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:* 605**	**Subject:** HEART Waiver – Tenancy Support Service – TSS

Definition

Tenancy Support Services (TSS) are provided to assist members in acquiring and maintaining safe and reliable housing.

TSS includes three categories of service, as follows::

(1) Assessment and Planning: includes screening, assessment, and development of a housing plan to support a member's ability to identify, prepare for, and/or maintain stable housing.

(2) Pre-Tenancy Services: include services to assist the member with housing searches, move-in support, working with landlords/property owners/managers; and implementing housing plan goals and outcomes, including connection to additional supportive services. It also includes broader community outreach and education to build the relationships necessary to house and support members.

(3) Tenancy Sustaining Services: include services provided once a member has been housed, and may include additional education to the tenant, if needed, and monitoring and follow-up care.

Eligibility

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

(2) Member has a clinical diagnosis of Substance Use Disorder (SUD) and/or a Serious Mental Illness (SMI) and/or self-attested to symptoms that suggest the presence of a SUD and/or SMI, or both;

(3) Member meets one of the needs-based criteria established within Policy 603; and

(4) Member meets at least one risk factor established within Policy 603.

Provider Requirements

To be qualified as a tenancy support services provider, a Montana Medicaid provider must be approved by the department and must adhere to the following:

(1) In order to bill Montana Medicaid, TSS must be provided by a licensed hospital, licensed mental health center, state-approved licensed substance use disorder outpatient facility, Rural Health Center, FQHC, or IHS Tribal 638 provider. Other organizations may be approved by the department to provide TSS.

(2) The TSS provider must employ a Tenancy Support Specialist that meets one of the following requirements:

  (a) Associate degree in human services, social services, public health, or related field from an accredited college or university; or

  (b) High school graduate or High School Equivalency (GED or HiSET), along with one year of relevant work experience, as determined by the service providing agency.

(3) Provider agencies must develop policies and procedures addressing the roles and responsibilities of the Tenancy Support Specialist to include:

  (a) Tenant eligibility screening and housing assessment to identify barriers to successful tenancy;

  (b) Development of an individualized housing plan;

  (c) Eviction reduction services (ex: conflict resolution skills, coaching, role-playing activities, and communication strategies that are targeted towards resolving disputes with landlords and/or neighbors);

  (d) Education and training, including tenant/landlord rights, as outlined in the Residential Landlord and Tenant Act of 1977;

  (e) Provision of housing resources and fair housing rights pursuant to 49-2-305, MCA;

  (f) Coordination and outreach with landlords, property owners, neighbors, and other services providers;

  (g) Mediation and advocacy support;

  (h) Data collection; and

  (i) Monitoring and follow-up.

(4) Providers must maintain progress notes in accordance with Policy 602 of this manual.

(5) The provider must document in the file of the member the eligibility determination form and person-centered service plan, issued from the UR Contractor, and updated annually.

Service Requirements

Assessment and Planning:

Assessment and Planning services include:

(1) Completing a person-centered, comprehensive housing assessment for housing needs, barriers, preferences, and other support services needed. (ex: type, location, living alone or with someone else, identifying a roommate, accommodations needed, or other preferences); and

(2) Developing an individualized housing support plan, based on the housing needs assessment, that identifies short-term and long-term measurable goals, including behavioral health needs, how goals will be achieved and how barriers to achieving goals will be addressed.

The housing assessment forms can be located at: BHDD Forms and Applications, Tenancy Support Services Forms

Pre-Tenancy

Pre-Tenancy Services include:

(1) Housing search and resource identification activities, which include:
   (a) Identifying resources to cover non-congregate housing expenses such as application fees, security deposit, rent, furnishings, adaptive aids, environmental modifications, move-in costs, and utilities;
   (b) Assist in collecting required documentation;
   (c) Assist with housing search, completing and submitting housing applications, and applying for housing vouchers; and
   (d) Assistance with completing reasonable accommodation requests.

(2) Move-in Support activities, which include:
   (a) Assisting members in identifying resources to cover expenses related to move-in costs (ex: truck rental, storage fees);
   (b) One-time transition and move-in assistance for security deposits and application fees, as described in Policy 606; and
   (c) Ensuring housing unit is safe and ready for move-in.

(3) Connecting individuals to additional support services, as indicated in the assessment and person-centered planning process, as an individualized need, including linkage to, and coordination with additional services and service providers that support in the person's housing stability, as identified through the assessment and housing plan development process. This includes:

(a) Access to healthcare, including behavioral health services and/or substance use treatment;

(b) Applying for other entitlement benefits;

(c) applying for rental assistance programs;

(d) accessing services for the aging and disabled;

(e) connecting members with pest eradication treatment providers; and

(f) obtaining legal services.

(4) Tenant education activities, which include:

(a) Providing fair housing information;

(b) Educating and assisting with finding resources for reasonable accommodation and home safety modifications (ex: ramps, rails, grab bars) when necessary to ensure the occupant's health and safety, and when modification is not covered by another entity as required by law;

(c) Helping members understand, negotiate, and comply with a lease agreement;

(d) assisting members with budgeting finances and working with funding sources to secure housing payments each month;

(e) general education regarding housing maintenance and pest prevention and treatment; and

(f) education regarding residence walk-throughs and documentation prior to and during residency.

Tenancy Sustaining:

Tenancy Sustaining Services includes:

(1) Landlord/tenant relationship activities, which include:

(a) Providing supports to assist the member in communicating with the landlord and/or property manager to secure housing placement and/or prevent eviction;

(b) Providing eviction risk reduction services (ex: conflict resolution skills, coaching, role-playing activities, and communication strategies that are targeted towards resolving disputes with landlords and/or neighbors);

(c) Education about tenant and landlord rights and responsibilities;

(d) Training on responsible tenancy and household management (how to be a good neighbor, how to maintain a housing unit)'

(e) Providing supports to assist the member in building relationships with landlords/property managers;

(f) Early identification and intervention for behaviors that may jeopardize housing; and

(g) Addressing biopsychosocial behaviors that may put housing at risk.

(2) Monitoring and follow-up include:

(a) Monitoring the housing plan to ensure successful outcomes;

(b) Following-up to ensure that the service linkages are established and are addressing community-integration needs to stabilize housing;

(c) Coordination with the tenant to review, update, and modify their housing plan, as needed to reflect current housing needs and to address existing and/or recurrent housing retention barriers;

(d) Assisting with the housing recertification process; and

(e) participating in person-centered plan meetings at the time of redetermination and/or revision plan meetings, as needed.

Utilization Management

(1) Eligibility determination by the UR Independent Contractor is required.

(2) Prior Authorization of services is required and may be approved for up to 365 days.

(3) A continued stay review is required every 365 days.

Service	May not be reimbursed Concurrently	Notes/Exceptions
Tenancy Support Services (TSS)	▪ Acute Inpatient Hospitalization ▪ AFC ▪ BHGH ▪ ASAM 3.1, 3.3, 3.5, and 3.7 ▪ Residential or Inpatient Services	