independent, community-based living setting.
What are the High Needs Supports services? (Employment Examples)

Pre-Employment Services (individual and small group):
- Person-centered employment planning.
- Job preparation training
- Coordination with other care providers to address behavioral health needs that impact an individual’s ability to secure and maintain employment.
- Career coaching (e.g., resume coaching, interview coaching).

Employment Sustaining Services (individual and small group):
- Financial and health literacy.
- Payment for transportation.
- Assistance with linking to high quality child care and after-school programs.
What are the High Needs Supports services? (Services Not Included)

- Payment of rent or other room and board costs.
- Payment for utilities or other regular occurring bills.
- Duplicate services from other waiver programs.

- Generalized employer contacts that are not connected to a specific enrolled individual or an authorized service.
- Wage enhancements for individuals.
- Duplicate services from other waiver programs.
- Expenses for starting up or operating a business.
Providing High Needs Supports

• Throughout the state today, there are employment and housing providers and organizations that exist with a range of expertise and experience.

• The Medicaid MCOs will be required to build a provider network of employment and housing providers and can use these existing providers and organizations who are experienced in providing these services.

• The MCOs will build partnerships with these providers and once the program is implemented, in order to get paid by DMAS for housing and employment service, a provider must contract with individual’s MCO.
Receiving High Needs Supports

“No Wrong Door” Approach

• Identifying individuals who may be eligible for High Needs Supports can be made by:
  ✓ Self-Referral
  ✓ DMAS
  ✓ MCO Care Coordinator
  ✓ Health Care Provider

• The individual’s MCO will screen and determine whether the member meets the HNS eligibility criteria.
Receives referrals for individuals without MCO assignment or knowing the assigned MCO and submits to correct MCO

Receives referrals from any individual or entity, receives DMAS referrals

Eligibility for HNS verified, including document collection

Slot assignment confirmed

Care Coordinator completes assessment and for ICP

Receives service authorization recommendation. Conducts Individualized Service Assessment

Develops Individualized Service Plan based on Service Assessment

Provide services to HNS members

Coordinate services with providers, manage care and ensure access

Authorizes HNS services, and with member, identifies provider and modifies care plan

Slot Assignment Determination

Virginia DMAS

MCOs

MCO Care Coordinators

HNS Providers

Pathway to High Needs Supports Services

1. Eligibility Determination and Redetermination
2. Assessment and Reassessment
3. Person-Centered Care Plan Development
Checking the DMAS Website

http://www.dmas.virginia.gov/#/highneedssupport
Making a Public Comment about HNS

https://townhall.virginia.gov/L/ViewNotice.cfm?gnid=1164

DMAS Seeking Public Comments on High Needs Support Benefit Delivery System Design
Date Posted: 10/14/2020
Expiration Date: 11/12/2020
Submitted to Registrar for publication: YES

29 Day Comment Forum is underway. Began on 10/14/2020 and will end on 11/12/2020 [1 comments]

The Department of Medical Assistance Services (DMAS) is seeking public comment for new Medicaid program features, including a supportive housing and employment benefit ("High Needs Supports") targeted to certain high need Medicaid enrollees, through the State’s Section 1115 Medicaid demonstration. This benefit will assist Medicaid-enrolled individuals with complex physical or behavioral health needs or who need assistance with activities of daily living (ADLs), and who are at risk for housing and employment instability, in obtaining and sustaining stable housing and employment in order to improve quality of life and health outcomes.

DMAS welcomes public comment on the entire High Needs Supports benefit delivery system design.

For more information regarding the High Needs Support Benefit, please visit https://www.dmas.virginia.gov/highneedssupport

Instructions For Public Comment Submission:
The draft High Needs Support Policy Paper is now available on the DMAS Website for public comment until November 11, 2020.

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DMAS Contacts

- General Stakeholder Feedback
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- Housing Questions
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- Employment Questions
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Questions
Thank You!