

PROVIDER MEMO

To: SCFHP Enhanced Case Management Providers
From: Lori Andersen, Director, Long Term Services and Supports
Date: January 14, 2022
Subject: HHP/WPC Members Transitioning to Community Supports Housing Navigation

Dear Enhanced Case Management (ECM) Providers,

This communication is to emphasize the expectation that ECM providers prioritize outreach attempts to ECM transitioning members who were receiving Housing Navigation Services with the Health Homes Program (HHP) or Whole Person Care (WPC). Please contact these newly transitioned members to determine the need for continued Housing Navigation Services under Community Supports.

ECM providers must:

- Review a one-time Housing Transition Services List (HTSL) indicating the assigned ECM members who were receiving Housing Navigation Services under HHP or WPC as of 12/31/2021.
- Prioritize outreach attempts to members on the HTSL. This will help us transition HHP and WPC members to Community Supports and maintain continuity of services for those in need of housing support.
- During your outreach to these members, conduct a review of their housing needs. This review should be done within the first month of the member's ECM assignment (i.e., January) to minimize a gap in Housing Navigation Services.
- If members are in need of Housing Navigation Services, submit a Community Supports referral to SCFHP through the [Provider Portal](#).
- If members are not in need of Housing Navigation Services, document in the case file.

With this memo, SCFHP has sent the HTSL file that identifies the members who need prioritized outreach. Please use the HTSL as a way to track and report the outcome of your outreach. The fields that ECM providers must fill in for each member on the HTSL include the number of outreach attempts, the date the member was successfully contacted, the member's housing need assessment, and the date a referral was submitted to SCFHP for Community Supports Housing Transition Navigation Services. ECM providers must conduct the outreach within the first month of assignment and submit the outreach outcome report to SCFHP via SFTP by the close of business on **February 4, 2022**. This information is required by Department of Health Care Services (DHCS) for SCFHP's transition reporting.

The transition process flow has been attached for your reference.

Questions related to ECM or to Community Supports may be relayed via email to ECM@scfhp.com or CommunitySupports@scfhp.com respectively.

TRANSITION FLOW FOR SCFHP MEMBERS RECEIVING HOUSING NAVIGATION SERVICES IN HEALTH HOMES PROGRAM OR WHOLE PERSON CARE AS OF 12/31/2022

