	DEPARTMENT: Case Management
LOCAL HEALTH PLAN: Louisiana	LINE OF BUSINESS: Medicaid
TITLE: PERMANENT SUPPORTIVE HOUSING (PSH)	NUMBER: LA015.10
EFFECTIVE DATE: 10/10/2022	PAGE: 1 of 3
REVIEWED:	AUTHORIZED BY: CMO Louisiana

PURPOSE:

The purpose of the policy is to support Louisiana Department of Health’s (LDH) Permanent Supportive Housing Program (PSH). UHC will provide PSH Program Liaison to support LDH PSH program, which is a collaboration between LDH and the Louisiana Housing Authority (LHA) to provide extremely affordable, community integrated housing paired with tenancy supports that assist high-risk Enrollees with disabilities to be successful tenants and maintain stable housing.

DEFINITIONS:

Refer to UnitedHealthcare Community and State Standard Definitions.


SCOPE/POLICY:

UnitedHealthcare Community Plan (UHC) will provide the following services:

1. UnitedHealthcare Community Plan (UHC) will comply with the Louisiana Department of Health (LDH) contract requirements for Permanent Supportive Housing (PSH). In keeping with LDH’s contract requirements to ensure eligible enrollees are granted an opportunity to obtain safe, affordable, energy-efficient housing and support services under the PSH program, UHC has developed policies and identified staff to collaborate with LDH and coordinate PSH services as identified by contract requirements. (2.7.14.1)

A. The PSS will receive Enrollee’s referrals through case management platform and assess for PSH Program eligibility criteria. PSS will review potential Enrollees [MHR behavioral health services](#) ^[KP1]authorizations. [There will be a 3-day maximum turnaround for authorization requests.](#) PSS will contact Enrollees to schedule a date and time to discuss and complete application. Upon Enrollee’s acceptance, PSS will assist Enrollees with completing program application. PSS will submit Enrollees application to PSH program. [The PSS will review and assist members with denial letters and appeals process including the 30-day requirement and how to request a telephonic appeal conference, if eligible.](#) (2.7.14.2.1)

B. Within one (1) business day of request by the designated LDH PSH program staff, the Health Plan’s PSS will provide accurate information about current and past service authorizations and encounters, particularly for behavioral health services such as Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), and Assertive Community Treatment (ACT). (2.7.14.2.2)

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EFFECTIVE DATE: 10/10/2022	PAGE: 2 of 3
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C. The PSS will refer to the Program Enrollment process to enroll Enrollees who agree to participate in the Peer Support Services (PSS) program. The PSS will provide face to face and telephonic outreach and services to Enrollees. (2.7.14.2.3)

D. A Plan of Care (POC) will be completed for every Enrollee participating in the PSS PSH program to ensure the effective and timely delivery of tenancy support according to LDH’s PSH Program and contract requirements. (2.7.14.2.4)

E. UnitedHealthcare Community Plan will adhere to the Louisiana Department of Health’s (LDH) contract, policies, and procedures to address service issues as soon as they are brought to their attention by the PSH program administration. (2.7.14.2.5)


F. To establish a network of competent service providers, UnitedHealthcare Community Plan will comply with the Louisiana Department of Health’s (LDH) Contract, Policies, and Procedures. (2.7.14.2.6)

G. UHC Housing Liaison will operate as the designated PSH Program Liaison to ensure that PSH services are effectively implemented and delivered. UHC will also have Peer Support Specialists to further ensure the success and effective implementation and delivery of the PSH program services. (2.7.14.3.1)

H. UHC Housing Liaison will assist with statewide targeted outreach to Enrollees/households who could benefit from PSH, including those Enrollees who are least likely to apply. United Healthcare Community Plan shall ensure participation of Contractor staff appropriate and sufficient for effective representation on LDH-convened PSH outreach committee(s). (2.7.14.3.2)

H. The Louisiana Department of Health (LDH) Contract, Policies, and Procedures will be adhered to by UnitedHealthcare Community Plan to reach out to Enrollees and households who may be eligible for PSH. (2.7.14.3.3)

I. UnitedHealthcare Community Plan will comply with the Louisiana Department of Health (LDH) Contract and Policy and Procedures to establish uniform policies and practices among MCO’s, PSH program personnel will collaborate with the Contractor. (2.7.14.3.3)

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REFERENCES:

1. CONTRACT BETWEEN STATE OF LOUISIANA – LOUISIANA DEPARTMENT OF HEALTH Bureau of Health Financing AND UnitedHealthcare of Louisiana, Inc. dba United Healthcare Community Plan Effective 01/01/2023
2. Medicaid Managed Care Organization Contract

APPROVED BY:

Felice Hill MD

10/10/2022

 (Insert Name/Title)
 Chief Medical Officer
 Louisiana Community and State

 Date

I. REVIEW HISTORY:

Effective Date	Key update from Previous Version	Reason for Revision
10/10/2022	New Policy: Content Provided by Felice Hill and Catina Griffin	N/A