

Provider Update

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.



Online Access

www.CAHealthWellness.com

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQ's
- 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

- PA Fax 800-869-4325
- Help Desk 800-977-2273

AcariaHealth – Specialty Pharmacy

- PA Fax 855-217-0926
- Phone 855-535-1815

CHWP Pharmacy Dept – Provider Administered Drugs Requiring PA

- PA Fax 877-259-6961
- Phone 877-658-0305

Preferred Drug List (PDL) Prior Authorization Form is available at www.CAHealthWellness.com.

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

At cahealthwellness.com/providers > **California Health & Wellness Alerts: COVID-19** > **Updates on Coronavirus**, 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 California Health & Wellness Plan (CHWP) 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 CHWP's provider portal online at 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.