

Homeless & Housing Support Services (Housing Navigation and Tenancy Services)

Community Supports (CS) are optional, non-traditional services that address social determinants of health. L.A. Care launched Homeless & Housing Support Services (HHSS) on 1/1/22, which includes Housing Navigation and Tenancy Sustaining Services. In this document, you can learn more about who is eligible and how you can make a referral.

What services are offered under each program?

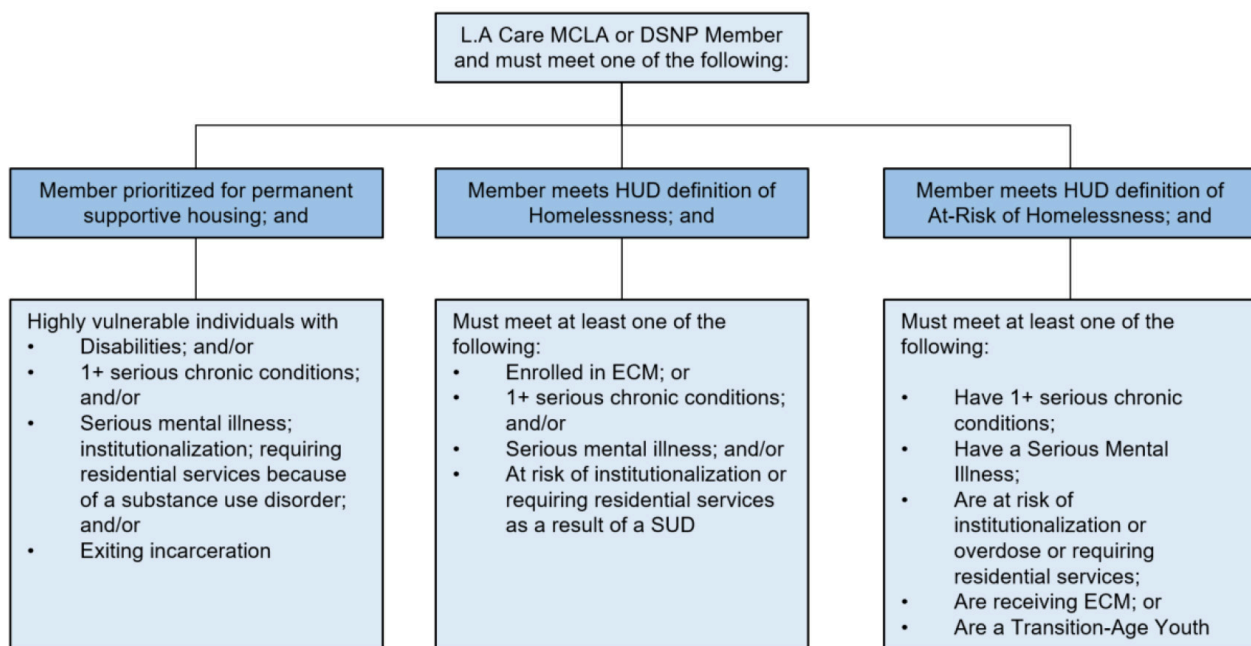
- ⚙️ Housing Navigation: Helps members experiencing homelessness or at risk of experiencing homelessness receive help to find, apply for, and secure housing
- ⚙️ Tenancy Services: Helps members who are formerly homeless or at-risk of homelessness receive support to maintain safe and stable tenancy once housing is secured
- ⚙️ *HHSS does not include housing subsidies or vouchers for members

Length of Service

Housing Navigation and Tenancy Services are each initially authorized for 12-months. If continued services are assessed as necessary, CS Provider can submit a request for re-authorization of services in 6-month increments

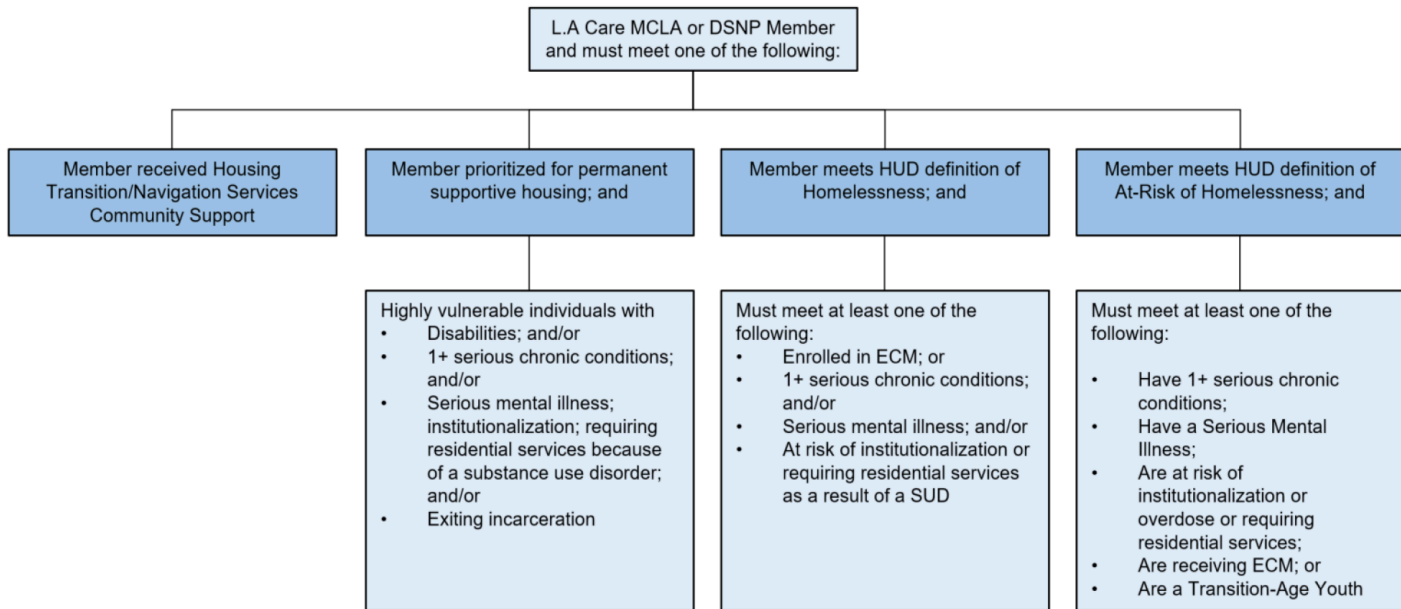
Who qualifies for the L.A. Care Community Supports HHSS Program

Housing Navigation Services



Who qualifies for the L.A. Care Community Supports HHSS Program

Tenancy Services



Restrictions and Limitations:

- ❖ HHSS has been identified as not reasonable and necessary, as documented in Member's IHSP.
- ❖ Member is enrolled in a duplicative housing navigation or tenancy services program.
- ❖ Member declines services.
- ❖ Member has previously received Tenancy Services CS (limit of single duration in the individual's life time; may be approved one additional time with documentation).
- ❖ Members enrolled with plan partners (Anthem or Blue Shield) are not eligible for L.A. Care's HHSS program.



Referral Submission Process:

- STEP 1** Referrer* must complete the HHSS Request form and obtain member consent prior to submitting request
Internal Staff please [click here](#)
Providers please [click here](#)
- STEP 2** Submit completed form via secure fax **213.536.0630**
- STEP 3** L.A. Care team will review referral and provide outcome within 5 business days via fax or mail
- STEP 4** If referral is approved, L.A. Care will notify HHSS provider and match the member with an available HHSS provider
- STEP 5** Member opt-in to participate

What happens after the referral?

- ✓ L.A. Care will notify the member and referrer (as well as provider, if service is approved)
- ✓ Member will be assigned to an HHSS provider who will reach out to opt member into HHSS and begin service
- ✓ Current Case Manager / Social Worker will continue to coordinate services with member until HHSS provider reaches out to opt member in



If you have questions, please contact us at HHSS-Referrals@lacare.org