

Housing Supports program

Overview



The Housing Supports program is a set of housing services created to ensure that Medicaid/NJ FamilyCare members live in a safe, healthy, and affordable home. The program is intended to provide much-needed support to some of Medicaid's most vulnerable members, including those with complex medical or behavioral health needs who are also homeless or at-risk of homelessness.

The Housing Supports program consists of four services:

- Pre-tenancy services (case management)
- Tenancy sustaining services (case management)
- Move-in supports
- Residential modification and remediation services

Member eligibility criteria

To be considered eligible for the Housing Supports program an individual must meet each of the following items:

- 1) Enrolled with Aetna Better Health of New Jersey
- 2) Meet at least one social-risk criteria (homeless, at-risk of homelessness, transitioning from an institution, or recently released from correctional facilities)
- 3) Meet at least one clinical-risk criteria (such as: chronic health condition, mental health condition, substance misuse, pregnancy, complex medical health due to disability, sexual / domestic violence, assisted living needs, repeated emergency use / hospitalization)

To learn more about the program and whether you qualify, please email: Ana Puello, Housing Services Manager at ana.puellomateo@aetna.com.

Accessing services

There are several ways members may access Housing Supports services.

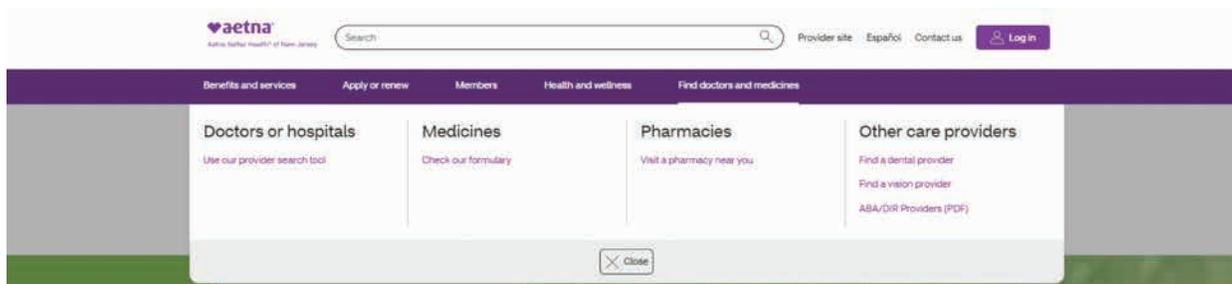
- 1) Any individual or organization may refer you to the program by emailing NJHousingServices@aetna.com, including community organizations and family members.
- 2) You may also directly apply for services to NJHousingServices@aetna.com. Through both pathways, members must be screened for eligibility to participate.

Service requirements

Members participating in pre-tenancy and tenancy-sustaining services will be supported across the managed care continuum. In addition to community organizations providing on-the-ground housing assistance, members are assigned a housing specialist with Aetna Better Health of New Jersey to help coordinate the navigate Housing Supports program. If not already enrolled, members may additionally be assessed for care management services, which helps members achieve housing goals together with broader health needs.

Finding a provider

- Members can search for in-network providers across tenancy services, home modifications and remediation services, and move-in supports here: aetnabetterhealth.com/newjersey/index.html.
- To find a provider, members can use the search bar at the top of the page by searching “Housing Supports Providers”



- If a desired provider is out-of-network, email NJHousingServices@aetna.com.
- Members can also call Member Services to find in-network providers. You can call Member Services at 1-855-232-3596 (TTY: 711), 24 hours a day, 7 days a week.

Contact information

Housing services team Aetna Better Health of New Jersey

- Joel Martinez, Housing Director: Martinezj15@aetna.com
- Ana Puello, Housing Services Manager: Ana.Puellomateo@aetna.com
- Courtney Smith, Housing Specialist, Northern Region: Smith.Courtney15@aetna.com
- Vanessa Mercado, Housing Specialist, Southern Region: Mercado.Vanessa@aetna.com

Housing benefits overview

Service/ Benefit	Members in DDD, MLTSS, or FIDE SNP	NJ FamilyCare Plan A/ABP	NJ FamilyCare Plan B	NJ FamilyCare Plan C	NJ FamilyCare Plan D
Housing Supports	<p>Covered by ABH NJ (all plans) Covers pre-tenancy services, tenancy sustaining services, home modifications and remediations, and move-in supports based on Housing Supports eligibility criteria</p>				

Service offerings Program includes four broad services			
Pre-Tenancy Services	Tenancy Sustaining Services	Move-in Supports	Residential Modifications and Remediations
<ul style="list-style-type: none"> • Develop an individualized housing support plan to help member achieve their goals • Assist with the housing search and application process • Provide connections to resources aiding with housing costs and other expenses 	<ul style="list-style-type: none"> • Develop an individualized housing support plan to help member achieve their goals • Assist with lease renewals and housing certifications • Connect members to financial resources and social services • Assist in addressing behaviors that may jeopardize housing • Assist in resolving disputes with landlords 	<ul style="list-style-type: none"> • Pay for the set-up of the new housing unit, to address needs identified in the person-centered care plan • Pay for the move and supporting the details of the move 	<ul style="list-style-type: none"> • Provide remediation services, including air filtration devices, asthma remediation • Modify home environment (ramps, handrails, grab bars) • Provide medically necessary heating and cooling

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。