

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**

High Needs Supports Program (“HNS”)



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



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)

1. Need category

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)

2. Housing and/or Employment Risk Factor

Risk Factors Needed to Qualify for Housing Supports



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)



2. Housing
and/or
Employment
Risk Factor

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 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

Who Meets Criteria for High Needs Supports? (Continued)

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 with starting up or operating a business.

Providing High Needs Supports

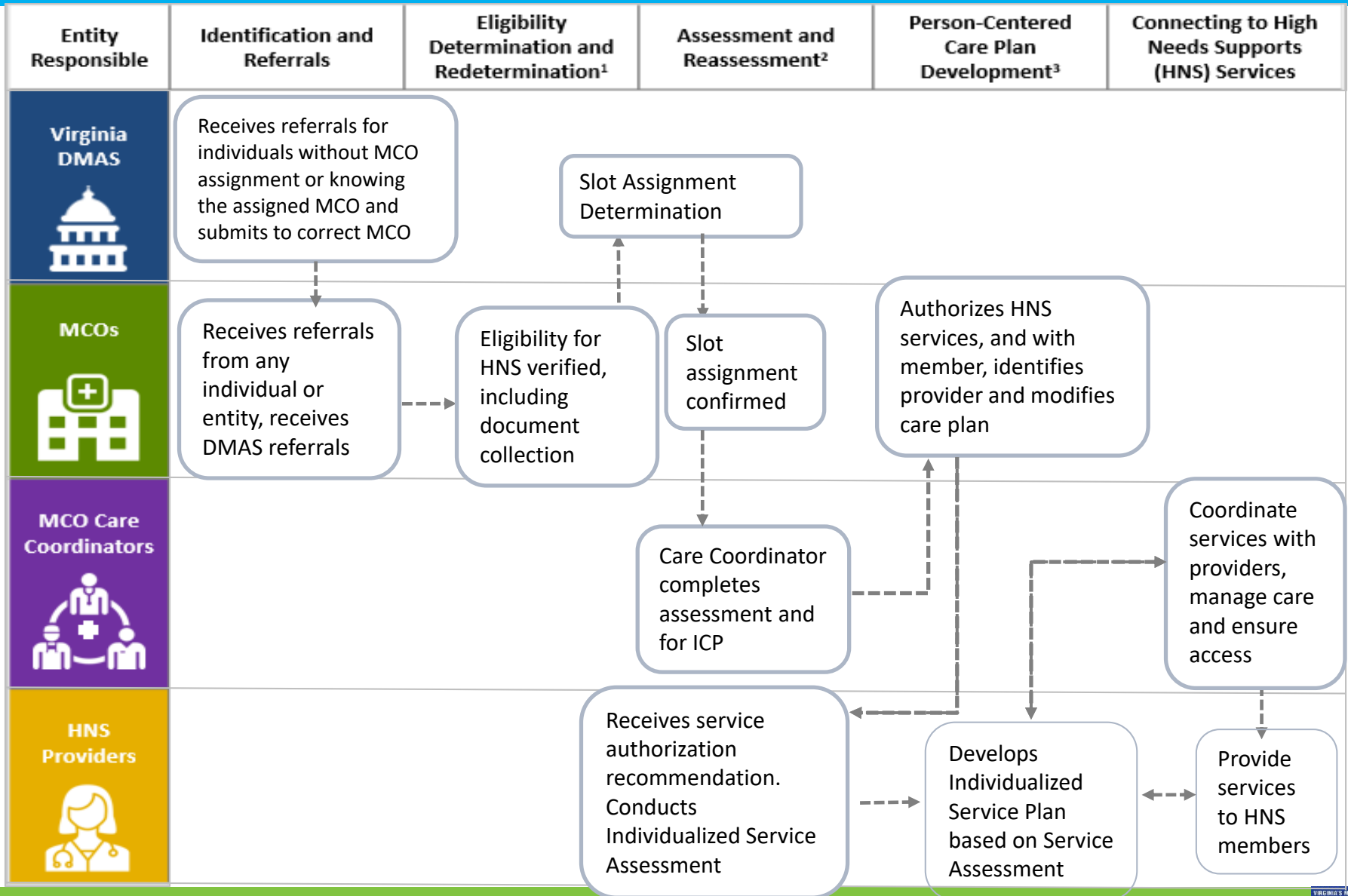
- Throughout the state today, there are employment and housing providers and organizations that exist with a range of expertise and experience.
- The Medicaid MCOs will be required to build a provider network of employment and housing providers and can use these existing providers and organizations who 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.

Pathway to High Needs Supports Services



Checking the DMAS Website

<http://www.dmas.virginia.gov/#/highneedssupport>

The screenshot displays the DMAS website interface. At the top, there is a navigation bar with "Virginia.gov", "Agencies | Governor", "Select Language", and "Search Virginia.Gov". Below this is a dark blue header with the "DMAS" logo and the text "Department of Medical Assistance Services". A search bar is located on the right side of the header.

The main content area is divided into three columns: "For Members", "COVID Response", and "For Providers". A large central banner features a photograph of a woman kissing a young girl on the cheek. To the right of the photo, the text reads: "DMAS administers the Medicaid program in Virginia, providing access to health care for 1.5 million people." Below the photo is a set of five small circles, with the first one filled.

On the left side, there is a vertical navigation menu with the following items: "About Medicaid", "Eligibility Guidance", "FAMIS", "Managed Care Benefits", "Programs & Services", "ARTS", "Behavioral Health", "Client Services", "Dental", "Foster Care", "High Needs Support", "HIPP", "Maternal & Child Health Resources", "Pharmacy Services", "Plan First", "Prescription Drug and Formularies", "School-Based Services", and "Transportation". A red arrow points to the "High Needs Support" link.

On the right side, there are two portrait photos with names: "Virginia Governor Ralph S. Northam" and "Agency Director Karen Kimsey". A vertical "Contact us" button is located to the right of the photos.

Making a Public Comment about HNS

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

The screenshot shows the Virginia Regulatory Town Hall website. The header includes the Virginia state seal and the text "VIRGINIA REGULATORY TOWN HALL". A navigation menu on the left lists various categories such as "Find a Regulation", "Regulatory Activity", "Actions Underway", "Petitions", "Legislative Mandates", "Periodic Reviews", "General Notices", "Meetings", "Guidance Documents", "Comment Forums", "Sign in", "State Agency", "Registered Public", and "Sign up". The main content area displays a "General Notice" from the "Department of Medical Assistance Services" and "Board of Medical Assistance Services". The notice is titled "DMAS Seeking Public Comments on High Needs Support Benefit Delivery System Design" and was posted on 10/14/2020. It includes a 29-day comment forum link and a red arrow pointing to the text: "The draft High Needs Support Policy Paper is now available on the DMAS Website for public comment until November 11, 2020." Below the notice is a "Contact Information" table.

Agency	Department of Medical Assistance Services
Board	Board of Medical Assistance Services
General Notice	
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.	
Contact Information	
Name / Title:	Emily McClellan / Regulatory Manager
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DMAS Contacts

- General Stakeholder Feedback
 - HNSProgram@dmas.virginia.gov
- Housing Questions
 - elizabeth.seward@dmas.virginia.gov
- Employment Questions
 - erin.wagner@dmas.virginia.gov

Questions



Thank You!