DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES	**Behavioral Health and Developmental Disabilities (BHDD) Division** Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health
	Date effective: October 1, 2025
Policy Number: *New: 603*	**Subject:** HEART Waiver – Tenancy Support Service – Eligibility and Enrollment

Eligibility

(1) Member must be 18 years of age or older;

(2) Member must have a clinical diagnosis of a substance use disorder, or serious mental illness and/or has self-attested to symptoms that suggest the presence of a SUD, SMI, or both;

(a) "Self-attested symptoms that suggest the presence of a substance use disorder": A person can self-attest to symptoms that suggest the presence of a SUD to document their inability to control their use of substance(s) such as legal and/or illegal drugs, alcohol, or medications, which may result in serious functional impairment that substantially interferes with, or limits one or more major life activities and how it relates to their household being at risk of homelessness or housing instability.

(b) "Self-attested symptoms that suggest the presence of a Serious Mental Illness": A person can self-attest to symptoms that suggest the presence of a SMI to document their mental, behavioral, or emotional disorder which may result in serious functional impairment that substantially interferes with, or limits one or more major life activities and how it relates to their household being at risk of homelessness or housing instability.

(3) Member must meet one or more of the Needs-based criteria:

(a) A member has a need for improvement, stabilization, or prevention of deterioration of functioning resulting from the presence of the SMI; and/or

(b) Member meets at least ASAM criteria level of care 1.0, indicating the need for improvement, stabilization, or prevention of deterioration of functioning resulting from the presence of a SUD.

(4) Member must meet at least one risk factor:

(a) Member is homeless or has a history of homelessness, as defined as one of the following:

(i) An individual who lacks a fixed, regular, and adequate night-time residence;

(ii) An individual with a primary night-time residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, including a vehicle, park, abandoned buildings, bus or train station, airport, or campground;

(iii) An individual in a supervised publicly or privately-operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals, or by charitable organizations), congregate shelters, and transitional housing;

(iv) An individual who was residing in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided; or

(v) An individual defined as homeless, per the definition of homeless used by the U.S. Department of Housing and Urban Development (HUD), who:

(1) Has previously been unable to live independently in permanent housing;

(2) Has experienced persistent instability as measured by more than one move over a specified period of time; and

(3) Can be expected to continue such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addictions, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

(b) Member is at risk of homelessness, defined as one of the following:

(i) An individual who:

(1) Has moved because of economic reasons;

(2) Is living in the home of another because of economic hardship;

(3) Has been notified that their right to occupy their current housing or living situation will be terminated;

(4) Lives in a hotel or motel (including, but not limited to, hotels and motels paid for by Federal, State, or local government programs for low-income

individuals or by charitable organizations), congregate shelters, or transitional housing;

(5) Lives in severely overcrowded housing;

(6) Is exiting an institution;

(7) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, such as housing costs relative to income, or poor or unsafe housing quality.

(8) Will imminently lose their housing, including housing they own, rent, live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals, or by charitable organizations, as evidenced by one of the following:

(a) A court order resulting in an eviction action that notifies the member or family that they must leave within 14 days;

(b) The individual or family having a primary night-time residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or

(c) Credible evidence indicating that the owner or primary renter of the housing where the individual or family is residing will not allow the individual or family to stay there for more than 14 days. An oral statement from an individual or family seeking assistance for homelessness that is found to be credible shall constitute credible evidence for purposes of this clause.

(c) The member has experienced at least one of the following risk factors within the last 12 months:

(i) More than two stays, or a single stay of more than two weeks, in an institutional setting, group home, assisted living facility, licensed residential healthcare setting, or detention center (including jail or prison) setting;

(ii) Three or more emergency department (ED) visits or hospitalizations;

(iii) Incarceration; or

(iv) Loss of housing as a result of behavioral health symptoms.

(5) Member must receive a referral for TSS

For TSS, a referral can be made through the referral form, located at: BHDD Forms and Applications, Tenancy Support Services Forms, or by calling the department's designee.

(6) Eligibility determination by UR Independent Contractor (QIO) is required:

(a) Eligibility assessment screening is the process that determines if a member meets established criteria to participate in TSS;

(b) eligibility assessment screening is conducted by an independent contractor that the department uses to determine eligibility for TSS

(7) Authorization of services is required and may be approved for up to 365 days:

(a) Step 1: Member is referred to the Independent Contractor for eligibility determination and screening for Tenancy Support Services. Referral may be made by a self-referral or with the assistance of a provider.

(b) Step 2: Upon receipt of a completed referral, the Independent Contractor will complete the eligibility assessment and screening of the member.

(c) Step 3: The Independent Contractor may issue a person-centered service plan for initial authorization. This documentation must be included in the member's file.

(8) Continued Stay review is required every 365 days:

(a) Step 1: TSS refers the member to the Independent Contractor for re-authorization.

(b) Step 2: The Independent Contractor completes an updated eligibility assessment with the member.

(c) Step 3: The Independent Contractor may issue a person-centered service plan. This documentation must be included in the member's file.

Enrollment

(1) The department or the department's designee may issue approval for TSS in the form of a person-centered service plan for up to 365 days, if the member is deemed eligible for TSS through an eligibility assessment.

(2) After receiving the TSS referral, the contracted quality improvement organization will administer the eligibility assessment with the member to determine if the member qualifies for TSS. If the member does qualify for TSS, the contracted quality improvement organization will create a person-centered service plan, which will serve as the authorization for TSS. The PCSP will be issued to the member and/or the member's designee.

(3) If a member qualifies for TSS, the member will also be qualified to receive one-time move-in support. The contracted quality improvement organization will issue an auto-authorization for reimbursement for application fee assistance and security deposit assistance, as described in Policy 606 of this manual.