

## Frequently Asked Questions for the High Needs Supports (HNS) Program

### **Q1. When and where will the HNS program be available?**

A1. The HNS program will be available once the Virginia General Assembly authorizes implementation of the program and provides funding for services. In the interim, DMAS will engage stakeholders to obtain input on the program's design.

### **Q2. How do I contract with the MCO to become a provider for HNS services?**

A2. Once a provider completes a form demonstrating compliance with DMAS minimum provider expectations, providers should contact the managed care organizations (MCO) to begin the process of credentialing to become an HNS provider. DMAS will hold stakeholder meetings to obtain input to develop a streamlined approach to working with both DMAS and the MCOs.

### **Q3. I do not have experience with billing Medicaid. How do I get training to decide if my organization can/should become a Medicaid provider?**

A3. DMAS, in partnership with the MCOs, will hold training sessions with interested providers to receive technical assistance to address billing practices that meet MCO requirements.

### **Q4. What are the payment rates for the HNS services?**

A4. DMAS will conduct a rate study to determine payment rates for HNS services.

### **Q5. Is CARF accreditation the only type of accreditation that is accepted for HNS employment service providers?**

A5. Currently, DMAS will require CARF accreditation in alignment with the Department of Aging and Rehabilitative Services (DARS) expectation for employment services organizations (ESOs).

### **Q6. What housing certifications are needed to become a HNS housing provider?**

A6. DMAS will develop a standardized supportive housing certification program and will include the certification and training as part of the minimum provider requirements for HNS housing providers.

### **Q7. How many waiver slot/program funding will be available?**

A7. The HNS program slot information will be available once the Virginia General Assembly authorizes the program and provides funding for services.



**Q8. Will DMAS or MCOs provide trainings to our staff to understand the evidence-based models?**

A8. DMAS and the MCOs will initially partner to provide trainings and once the network is established for housing and for employment, MCOs will continue to provide trainings.

**Q9. Where can I find information about HNS program?**

A9. DMAS will continue to keep the information up to date on the DMAS website, which is available at: <https://www.dmas.virginia.gov/for-providers/high-needs-support/>.

**Q10. I do not have experience working with a MCO. Will there be an option to meet with the MCOs to understand their expectations of provider?**

A10. Yes, DMAS will co-host a provider roundtable to meet the MCOs and hear more about how they manage Medicaid contracted services.

**Q11. Can we start coordinating with the MCOs for the Members we are currently serving that may be eligible for HNS even through the HNS program has not launched yet?**

A11. Yes, providers are encouraged to work with Members who need assistance with housing, employment, and food security (and other needs related to social determinants of health) by obtaining consent from the Member to contact the MCO and their staff to ensure coordination of services.