

Tip Sheet: Housing Assistance Pilot Program Billing Guide

As a Carelon Behavioral Health, Inc.* provider partner who is participating in the Housing Assistance Pilot Program, also known as the Florida Housing Waiver Pilot Program, for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA), we value the services you provide, and it is important to us that you are reimbursed for the work you do. To assure your claim is not rejected nor denied, we are providing this Tip Sheet to assist you.

Providers participating in the Housing Assistance Pilot Program for Simply and CHA are required to be contracted with Carelon Behavioral Health, Inc. Providers with questions can contact Carelon Behavioral Health, Inc. by email at dl-fhw_provider@elevancehealth.com. All Housing Assistance Pilot Program services will be reimbursed at the contracted rate.

Contracted providers will be reimbursed for the housing services below:

Services	Procedure Code and Modifier	Description	Coverage & Limitations	Provider Type
Transitional housing services (pre-tenancy)	H0043 HK	<ul style="list-style-type: none"> Tenant screening and housing assessment Developing individualized housing support plan Assist with the search for housing Identify resources to cover on-going housing expenses Ensure the living environment is safe and ready 	1 per day, max of 3 days per month	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Tenancy sustaining services (tenancy maintenance)	H2015 HK	<ul style="list-style-type: none"> Early identification of eviction-related behaviors (e.g., lease violations). Training on the role, rights and responsibility of tenant and landlord Coaching on developing relationships with the property manager Assistance in resolving disputes with landlords or neighbors Housing assistance with the recertification process Coordinate with client to review, update, modify their housing support and crisis plans 	16 units per day/up to 128 units per month	Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor)
Mobile crisis management	H2011 HK	<ul style="list-style-type: none"> Delivery of immediate de-escalation services for acute maladaptive symptoms or behaviors, including altered mental status, psychosis, irritability, actual or threatened harm to self or others 	32 units per day, no benefit max	Master's degree level clinician under the supervision of a licensed master's level clinician (i.e.,

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* Carelon Behavioral Health, Inc. is an independent company providing housing assistance on behalf Simply Healthcare Plans, Inc. and Clear Health Alliance. 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.

		<ul style="list-style-type: none"> Services delivered on location — even if it is outside of the service area where the health plan operates 		licensed clinical social worker, licensed mental health counselor, or licensed marriage and family therapist)
Self-help/peer support	H0038 HK	<ul style="list-style-type: none"> Patient-centered service that promotes skills for coping with and managing symptoms while using natural supports (family and friends) — preservation and enhancement of community living skills with the assistance of peer specialists 	16 units per day/up to 128 units per month	Certified Recovery Peer Specialist or peer working toward certification and under the supervision of a Certified Recovery Specialist

* Services in excess of the limits will be reviewed for medical necessity.

Claims Submission Information:

Below please find the address for paper claims submission to Carelon Behavioral Health, Inc., as well as the Carelon Behavioral Health, Inc. webportal and eService address for electronic claims submission.

Claim Related Provider Complaints:

Claim related or non-claim related complaints may be escalated to the Housing Program Contact Persons listed below. If reaching out through email, please include “Housing Program Complaint” on the subject line and provide a brief description of the complaint and contact information where to be reached.

Contact Information

Claims/Billing Address/Information

Carelon Behavioral Health, Inc.
 Attn: Claims and Correspondence
 PO Box 1870
 Hicksville, NY 11802-1870
Hours: Monday – Friday, 8 a.m. – 7 p.m. ET
Toll Free Number: 1-866-510-0797
Provider Services Fax: 1-800-370-1116
Provider Services Email Address:
 Miami_Partners@carelon.com

Housing Program Contact Persons

Carelon Behavioral Services:
 Rebekah Kaplan, Director of BH
 Email: rebekah.kaplan@carelon.com
 Phone: 781-994-7527
Simply and CHA:
 Alina Orozco | Dir I GBD Special Programs

Claim Form: CMS1500
Paper Claims: Processed within 15-30 days of receipt.
 Carelon Behavioral Health, Inc.
 Attn: Claims and Correspondence
 PO Box 1870
 Hicksville, NY 11802-1870

Web-Portal:
carelonbehavioralhealth.com/providers/resources/provider-portals

eServices register/log in:
<https://eservices.carelonbehavioralhealth.com/RegistrationLander.aspx>

EDI/eServices Contact:
 If you have a technical question about eServices, please contact the EDI Helpdesk:

Phone: (786) 395-0989
 Email: dl-fhwreferrals@simplyhealthcareplans.com

Phone: 888-247-9311
 Monday through Friday between 8 a.m. and 6 p.m. ET
 Email: e-support.services@carelon.com

Z Codes

Simply and CHA require the use of the appropriate Social Determinants of Health-related Z Codes for this program. A list of applicable Z Codes is listed below and can also be found on our websites.

- <https://provider.simplyhealthcareplans.com/florida-provider/training-academy>
- <https://provider.clearhealthalliance.com/florida-provider/training-academy>
- **Z59** Problems related to housing and economic circumstances:
 - **Z59.0** Homelessness
 - **Z59.1** Inadequate housing
 - **Z59.2** Discord with neighbors, lodgers and landlord
 - **Z59.3** Problems related to living in residential institution
 - **Z59.4** Lack of adequate food and safe drinking water
 - **Z59.5** Extreme poverty
 - **Z59.6** Low income
 - **Z59.7** Insufficient social insurance and welfare support
 - **Z59.8** Other problems related to housing and economic circumstances
 - **Z59.9** Problem related to housing and economic circumstances, unspecified