



# Permanent Supportive Housing Program HCA Modification Updates August 28, 2018

# The journey to PSHP standardization

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DHS collected substantive input through different outlets (direct feedback from PSH Providers and ICH Medicaid Workgroup) *[Completed]*

2

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DHS worked closely w/OCP to standardize the scope and performance expectations for PSH Program *[Completed]*

3

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OCP worked with PSH providers to modify Human Care Agreements *[Completed]*

4

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DHS to spearhead efforts to standardize PSH rates, streamline service delivery and to further expand PSHP scope and incorporate opportunities for Medicaid billing



# How did we get here?

- Capitalizing substantive feedback from Providers, DHS standardized the case management service delivery across the two PSH Provider cohorts, aiming to offer a seamless customer experience to PSH individuals and families
- Allow all PSH providers to access appropriate compensation for unsuccessful client outreach efforts (partial outreach fee - 25% of case management services)

# PSH HCA Modification Highlights

- Providers can bill a partial outreach fee (25% of the full case management fee/client) for unsuccessful proactive client contact attempts
- Updated the program description, new definitions for key terms referenced in the HCA
- Updated guidance on case management expectations for PSH individual clients and PSH families, clarified roles and responsibilities
- Streamlined provider expectations covering:
  - General expectations for case management services
  - Case loads standards
  - Client contact standards
  - Provider organizational requirements
  - Staffing, training and supervision requirements
- Updated list of deliverables to reflect the updated HCA requirements

# PSH HCA Modification – Review Process

## PSH Mod Executive Review

Deep Dive PSH Mod Review –  
Session 1

Deep Dive PSH Mod Review –  
Session 2

PSH Mod Questions & Answers

PSH Mod Executed

[June 5, 2018]

[June 13, 2018]

[June 27, 2018]

[June - July 2018]

[August 2018]

PSH Senior  
Executive Teams

PSH Program  
Directors and  
Managers

PSH Program  
Directors and  
Managers

PSH Provider  
representatives,  
OAS team, PSHP  
team, OCP team

PSH Providers  
& OCP

# PSH HCA Modification – Current Focus

DHS is working closely with providers to support them in with meeting new HCA requirements:

- DHS is providing templates for HCA deliverables and offers technical assistance on how to utilize
- DHS Contract Administration is working closely with providers to streamline the invoicing process and ensure a seamless transition to the new eInvoicing platform
- DHS is issuing guidance around background checks and staffing requirements
- DHS will launch PSH Monitoring strategy in October 2018 to further help PSH providers maintain compliance with the PSH HCA requirements.

# Next Steps – FY19

- Complete a cost analysis for existing PSH statement of work
- Offer PSH1 providers the opportunity to continue to partner with DHS after the last option year expires, by opening the PSH2 qualification process
- Develop a new PSH solicitation that incorporates comprehensive services models for PSH clients, standardized rate structures, clear performance metrics and creates a platform for future Medicaid billing integration.