

# PROVIDER Update



NEWS & ANNOUNCEMENTS

NOVEMBER 22, 2022

UPDATE 22-1002m

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.

### Discover Helpful Tools to Support Your Office

Go to [cahealthwellness.com/providers](http://cahealthwellness.com/providers) to quickly access information to help you in your everyday interactions with California Health & Wellness Plan. The site includes:

- The Provider manual
- Provider Pulse newsletters
- Health Equity, Cultural and Linguistics Resources
- Provider News
- Education, Training and Other Materials
- And more!

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### THIS UPDATE APPLIES TO:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

### Online Access

[www.CAHealthWellness.com](http://www.CAHealthWellness.com)

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQs
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status

### Call Us at 877-658-0305

Monday to Friday  
8 a.m. to 5 p.m. (PT)

### Fax Numbers

**Prior Authorizations:** 866-724-5057

**Concurrent Review:** 855-556-7910

**Admissions:** 855-556-7907

**Appeals:** 855-460-1009

**Case Management:** 855-556-7909

### Pharmacy

**Medi-Cal Rx** – Self-administered drugs and supplies obtained under the pharmacy benefit

- Prior auth fax: 800-869-4325
- Help Desk: 800-977-2273

**AcariaHealth** – Specialty Pharmacy

- Prior auth fax: 855-217-0926
- Phone: 855-535-1815

**CHWP Pharmacy Dept** – Provider-administered drugs requiring prior auth

- Prior auth fax: 877-259-6961
- Phone: 877-658-0305

**Medication Prior Authorization Form is available at**

[www.CAHealthWellness.com](http://www.CAHealthWellness.com).

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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 CHWP's provider portal online at [www.CAHealthWellness.com](http://www.CAHealthWellness.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 CHWP at 877-658-0305.