



Florida Housing Waiver Program referral system

*This communication applies to the Medicaid programs for
Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).*

Florida Housing Waiver Program referral system

Purpose of the referral system

To introduce a simple and efficient referral process in which providers and community agencies can refer Simply and CHA members into the Florida Housing Waiver (FHW) Program

Note: The referral form can be used internally as well to refer members.

What will be covered in this presentation?

- Review of targeted neighborhood family centers and community providers
- Process of the referral system
- Benefits of using a referral system

Targeted referring agencies

Targeted referring agencies:

- Neighborhood family centers (NFCs)
- Non-contracted community providers
- Contracted community providers

What are NFCs?

NFCs are nonprofit community centers that provide community-based social services such as food pantries; clothing closets; assistance with SNAP, Medicaid, and Medicare applications and renewals; and much more. NFCs are well-known locations that our members may visit frequently.

You can find more information at: <https://www.jwbpinellas.org/wp-content/uploads/2017/08/JWB-NFC-Location-Map.pdf>.

Targeted referring agencies (cont.)

What are non-contracted providers?

Providers who are not contracted with the FHW Program that provide transitional housing services, tenancy sustaining services, peer support services, and/or mobile crisis services to members

What are contracted providers?

Providers who are contracted with the FHW Program that provide transitional housing services, tenancy sustaining services, peer support services, and/or mobile crisis services to members

What do they have in common?

They service individuals and families who are homeless or at risk of becoming homeless. They provide services to individuals with severe mental illnesses (SMI) and substance use disorders (SUD). They often collaborate to serve the community.

Referral process

You can complete the referral process in three simple steps:

1. NFC or provider will identify Simply or CHA members who are homeless or at risk of becoming homeless.
2. NFC or provider will verify SMI or SUD.
3. NFC or provider will complete referral form and email to dl-fhwreferrals@simplyhealthcareplans.com or a Region 5 or Region 7 FHW Housing Outreach specialist.

Benefits of using a referral system

The FHW Program referral system is:

- A simple way to introduce an external referral process (we currently have an internal referral process).
- An efficient way to refer newly identified members to the FHW Program.
- An avenue to build relationships with non-contracted providers and NFCs.
- A way to increase brand awareness among community agencies.
- An easy process for existing providers to refer members.
- A way to increase enrollment numbers.
- Able to assist with outreach and enrollment challenges due to COVID-19.

Questions?

Thank you

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

SFLPEC-2986-22 February 2022

