

**** Housing Pilot Program Provider Billing and Reimbursement**

Reimbursement Process:

Providers participating in the Housing Pilot Program need to **request a registration for services** prior to billing for any housing pilot program service(s) as described below. A registration for services can be initiated by contacting Beacon Health Options at 1-866-510-0797 or email CM_Housing@BeaconHealthOptions.com and includes all housing services outlined below for up to 6 months. All Housing Pilot Program services will be reimbursed at the contracted rate.

Contracted providers will be reimbursed for the housing services below:

| Service | Procedure Code | Modifier | Coverage and limitations | Provider Type |
|--|----------------|----------|---|---|
| Transitional housing services | H0043 HK | | 1 per day, max of 3 days per month | Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor) |
| Transitional housing services incidentals | H0043 HK | UK | Max amount \$500, one time incidental. Member must be receiving transitional housing services to be eligible† | Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor) |
| Tenancy sustaining services | H2015 HK | | 16 units per day; max 128 units per month†† | Case Manager registered as a provider type 91 (Case Management Agency) or 32 if supervising (Case Management Supervisor) or a qualifying Community Support and Rehabilitative Service provider type |
| Mobile crisis management | H2011 HK | | 32 units per day, no benefit max†† | Master’s degree level clinician under the supervision of a licensed master’s level clinician (i.e., licensed clinical social worker, licensed mental health counselor, or licensed marriage and family therapist) |
| Self-help/peer support | H0038 HK | | 16 units per day; max 128 units per month†† | Certified Recovery Peer Specialist (CRPS) or Peer working towards certification and under the supervision of a Certified Recovery Specialist |

* Services in excess of the coverage and limitations will be reviewed for appropriateness.

† Incidentals can be used for one-time case assistance for rental deposits, rental assistance, and to purchase items in order to furnish housing unit.

†† 1 unit=15 minutes, unless otherwise documented

Inclusion of Z-codes on claims:

When submitting claims consider submitting z-codes on the claim as a secondary or tertiary diagnosis to report factors influencing members health and housing status. Below are some **commonly** used z-codes related to homelessness or at risk for homelessness.

| Diagnosis Code | ICD-10 Description |
|----------------|--|
| Z59.0 | Homelessness |
| Z59.1 | Inadequate housing |
| Z59.2 | Discord with neighbors, lodgers and landlord |
| Z59.3 | Problems related to living in residential institution |
| Z59.4 | Lack of adequate food and safe drinking water |
| Z59.5 | Extreme Poverty |
| Z59.6 | Low income |
| Z59.7 | Insufficient social insurance and welfare support |
| Z59.8 | Other problems related to housing and economic circumstance |
| Z59.9 | Problem related to housing and economic circumstances, unspecified |

*Please note this is not a comprehensive list of Z-codes

Ensuring Continuity of Care:

Aetna Better Health will honor any ongoing treatment that was authorized prior to the recipient’s enrollment into the plan for up to **60 days** after the member has switched plans.

Claim Related Provider Complaints:

Claim related or non-claim related complaints may be escalated to the Housing Program Contact Person. If reaching out through email, please include “Housing Program Complaint” on the subject line and provide a brief description of the complaint and contact information where to be reached.

Contact Information

Beacon Health Options, INC -

Attn: Claims and Correspondence

PO Box 1870

Hicksville, NY 11802-1870

Claim Form: CMS1500

Paper Claims: Processed within 15-30 days of receipt.

Hours: Monday – Friday, 8 a.m. – 7 p.m. ET

Toll Free Number: 1-866-510-0797

Provider Services Fax: 1-800-370-1116

Provider Services Email Address:

Miami_Partners@BeaconHealthOptions.com

Housing Program Contact Persons:

- **Beacon Health Options**

Stacy Trull, LMHC

Regional Director Care Management – Southeast/Central

Email: Stacey.Trull@beaconhealthoptions.com

Phone: 781-315-1447

- **Aetna**

Meagan Towner, LCSW

Behavioral Health Clinical Liaison

Email: TownerM@aetna.com

Phone: 954-331-6408

Web-Portal:

<https://www.beaconhealthoptions.com/providers/beacon/eservices-edi/>

eServices register/login:

<https://provider.beaconhealthoptions.com/RegistrationLander.aspx>

If you have a technical question about eServices, please contact the EDI Helpdesk:

Phone: 1-888-247-9311; Monday through Friday between 8 a.m. and 6 p.m. ET

Email: e-support.services@beaconhealthoptions.com