

Florida Medicaid 1115 Waiver  
Program: Addressing housing  
instability and homelessness among  
medically vulnerable populations

*Simply Healthcare Plans, Inc. and  
Clear Health Alliance*

*This communication applies to the Medicaid programs for  
Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA)  
as well as the Florida Healthy Kids (FHK) program for Simply.*



Medicaid Managed Care

# Webinar presenter



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# Agenda

- Who we are
- Social drivers of health
- Florida Housing Waiver pilot background
- Program eligibility requirements
- Program benefits and services
- Provider contracting and billing
- Live Q&A

# Who we are



# Simply Healthcare Plans, Inc.

- Simply Healthcare Plans, Inc. (Simply) is a Florida licensed HMO founded in 2009.
- Simply has 1,100+<sup>1</sup> employees serving approximately 576,641<sup>2</sup> beneficiaries with the support of 47,379<sup>3</sup> providers in 67 counties.
- Products include:
  - Medicaid: Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA), Statewide Medicaid Managed Care Long-Term Care (SMMC LTC), Clear Health Alliance (CHA)
  - Medicare (HMO, POS, and I-SNP and IE-SNP)
  - Florida Healthy Kids
- Simply began as a minority-owned HMO and was the first to offer a Medicaid specialty plan for people living with HIV and AIDS.
- Our plans are designed around meeting the unique health needs of our members. We're working to help make healthcare simple, so members can focus on what matters most.

*1 Simply employees as of September 2019.*

*2 Membership as of August 2019 includes Clear Health Alliance (CHA) as well as Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA), Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) and Medicare under Simply.*

*3 Total in-network providers as of September 2019.*



# Clear Health Alliance

- Since 2010, Clear Health Alliance (CHA) has been helping SMMC MMA members living with HIV and AIDS get access to the care and services that will help them the most.
- CHA's parent company is Florida-based health plan, Simply.
- Every member receives a personal treatment plan from a highly trained doctor. Members in case and disease management programs work with one of our case managers on a personal care plan to meet their health goals.
- CHA has in-network HIV specialists, including infectious disease providers with the option to serve as PCPs.
- We are strong community partner alliances with Ryan White and HIV and AIDS service organizations.

## Facts:

- 135,000 people live with HIV/AIDS in Florida.
- Third largest HIV and AIDS population in the country.
- Sole specialty plan awarded statewide contract in invitation to negotiate rebid.
- One of only five HIV and AIDS specialty plans in the country.



# Simply regional map



Region	Counties
Region 1	Escambia, Okaloosa, Santa Rosa, Walton
Region 2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
Region 5	Pasco, Pinellas
Region 6	Hardee, Highlands, Hillsborough, Manatee, Polk
Region 7	Brevard, Orange, Osceola, Seminole
Region 9	Indian River, Martin, Okeechobee, Palm Beach and St. Lucie
Region 10	Broward
Region 11	Miami-Dade, Monroe

# CHA regional map





# Social drivers of health



# What are social drivers of health (SDoH)?



# SDoH: Simply and CHA

Simply intends to:

- Address socioeconomic barriers within our members' lives in order to enhance and improve health outcomes.
- Identify members experiencing socioeconomic barriers and address them with local resources.

When we help address drivers of health needs, our members can focus on their health (member empowerment).

Improved clinical measures impact HEDIS® and NCQA.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



# Program background



# Program background

- The Florida Housing Waiver Program is a State of Florida Medicaid Managed Care (SMMC) Program that helps homeless or at-risk of homeless members improve social drivers of health by accessing or maintaining stable housing, as well as accessing additional support services (i.e., peer support and mobile crisis management).
- The pilot began on December 1, 2019, with a goal to launch as a statewide program in the future.
- The member service area includes Medicaid region 5 (Pinellas and Pasco) and region 7 (Seminole, Orange, Osceola, and Brevard).
- The goal is to place and/or keep members in sustainable housing through improved supports and to avoid preventable high-cost services (like hospital events) through better care coordination.

# Program eligibility & benefits



# Program eligibility

- Medicaid members enrolled in Simply or CHA health plans
- Age 21+
- Living with serious mental illness (SMI) and/or substance use disorder (SUD)
- At-risk of homelessness and/or **literally homeless**
- Reside in Medicaid region 5 (Pasco and Pinellas) or region 7 (Seminole, Orange, Osceola, and Brevard)

# Program benefits

- Outreach specialists
- Targeted case management
- Health assessment and VI-SPDAT (acuity + vulnerability)
- Housing benefit – \$500 lifetime benefit
- Transitional housing services
- Tenancy sustaining services
- Mobile crisis services
- Peer support services



# Provider network

- Federally qualified health centers (FQHCs)
- Community mental health centers
- Housing and homeless service providers
- Continuums of care (CoCs)
- Primary care and hospitals
- Health departments
- HIV/AIDS service providers

# Florida Housing Waiver Program - SDoH

## Physical environment:

- Stable and permanent housing
- Housing benefit
- Housing first
- Case management
- Supportive services

## Healthcare:

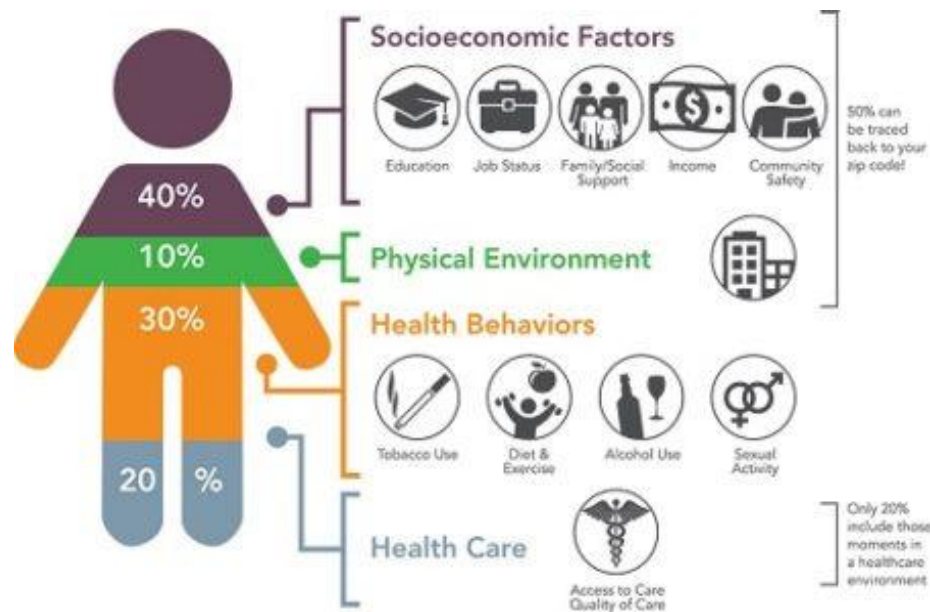
- Healthcare access
- Integrated care coordination

## Health behaviors:

- Health assessment
- Behavioral health treatment

## Socioeconomic:

- Mainstream resources



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2016)

# Program snapshot – July 2020

## Current enrollment:

- 112 members
- 73 members in region 5
- 39 members in region 7

## Housing status – physical environment:

- 53 members literally homeless at enrollment
- 66 at risk of homelessness at enrollment

## Diagnoses – healthcare and health behaviors:

- 68 (57%) members with SUD Dx
- 82 (69%) members with SMI Dx
- 23 (19%) members HIV+

# Provider contracting & billing



# Beacon's role in the program

**Simply and CHA are working with Beacon Health Options\* to manage the delivery of program services for our members. For the housing waiver program, Beacon manages the network operations:**

- Network operations is responsible for many different functions at Beacon beyond provider contracting and credentialing.
- Beacon network staff perform initial and re-credentialing site visits for our provider network.
- Add providers and services (languages, groups).
- Make changes to demographics or billing information.
- Assist providers with any issues in a timely manner.
- Provider Relations can be reached by phone at **800-397-1630** or email at [Miami\\_Partners@beaconhealthoptions.com](mailto:Miami_Partners@beaconhealthoptions.com).

# Provider contracting

## Application process:

- Providers may access applicable forms via the Beacon website: <https://www.beaconhealthoptions.com/providers/how-to-become-a-provider>.
- Download and complete the *Facility* form and submit to RFA@beaconhealthoptions.com with a copy to Miami\_Partners@beaconhealthoptions.com. To ensure prompt processing, please include in the subject line: **Florida Housing Waiver Program**.
- A network manager will contact you within five business days.

# Provider contracting (cont.)

## Contract process

- A **Participating Provider** is an individual practitioner, private group practice, licensed outpatient agency, or facility that has been credentialed by and has signed a *Provider Service Agreement (PSA)* with Beacon. Participating providers agree to provide services to members, accept reimbursement directly from Beacon (according to the rates set forth in the fee schedule attached to each provider's *PSA*), and adhere to all other terms in the *PSA*, including the provider manual.

## Medicaid number

- Providers are required to obtain a Medicaid number in order to provide covered services for a Medicaid product. This Medicaid number can be obtained through the State Medicaid office. All provider information on file with Florida's Agency for Health Care Administration (AHCA) will be used for authorization of covered services and claims payment.

## Provider trainings

- Trainings are provided, upon request, to all providers and their staff regarding the requirements of their contract. Beacon also conducts ongoing trainings, as necessary, to ensure compliance with program standards.

# Provider billing

Service Name	Procedure Code	Level of Care	Auth Required**	Max Daily Limit	Unit of Measurement
Transitional Housing Services	H0043 HK	Outpatient	No	1	Per day
Tenancy Sustaining Services	H2015 HK	Outpatient	No	16	15 min
Mobile Crisis Management	H2011 HK	Outpatient	No	32	15 min
Self-Help/Peer Support	H0038 HK	Outpatient	No	16	15 min



# Provider billing (cont.)

As a Beacon provider partner who is participating in the housing pilot program, we value the services you provide, and it is important to us that you are reimbursed for the work you do.

Providers participating in the housing pilot program need to request a registration for services prior to billing for any housing pilot service(s) as described in the table. A registration for services can be initiated by contacting Beacon Health Options at **866-510-0797** or emailing [CM\\_Housing@beaconhealthoptions.com](mailto:CM_Housing@beaconhealthoptions.com) and including all housing services outlined for up to six months.

All housing pilot program services will be reimbursed at that contracted rate.

# Questions

# Contact information

**For program management and administrative information,** contact Chris Durrance, Housing Program Manager, at [cdurrance@simplyhealthcareplans.com](mailto:cdurrance@simplyhealthcareplans.com).

**For member enrollment, referrals, and service information,** contact Cyndi Matthews-Hamad, Team Lead, Behavioral Health Services, at [cynthia.matthews-hamad@anthem.com](mailto:cynthia.matthews-hamad@anthem.com).

**For provider contracting and billing, contact** Paula Peck, Manager, Network Development, at [paula.peck@beaconhealthoptions.com](mailto:paula.peck@beaconhealthoptions.com).

# Thank you

\* Beacon Health Options is an independent company providing behavioral health services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

**<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.

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