



**Gold Coast
Health Plan**SM
A Public Entity



**Community
Supports**

Provider Certification Application

Transitional Rent Application

Community Supports (CS) Provider Certification Application: Transitional Rent Application

Instructions

1. This Transitional Rent Application reflects the requirements and expectations set forth by DHCS and GCHP to serve as a CS provider for GCHP members.
2. Please complete the CS Provider Application and submit to calaimpr@goldchp.org with the subject line “CS Provider Application.”
3. If you have questions, please participate in GCHP’s Technical Assistance Convenings or contact calaimpr@goldchp.org.
4. As you complete your application, please be aware that GCHP will conduct a readiness review process to ensure that you meet DHCS requirements and can provide the services in the manner set forth in DHCS policy and GCHP’s P&P. To that end:
 - a. Please carefully review the expectations for providing CS services as set forth in the guidance documents cited at the end of these instructions and to be discussed in GCHP’s Technical Assistance Webinars.
 - b. Please review these expectations within your organization to ensure that you have a clear understanding of them and are prepared to deliver the services. There may be additional discussion and/or requirements for specific populations of focus as described in the CS Policy Guide referenced in these instructions.
 - c. Please provide details about how your organization will implement the CS services to meet the expectations of the program. Please be clear and concise in your submissions so that reviewers will understand how your organization provides CS services.
 - d. If you have any subcontractors providing any part of CS services on behalf of your organization, please submit a copy of the MOU / contract as part of your application.
 - e. If you are proposing that a subcontractor fulfill the CS provider requirements, please also complete Section 10: Oversight & Monitoring.
5. GCHP will review all applications and respond to individual CS providers with request for additional information or clarification for areas of the application that do not satisfy the CS requirements.
6. For all narrative responses, please be clear and concise. Please limit your responses to 500 words or less for each section
7. Do not include any PHI or PII.
8. Avoid acronyms when possible or define acronyms in list in a supporting document.
9. Use the standard naming convention across all files.
10. Please see the following reference materials for your information and assistance:
 - a. DHCS Reference Documents for ECM and CS: [The ECM and CS Standard Provider Terms and Conditions](#) document provides details on provider expectations.
 - b. DHCS CS Policy Guideline: [This guideline](#) provides state guidance on all CS.

Acronym key:

- Activities of Daily Living (ADL)
- Alternative Format Selection (AFS)
- Certified Aging-in-Place Specialist (CAPS)
- Community Health Workers (CHWs)
- Community Supports (CS)
- Continuum of Care (CoC)
- Coordinated Entry System (CES)
- Department of Health Care Services (DHCS)
- Enhanced Care Management (ECM)
- Gold Coast Health Plan (GCHP)
- Health Insurance Portability and Accountability Act (HIPAA)
- High-Efficiency Particulate Air (HEPA)
- In Home Supportive Services (IHSS)
- Instrumental Activities of Daily Living (ADLs)
- Integrated Pest Management (IPM)
- Managed Care Plan (MCP)
- Memorandum of Understanding (MOU)
- National Provider Identifier (NPI)
- Personal Emergency Response System (PERS)
- Personally Identifiable Information (PII)
- Primary Care Provider (PCP)
- Process and Procedures (P&P)
- Protected Health Information (PHI)
- Registered Dietician (RD)
- Secure File Transfer Protocol (SFTP)
- Supplemental Security Income (SSI)

Provider Information Section:

This CS Provider Certification Application is intended to ensure the CS provider provides **satisfactory evidence** of meeting the CS requirements as outlined by DHCS and GCHP to be certified as a CS provider.

Please complete the CS Provider Certification Application and submit to calaimpr@goldchp.org with the subject line “CS_Provider: Organization_Name_Certification_Date” within three weeks of receipt. If you have any questions or concerns as you are completing the application, please contact calaimpr@goldchp.org.

Estimated Member Capacity: _____

CS Provider Organization:	
CS Provider Organization Type:	
Tax Identification Number (TIN):	
National Provider Identifier (NPI) (If applicable) (i.e., Submit Type 2 NPI if applicable. If you have a pending NPI application indicate here): Note: Not all providers will have an NPI	
Completed By:	
Date:	
Title:	
Phone Number:	
Email Address:	

General Provider Section:

Section	Requirements	Questions for Prospective Providers
1	General Provider Information <ol style="list-style-type: none"> General organization information: <ol style="list-style-type: none"> Organization type. Business license(s). Services offered. Geographic locations served. Hours of operations. History of fraud, waste, and/or abuse; criminal activity; or liability claims. 	<ol style="list-style-type: none"> Do you currently have a Managed Care Plan (MCP) contract? If so, for what service(s) and with which MCP(s)? <input type="checkbox"/> Yes or <input type="checkbox"/> No Applicant Response:
2	Experience Serving Medi-Cal Beneficiaries Provider is interested in offering CS to full-scope (not Fee-For-Service) Medi-Cal managed care population.	<ol style="list-style-type: none"> Are you interested in offering CS to the full-scope (not Fee-For-Service) Medi-Cal managed care population? <input type="checkbox"/> Yes or <input type="checkbox"/> No Describe your experience serving Medi-Cal beneficiaries and/or other vulnerable populations. Include the estimated percentage of your clients who are Medi-Cal beneficiaries. (Note: Medi-Cal experience is not required to be considered for CS contracting.) (Note: Medi-Cal experience is not required to be considered for CS contracting.) Applicant Response:

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3	<p>Outreach and Engagement CS provider is responsible for conducting outreach and engagement to assigned members.</p> <p>CS Provider must be able to complete the following:</p> <ol style="list-style-type: none"> 1. Accept member referrals from GCHP for authorized CS service, up to CS provider's pre-determined capacity. 2. Conduct outreach to the referred member for authorized CS service as soon as possible. 3. Be responsive to incoming calls or other outreach from members, including by maintaining a phone line that is staffed or able to record voicemail 24 hours a day, seven days a week. 	<p>For the CS service you are interested in providing:</p> <ol style="list-style-type: none"> 1. Describe your current outreach and engagement strategies and how you plan to meet GCHP's outreach and engagement requirements. 2. Describe your referral intake process and how you communicate with GCHP and referred members to ensure timely outreach and engagement. 3. Estimated Member Capacity: Describe the estimated number of members your organization can serve related to the CS service you will provide. <p>Applicant Response (remember to include information for each CS service you are interested in providing):</p>
4	<p>Enrollment and Member Consent CS provider will be responsible for obtaining and documenting member's voluntary enrollment to participate in CS.</p> <p>CS provider must be able to complete the following:</p> <ol style="list-style-type: none"> 1. CS provider shall obtain and document that each assigned member agrees to the receipt of CS. 2. Where required by federal law, CS provider shall ensure that members authorize information sharing with GCHP and all others involved in the member's care as needed to support the member and maximize the benefits of CS. 3. CS provider shall obtain and document member authorization to communicate electronically. 	<p>For each CS service you are interested in providing:</p> <ol style="list-style-type: none"> 1. Describe your current member enrollment or member agreement process for program participation and how your organization documents, stores, and shares this information with GCHP. If you do not currently have a process, describe how you plan to meet this requirement. 2. Describe how you will obtain and document member authorization related to data sharing and communication. <p>Applicant Response (remember to include information for each CS service you are interested in providing):</p>

Section	Requirements	Questions for Prospective Providers
5	<p>Care Coordination</p> <p>CS provider is responsible for coordinating member's care with other providers including Enhanced Care Management (ECM) provider, primary care provider (PCP), other CS providers, GCHP, and others as appropriate.</p> <p>CS provider must be able to complete the following:</p> <ol style="list-style-type: none"> 1. Coordinate with other providers in the member's care team, including ECM provider as applicable, and GCHP. 2. Assess whether a member not engaged in ECM qualifies for ECM and, if so, submit a referral for ECM for the member. 3. If a CS is discontinued for any reason, CS provider shall support transition planning for the member into other programs or services that meet their needs. 	<p>For each CS service you are interested in providing:</p> <ol style="list-style-type: none"> 1. Describe how you currently coordinate care with other providers in the member's care team. 2. Describe how you communicate and share information with other providers and close the loop on any transition planning and/or care coordination the member may need. 3. If you do not have a current process for care coordination, please describe how you plan to meet this requirement and what assistance you may need from GCHP. 4. Describe the existing process for discharging clients from your program(s) and transitioning them to other appropriate services. <p>Applicant Response (remember to include information for each CS service you are interested in providing):</p>

Section	Requirements	Questions for Prospective Providers
6	<p>Referral to Community and Support Services</p> <p>CS provider is encouraged to identify additional CS services the member may benefit from and send any additional request(s) for CS services to GCHP for authorization.</p>	<p>For each CS service you are interested in providing:</p> <ol style="list-style-type: none"> 1. Describe how you currently identify or assess member CS services needs. 2. Describe how you assist the member in connecting to new resources in the community. How do you follow up with the member to ensure services were rendered (i.e., closed loop referrals)? If applicable, do you utilize any resource platforms for sharing community resources or tracking referrals? 3. If you do not have a process currently in place, describe how you plan to meet this requirement and what assistance you may need from GCHP? <p>Applicant Response (remember to include information for each CS service you are interested in providing):</p>
7	<p>Cultural and Linguistically Appropriate and Non-Discrimination Service Requirements</p> <p>CS provider must be able to complete the following:</p> <ol style="list-style-type: none"> 1. CS provider must comply with cultural competency and linguistic, and AFS requirements set forth by GCHP's annual training requirement. 2. Comply with non-discrimination requirements set forth in state and federal law and the contract with GCHP. 3. The CS provider must demonstrate a history of serving Medi-Cal members in an equitable, non-discriminatory community-based manner.. 	<ol style="list-style-type: none"> 1. Describe how your organization provides culturally and linguistically appropriate services. Indicate any relevant staff trainings, or services that you offer to meet this requirement. 2. Describe how you provide access to translation or interpreter services, including TTY for hard of hearing, or braille or large print for the visually impaired to assist members participating in your services / programs. This may include use of GCHP resources. 3. Indicate which languages your services are offered in to meet your member's needs. 4. Describe how your organization provides services in an equitable, non-discriminatory, manner. <p>Applicant Response:</p>

Section	Requirements	Questions for Prospective Providers
8	<p>Claims and Invoice Submission / Payment</p> <p>CS provider shall record, generate, and send a claim to GCHP for CS services rendered in the standard format (837 file) OR shall send an invoice to GCHP in the DHCS-specified Excel format. CS provider must have CS services authorization to receive payment for the provision of services. CS provider must have a mechanism in place to accept payment from GCHP for services authorized and rendered.</p>	<ol style="list-style-type: none"> 1. Describe your current process for recording, generating, and submitting claims or invoices for payment of services rendered. Indicate any relevant electronic systems or platforms you currently use. 2. If you do not have a current process, indicate how you plan to submit claims or invoices for the CS service(s) you are interested in providing. What assistance do you need from GCHP to develop this process? <p>Applicant Response:</p>
9	<p>Data Sharing</p> <ol style="list-style-type: none"> 1. File data exchange <ol style="list-style-type: none"> a. Potentially qualified members b. Assigned members' PHI c. Program status response 2. Reporting <ol style="list-style-type: none"> a. Member outreach and engagement b. DHCS required supplemental report(s) 3. Privacy and Security requirements <ol style="list-style-type: none"> a. Health Insurance Portability and Accountability Act (HIPAA) b. 42 CFR Part 2 	<ol style="list-style-type: none"> 1. Describe your organization's ability to transfer data and reports with GCHP via Secure File Transfer Protocol (SFTP) site or other secure data exchange mechanism to support service delivery. 2. Describe what data exchange platforms your organization currently uses. 3. Describe how you currently meet HIPAA and, if applicable, 42 CFR Part 2 Privacy and Security requirements to provide services and prevent data breaches. 4. Describe whether and, if so, how you contribute required information to supplemental reports required by DHCS (e.g., quarterly CS Implementation Monitoring Report). 5. If you do not have a current process, describe how you plan to meet this requirement and what assistance you may need from GCHP. <p>Applicant Response:</p>

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10	Monitoring and Oversight CS provider will cooperate with GCHP oversight and monitoring activities to ensure meeting CS services requirements. CS provider must comply with GCHP monitoring activities including required reporting, audits, and corrective action, among other oversight activities.	<ol style="list-style-type: none"><li data-bbox="1138 190 1976 256">1. Describe your experience being monitored and overseen by another entity with whom you've contracted to provide a CS or similar service(s).<li data-bbox="1138 261 1955 328">2. Describe internal audits you perform and external audits in which you've participated. Applicant Response:

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11	<p>CS Description (Transitional Rent)</p> <p>Transitional Rent provides up to six months of rental assistance in interim and permanent settings to eligible Members. Covered expenses can include rental assistance, storage fees, amenity fees, and landlord-paid utilities that are charged as part of the rent payment.</p>	<ol style="list-style-type: none"> 1. Briefly describe how your organization will provide Transitional Rent, including your process for issuing timely payments to landlords for members in both interim and permanent housing. 2. What is your current and anticipated future capacity for this service? 3. Please indicate which Transitional Rent populations of focus (POF) your organization is prepared to serve: <ul style="list-style-type: none"> <input type="checkbox"/> Behavioral health POF <input type="checkbox"/> Pregnant and postpartum POF <input type="checkbox"/> Transitioning out of an institutional or congregate residential setting <input type="checkbox"/> Transitioning out of a carceral setting <input type="checkbox"/> Transitioning out of interim housing <input type="checkbox"/> Transitioning out of recuperative care or short-term post-hospitalization housing <input type="checkbox"/> Transitioning out of foster care <input type="checkbox"/> Experiencing unsheltered homelessness <p>Applicant Response:</p>

Section	Requirements	Questions for Prospective Providers
12	Provider Capabilities and Best Practices (Transitional Rent) Transitional Rent providers are responsible for: <ol style="list-style-type: none"> 1. Identifying appropriate housing settings / units. 2. Ensuring units are habitable by conducting inspections. 3. Helping the member review and execute a legal lease agreement. 4. Structuring payment agreements and issuing timely payments to landlords. 5. Adhering to Housing First principles. 6. Housing members in settings appropriate for their family size. 	<ol style="list-style-type: none"> 1. Describe your organization's experience performing the provider responsibilities listed to the left. 2. Describe your process for conducting unit inspections to verify compliance with HUD quality standards or state habitability laws. How do you document this? 3. Describe your process for placing families, including how you determine appropriate unit size to avoid overcrowding. 4. How does your organization ensure its practices align with the Housing First model (i.e., not conditioning housing on sobriety or service engagement)? Applicant Response:
13	Coordination (Transitional Rent) Transitional Rent requires strong coordination with: <ol style="list-style-type: none"> 1. County Behavioral Health Departments 2. ECM Providers 3. Housing Trio (HTNS, HTSS, Housing Deposits) Providers 4. Coordinated Entry System (CES) 5. Homeless Management Information System (HMIS) 	<ol style="list-style-type: none"> 1. Describe your process for coordinating with county behavioral health agencies. How will you confirm a member's plan to transition to a long-term subsidy (like BHSA Housing Interventions) after Transitional Rent ends? 2. Describe how you will coordinate with a member's assigned ECM and Housing Trio (HTNS/HTSS) providers. 3. How will you encourage members to connect with the local Coordinated Entry System (CES)? 4. What is your process for ensuring all instances of Transitional Rent are recorded in the local Homeless Management Information System (HMIS)? Applicant Response: N/A

Section	Requirements	Questions for Prospective Providers
14	Provider Staffing and Capacity for Transitional Rent	<ol style="list-style-type: none"><li data-bbox="1138 190 2018 224">1. Describe your current staffing structure to deliver Transitional Rent.<li data-bbox="1138 224 2018 293">2. Describe what type of support or capacity-building assistance may be needed from GCHP to launch or expand this service. <p data-bbox="1138 293 2018 328">Applicant Response:</p>



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