

Housing Navigation and Tenancy Sustaining Services

Community Supports (CS) are optional, non-traditional services that address social determinants of health. In this document, you can learn more about who is eligible for Housing Navigation and Tenancy Sustaining Services and how you can make a referral.

What services are offered under each program?

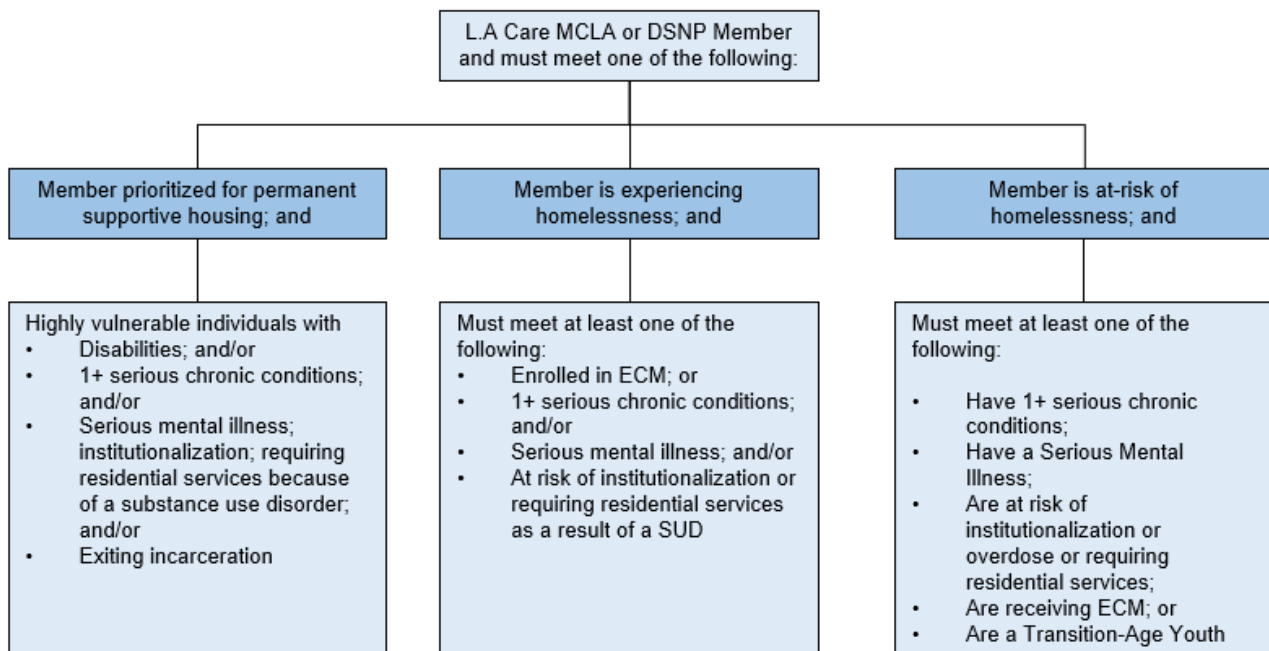
- ⚙️ Housing Navigation (HN): Helps members experiencing homelessness or at-risk of experiencing homelessness receive support to find, apply for, and secure housing
- ⚙️ Tenancy Sustaining Services (TSS): Helps members who are formerly homeless or at-risk of homelessness receive support to maintain safe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

Length of Service

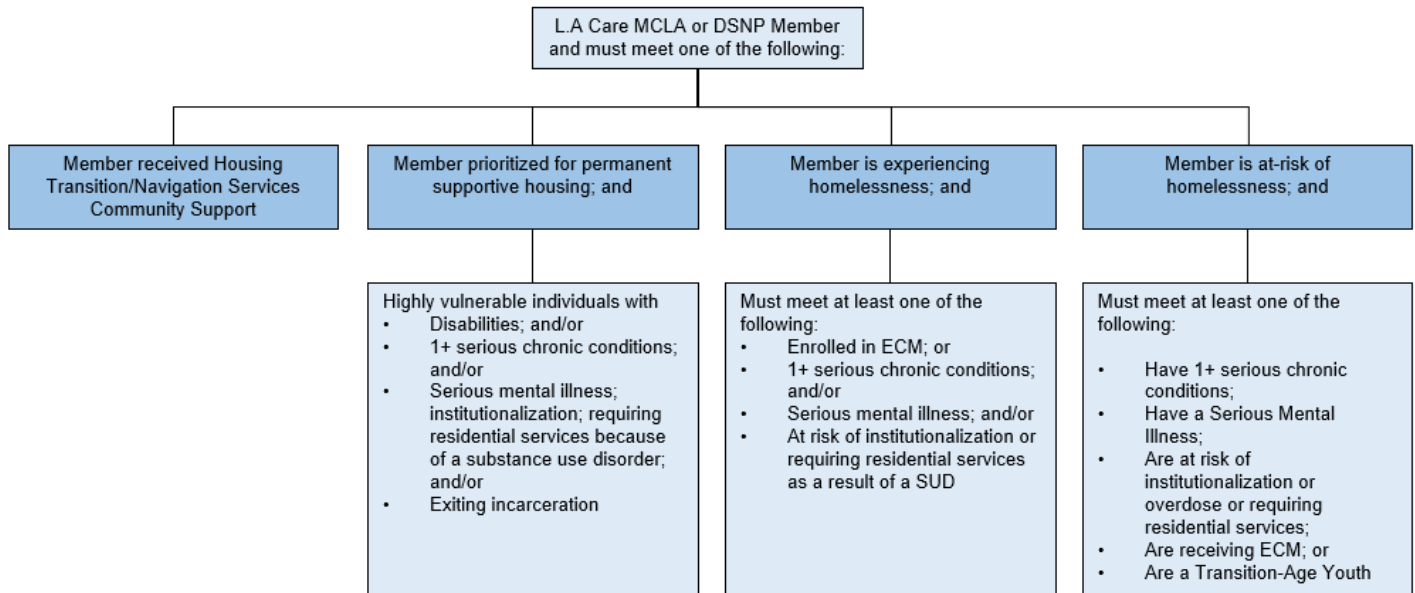
Housing Navigation and Tenancy Services are each initially authorized for 12-months. If continued services are assessed as necessary, CS Provider can submit a request for re-authorization of services in 6-month increments

Who qualifies for the L.A. Care Community Supports HN and TSS Program

Housing Navigation Services



Who qualifies for the L.A. Care Community Supports HN and TSS Program Tenancy Services



Restrictions and Limitations:

- ❖ HN and TSS 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 HN and TSS program.



Authorization Request Submission Process:

- STEP 1** Referrer* must complete the HN and TSS Request form
L.A. Care 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 the request and provide outcome within 5 business days via fax or mail
- STEP 4** If the request is approved, L.A. Care will match the member with an available HN / TSS provider
- STEP 5** Member opt-in to participate

What happens after the authorization?

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



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



Scan Here