

## Government Business Division

### Policies and Procedures

<b>Section (Primary Department)</b> Behavioral Health - Plan		<b>SUBJECT (Document Title)</b> Behavioral Health -- Permanent Supportive Housing - LA	
<b>Effective Date</b> October 1, 2015	<b>Date of Last Review</b> <del>January 10, 2022</del> December 30, 2022	<b>Date of Last Revision</b> <del>February 2, 2021</del> December 30, 2022 <del>October 31, 2022</del>	<b>Dept. Approval Date</b> <del>January 10, 2022</del> October 31, 2022 <del>Pending</del> December 30, 2022
<b>Department Approval/Signature:</b>			

**Policy applies to health plans operating in the following State(s). Applicable products noted below.**

**Products**

☒ Medicaid/CHIP

☐ Medicare/SNP

☐ MMP/Duals

☐ Arkansas

☐ California

☐ Colorado

☐ District of Columbia

☐ Florida

☐ Georgia

☐ Indiana

☐ Iowa

☐ Kentucky

☒ Louisiana

☐ Maryland

☐ Minnesota

☐ Missouri

☐ Nebraska

☐ Nevada

☐ New Jersey

☐ New York – Empire

☐ New York (WNY)

☐ North Carolina

☐ South Carolina

☐ Tennessee

☐ Texas

☐ Virginia

☐ Washington

☐ Wisconsin

☐ West Virginia

### **POLICY:**

Healthy Blue will support the Permanent Supportive Housing Program, which is a partnership between the Louisiana Department of Health and Louisiana Housing Authority (LHA), to provide deeply affordable, community-integrated housing paired with tenancy supports that assist high-risk persons with disabilities to be successful tenants and maintain stable housing. Healthy Blue is committed to improving the quality of life of our enrollees and aim to support our members who are at risk for homelessness or homelessness, by obtaining stable housing and encouraging a healthy lifestyle. Healthy Blue also aides in finding supportive services for the at risk and chronically homeless population, as well as economically vulnerable members.

~~To facilitate assisting and supporting chronically homeless and other highly economically vulnerable families and individuals with psychiatric disabilities or chronic health challenges to gain access to and remain in their own homes. Person centered services are flexible and responsive to the needs of the individuals, available when needed and accessible where the person lives to avert homelessness, institutionalization or assist individuals transitioning from an institution, chronic homelessness, or displaced by natural disasters. Services are mandated for all waiver participants to initially qualify for the program. However, once in the program, waiver participants may refuse tenancy services without threat of losing housing. This program does not, by itself or in combination with other, provide supports 24 hours a day.~~

### **DEFINITIONS:**

**Community Psychiatric Supportive Treatment (CPST)** – Goal directed supports and solution-focused interventions intended to achieve identified goals or objectives as set forth in the individual's personal treatment plan. Services may be targeted to restore, rehabilitate and

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support the individual to develop skills to relocate, rent and keep a home as well as assist the individual to develop daily living skills to manage his or her own home. CPST may assist the member and family or other collaterals to identify strategies or treatment options associated with the member's mental illness, with the goal of minimizing the negative effects of mental illness symptoms, or emotional disturbances, or associated environmental stressors which interfere with the member's daily living.

**Eligibility Criteria for PSH:**

- 1) A person who has a significant, long-term disability ~~and is currently receiving Louisiana Medicaid [KP1][KJ2] services~~ that currently receives either Mental Health Rehabilitation (OAAS), an eligible Office of Aging and Adult Services or Office of Citizens with Developmental Disabilities (OCDD) or Medicaid institutional services or Ryan White Services;
- 2) Need housing supports offered by PSH; and
- ~~3) Be very [KP3] low income (see application reference for Area Median Income requirements by Parish [KP4][KJ5])~~
- 3) 4. For some subsidies, qualifying household member must be between the ages of 18 and 61
- ~~4)~~

**LOCUS®** - is a clinical tool that evaluates and determines level of care placements for psychiatric and addiction services for adult populations. Comprehensive utilization management systems, which are designed to generate various managerial reports, aggregate patient data, track patients, and promote accurate scoring and ease of use. To administer the LOCUS, the assessor must be trained in administering the tool.

**Louisiana Department of Health (LDH)** - Provides the *services* for Permanent Supportive Housing, manages client outreach, application, and eligibility, assures sustainability through Medicaid, refers applicants to housing units.

**Louisiana Housing Corporation/Louisiana Housing Authority** - Provides the *housing* for Permanent Supportive Housing, operates state Low Income Housing Tax Credit program, administers vouchers, and maintains waiting lists.

**Louisiana Permanent Supportive Housing (PSH)** – A cross-disability program that provides access to affordable housing with rental subsidies. Supports can include: reminders to pay rent, arranging medical appointments, and other supports to assist in maintaining successful tenancy.

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Only people with disabilities who need these type(s) of supports are eligible for PSH. Rent and utilities are set at thirty percent (30%) or the tenant's income.

**Permanent Supportive Housing (PSH)** - Consists of deeply affordable, community-integrated rental housing combined with supportive services that are designed to assist households in gaining and maintaining access to safe, good quality housing. In PSH, the service recipient is the tenant and leasee. Tenancy is not contingent upon continued receipt of services. The State of Louisiana's PSH program serves low income households in which a member has a substantial long-term disability.

**PSH Provider** – A service provider who is credentialed by LDH and contracted with Healthy Blue to provide housing-related supportive services billed through the Medicaid fee schedule.

**Psychosocial Rehabilitation (PSR)** – Services designed to assist the individual with compensating for or eliminating functional deficits and interpersonal and/or environmental barriers associated with their mental illness. The intent of PSR is to restore the fullest possible integration of the individual as an active and productive member of his or her family, community and/or culture with the least amount of ongoing professional intervention. Services are to develop social and interpersonal skills to increase community awareness and tenure, enhance personal relationships, establish support networks, and develop coping strategies for effective functioning in the individual's social environment.

**Tenancy Supports** – Supports provided under CPST to that subset of recipients accepted for participation in Louisiana's Permanent Supportive Housing program. Tenancy and pre-tenancy supports are designed to help members access and maintain successful tenancy in the community-integrated, affordable housing provided through Louisiana's PSH program. Tenancy and pre-tenancy supports consist of activities such as helping members complete apartment applications, seek reasonable accommodation, negotiate and enter into leases, understand the role of tenant, understand tenant rights, develop budgets, make timely rent payments, comply with terms of lease, adjust to new home and neighborhood (including how to get to and access essential services), apply for income benefits such as SSI, comply with medication and other treatment regimes, and develop/implement crisis plans to avoid eviction.

#### Available Housing Resources:

**Continuation of Care (COC) (Formally Shelter + Care)** - Addresses the needs of chronically homeless individuals who have been homeless for a period of one (1) year or longer. Individuals that are defined as chronically homeless are in the high needs tier and most susceptible to deteriorating with mental and physical health challenges.

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~~My Choice Louisiana - Focuses on transitioning people with serious mental illness out of nursing homes and diverts them to appropriate community-based services.~~

~~Non-Elderly Disabled (NED) Voucher - For individuals 18 - 61 years old who are non-elderly, disabled and head of household. This voucher allows them to lease affordable private housing of their choice.~~

~~Project-Based Voucher - Project-based means these vouchers are tied to the property and unit, and tenants cannot use them to rent another unit if they move.~~

~~Tenant-Based Voucher~~ [KP6][KJ7] ~~The TBV/Section 8 allows participants to find their own housing, including single family homes, townhouses, and apartments. The participant is free to choose any housing that meets the requirements of the program.~~

~~The Section 811 Program - The Section 811 Program allows persons with disabilities to live as independently as possible in the community by subsidizing rental housing opportunities, which provide access to appropriate supportive services.~~

~~Continuation of Care (COC) (Formally Shelter + Care) - Addresses the needs of chronically homeless individuals who have been homeless for a period of one (1) year or longer. Individuals that are defined as chronically homeless are in the high needs tier and most susceptible to deteriorating with mental and physical health challenges.~~

~~My Choice Louisiana - Focuses on transitioning people with serious mental illness out of nursing homes and diverts them to appropriate community-based services.~~

~~Non-Elderly Disabled (NED) Voucher - For individuals 18 - 61 years old who are non-elderly, disabled and head of household. This voucher allows them to lease affordable private housing of their choice.~~

~~Section 8~~ [KP8][KJ9] ~~Section 8 assistance is "project-based," meaning the subsidy is committed by HUD for units of a particular property for a contractually determined period. The other type of assistance is "tenant-based," where the subsidy is committed by HUD on an individual tenant basis and monitored by local housing authorities.~~

**PROCEDURE:**

- 1) LDH PSH Program will be responsible for:
  - a. Recruiting and training of providers that will work with Healthy Blue to contract services;

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- b. Ensuring qualifying individuals meet all selection criteria;
- c. Maintaining an updated roster of all individuals housed through the program
- d. Overseeing and managing waitlists for all regions
- e. Communicate with Healthy Blue regarding system-selected members and PSH provider assignments

2) Healthy Blue will:

- ~~Contract with providers to provide Tenancy Supports and when applicable and accepted by the member, Case Management;~~
- a. Assist potentially eligible enrollees in completing the PSH Program application.
- b. Within one (1) business day of receipt of a request from designated LDH PSH Program staff, provide accurate information about current and past service authorizations and encounters for an enrollee, particularly for behavioral health services such as Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), and Assertive Community Treatment (ACT).
- c. Ensure timely [KP10] prior authorization for PSH tenancy and pre-tenancy supports as applicable, targeting three business calendar days to complete authorization.
- d. Ensure PSH tenancy supports are delivered in a timely and effective manner in accordance with an appropriate plan of care.
- e. Respond timely [KP11] targeting in three business days rapidly to TserviceService problems identified by PSH Program management, including, but not limited to, those that place an enrollee's/tenant's housing or PSH services at risk.
- f. Work with PSH Program management to ensure an optimal network of qualified service providers trained by the LDH PSH Program staff or designee to provide tenancy supports across disability groups and certified to deliver services as defined in the PSH Provider Certification requirements.
- g. To The Program Consultant/ Liaison will work with LDH PSH Program staff to ensure effective performance of contract responsibilities and requirements, implementation, and delivery of PSH services, and to address problems or issues that may arise ensure effective accomplishment of the responsibility required in this section, the Healthy Blue shall:
  - a. Identify a PSH program liaison [KP12][KJ13], subject to approval by LDH, to work with LDH PSH program staff to ensure effective performance of contract responsibility and requirements, effective implementation and delivery of PSH services, and to address problems or issues that may arise.
  - ~~Assist with statewide targeted outreach to Enrollees/ household who could benefit, and advise LDH-PSH if the Liaison is changed, -~~
  - ~~h. The Program Consultant/ Liaison also assists with statewide targeted outreach to enrollees/households who could benefit from PSH, including~~

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those enrollees who are least likely to apply. Healthy Blue will also ensure participation of appropriate and sufficient staff for effective representation on LDH-convened PSH outreach committee(s).

b.

c. Develop for approval by LDH PSH program staff written policies and procedures necessary to implement the PSH-related requirements of the Contract. Initial version of PSH policies and procedures shall be submitted to LDH prior to Readiness Review. PSH Program staff will work with the Healthy Blue to ensure consistent policies and procedures across MCOs.

~~b. Upon request, assist LDH PSH program with new provider recruitment;~~

~~c. Assure MHR assessments, reassessments, and authorizations are timely and appropriate;~~

~~d. Prepare a Plan of Care (PoC) that includes tenancy supports;~~

~~Ensure the PSH provider has the PoC and information about any other MHR provider working with the member;~~

~~e. Participate in PSH Outreach Committee;~~

~~e. Outreach to qualified members;~~

~~e. Periodically report to LDH on outreach efforts as requested;~~

~~e. Assist members to complete PSH application as needed. Applications may be submitted by secure email, fax, or mail to the appropriate address located on the application. Note: Healthy Blue may contact the LDH PSH Program office to find out if an applicant meets criteria;~~

~~e. Healthy Blue may, at any time, contact the office of LDH PSH Programs to verify if an applicant has been approved;~~

~~e. Any communications to LDH PSH Program may be through email, phone, or fax. Secure email is preferred;~~

3) Tenancy and Pre-tenancy supports are designed to help members access and maintain successful tenancy in the community-integrated, affordable housing provided through Louisiana's PSH program. Tenancy supports include assistance in the following areas:

a. Housing application<sup>[KP14][KJ15]</sup> and a developing a housing plan;

b. Eligibility requirement & addressing housing barriers;

c. Understanding role and rights of tenant;

d. Engagement & Planning for support needs once living in PSH;

e. Housing search & choosing a unit that is a reasonable accommodation;

f. Negotiating and entering into leases;

g. Arranging for actual move;

h. Ensuring unit & individual are ready for move in;

i. Adjusting to a new home and neighborhood;

j. Sustained, successful tenancy;

k. Personal satisfaction: Relationships, employment/education;

l. Flexing the type, intensity, frequency & duration of services based on needs &

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- preferences;
- m. Developing personal budgets;
- n. Making timely rent payments;
- o. Complying with terms of lease;
- p. Applying for income benefits such as SSI;
- q. Complying with medication and other treatment regime; and
- r. Developing/implementing crisis plans to avoid eviction.

~~Members in MHR services assessed for Case Management and offered services by a contracted provider may include as a responsibility of that provider, but not limited to:~~

4) Members in MHR services assessed for Case Management and offered services by a contracted provider may include as a responsibility of that provider, but not limited to:

5) Case Management Services:

- a. Support Coordination (SC)
- b. Transition Intensive Support Coordination (TISC)
- c. Transition Service
- d. Environmental Accessibility Adaptations (EAA)
- e. Home Delivered Meals
- f. Personal Emergency Response System (PERS)
- g. Adult Day Health Care (ADHC)
- h. Personal Assistance Service (PAS)
- i. Nursing Services
- j. Skilled Maintenance Therapies
- k. Assistive Technology

6)5) \_\_\_\_\_ Communicate with Provider and team member ensuring member transition or remain in the home;

7)6) \_\_\_\_\_ Coordinate team meeting for the Plan of Care (POC) meeting;

8)7) \_\_\_\_\_ Discuss roles and interventions to include in POC;

9)8) \_\_\_\_\_ Arrange and send invites to the support team for quarterly meetings;

10)9) \_\_\_\_\_ Provide affordable, community-integrated housing with tenancy supports assisting members with disabilities to be successful tenants and maintain stable housing (see definitions);

11)10) \_\_\_\_\_ Complete LOCUS, initially/annually Assessment and Plan of Care;



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~~12~~11) Conduct quarterly POC face-to-face meetings and monthly phone calls;

~~13~~12) Ensure health, welfare and participant's needs are met;

~~14~~13) Acts as a primary contact to waiver participants, disseminating information to the member;

~~15~~14) Complete the Assessment Tool that provides:

- a. Comprehensive Assessment;
- b. Program Eligibility initially;
- c. Annual support for continued services;
- d. Acuity based score that determines budget amount;

~~16~~15) Complete the Housing Needs Assessment;

- a. SC will need to know the outcome of the assessment to assist and address the needs in the Plan of Care (POC);

~~17~~16) Plan of Care addresses PSH services in the Intervention Section that will be provided to the participant;

- ~~a.~~ Flexible Schedule will have monthly units and the months being delivered;

~~18~~17) PSH provider agrees orally or by signing POC that they will provide service; Get to know your participants and their environment/build rapport;

- a. Identify and document risks;
- b. Maintain regular communication; detect early warning signs
- c. Reinforce the right to be safe and how to report abuse;
- d. Help implement strategies for addressing and monitoring situations that arise;
- e. Contribute to quality improvement;

~~19~~18) Budget;

- a. SC responsible for accuracy and does not exceed individual's budget amount;

~~20~~19) Freedom of Choice;

- a. Participants have the right to choose their provider of services;
- b. Participants have the right to change providers;

~~21~~20) Participant Rights and Responsibilities;

- a. Home Community Based Services Rights and Responsibilities;
- b. Given initially and annually to Case Management participants;
- c. Includes how to:



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- i. Report abuse and neglect;
- ii. Report Critical Incidents;
- iii. File complaints, grievances, and appeals;
- iv. Inform SC/Providers medical, health, supports, address, and phone number changes;

~~22~~21) Ensure Health and Safety;

- a. Waiver recipients will be safe in the community;
- b. Individuals must sometimes be discharged from Case Management because their safety cannot be assured;
- c. This often happens due to decline in physical, cognitive, or mental health; &/or if person is unable to work with the plan of care, treatments, etc. at that time;

~~23~~22) Waiver Discharge;

- a. SC, PSH provider, and other members of individual's team need to work together to resolve the risk;
- b. Include RO (Regional Office) for additional assistance;
- c. RO may refer to Service Review Panel (SRP) at State Office;
- d. No discharge of anyone for Health & Welfare without SRP review;

~~24~~23) If participant does not meet LOC:

- a. SC will discuss with RO possible closure;

**Note:** Loss of MHR Services or Waiver does not lead to the loss of the PSH unit.

~~25~~24) Document services, as appropriate;

~~26~~25) All staff must fulfill the orientation, training, and annual review requirements required and delivered through the LDH PSH program office.

**REFERENCES:**

- Healthy Louisiana Contract Section ~~2.7.14 3.3; 7.15.2.1.1~~
- LDH PSH Louisiana <http://new.dhh.louisiana.gov/index.cfm/page/1732/n/388>.
- LDH PSH Louisiana application  
<http://new.dhh.louisiana.gov/assets/docs/OAAS/PSH/PSH-Application.pdf>
- ~~LDH PSH Louisiana <http://new.dhh.louisiana.gov/index.cfm/page/1732/n/388>~~
- Louisiana Behavioral Health Partnership Service Authorization Criteria
- Rights and Responsibilities OAAS-RF-10-005

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- Section 8 Program – (Louisiana Housing Corporation). <https://www.lhc.la.gov/public-housing>
- Section 811 Program - (U.S. Department of Housing and Urban Development (HUD), 2020)
- Subsequently: (HUD, 2020). [https://www.hud.gov/program\\_offices/housing/mfh/progdesc/disab811#:~:text=Through%20the%20Section%20811%20Supportive,low%20income%20adults%20with%20disabilities.](https://www.hud.gov/program_offices/housing/mfh/progdesc/disab811#:~:text=Through%20the%20Section%20811%20Supportive,low%20income%20adults%20with%20disabilities.)
- ~~Section 8 Program – (Louisiana Housing Corporation). <https://www.lhc.la.gov/public-housing>~~

**RESPONSIBLE DEPARTMENTS:**

**Primary Department:** Behavioral Health - Plan

**EXCEPTIONS:**

None

**REVISION HISTORY:**

Review Date	Changes
10/01/2015	<ul style="list-style-type: none"><li>• New</li></ul>
12/29/2016	<ul style="list-style-type: none"><li>• For annual review</li><li>• DHH updated to LDH</li><li>• References placed in alphabetical order</li></ul>
12/20/2017	<ul style="list-style-type: none"><li>• For annual review</li><li>• Amerigroup references updated to Healthy Blue</li></ul>
11/28/2018	<ul style="list-style-type: none"><li>• For annual review</li><li>• Updated to definition section and placed in alphabetical order</li></ul>
12/02/2019	<ul style="list-style-type: none"><li>• Annual Review</li><li>• Edits within definitions</li><li>• Reference link removed</li><li>• Moved to updated template</li></ul>
02/02/2021	<ul style="list-style-type: none"><li>• Annual review</li><li>• Update to policy description to include transition due to natural disasters and services are mandated for all waiver participants to</li></ul>

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Review Date	Changes
	<p>initially qualify for the program.</p> <ul style="list-style-type: none"> <li>• Update to Louisiana Housing Corporation/Louisiana Housing Authority definition</li> <li>• Update to PSH provider definition</li> <li>• Update to LDH PSH program responsibilities under procedure</li> <li>• Updates to Healthy Blue responsibilities under procedure (i.e. application submissions and update to reporting requirements.)</li> </ul>
01/10/2022	<ul style="list-style-type: none"> <li>• Annual Review; no changes</li> </ul>
<u>12/30/2022</u>	<ul style="list-style-type: none"> <li>• <del>Annual</del><u>Off Cycle</u> Review for LA Rebid 2023 Readiness</li> <li>• <u>Updated policy and procedure</u></li> <li>• <u>Updated definitions and a</u><del>Added</del> available resources section</li> <li>• <u>Alphabetized and updated references</u></li> <li>— <u>Updated procedure</u></li> <li><u>Updated references</u></li> </ul>
<u><del>12/30/22</del></u>	<ul style="list-style-type: none"> <li>• <u>Updated policy to incorporate feedback received from LDH. <del>previously</del></u> <u>for Readiness and State's feedback currently.</u></li> </ul>