DEPARTMENT OF HUMAN SERVICES

Helpful Tips for Housing Stabilization Services Eligibility Requests

This document contains helpful tips and information about the Housing Stabilization Services Eligibility Request System (DHS-7948). It is organized as a checklist for Housing Stabilization staff submitting eligibility requests. These tips reduce errors that may cause service denial at the time of eligibility review.

Before submitting:

☐ *Confirm enrollment for this service through Minnesota Health Care Programs (MHCP).* Eligibility requests are denied if a provider has not been approved by MHCP. Refer to the Housing Stabilization Services Provider Manual for more information regarding enrollment. Search the MHCP Provider Directory to confirm you are an enrolled provider.

☐ *Review Professional Statement of Need (PSN).* Verify all required sections of the form are complete and signed by the correct qualified professional based on the person's disability/disabling condition.

☐ *Review Coordinated Services and Supports Plan (CSSP).* Make sure this document shows that the person has an assessed need for Housing Stabilization Services and the waiver case manager recommends them as well. Additionally, make sure that Housing Access Coordination does not have overlapping dates with these services.

☐ *Review Housing Focused Person-Centered Plan (HFPCP):* Staff who develop this plan need to spend time working with the person. This is a way to build trust with the person and gain knowledge about who they are and their housing needs. Make sure the plan shows they have an assessed need for services in relation to their disability or disabling condition. Handwritten plans should be legible for eligibility staff to review.

☐ *Review all documentation for accuracy.* These items include a person's assessment and person-centered plan, as well as any additional documentation related to their disability or housing instability. Make sure there are appropriate signatures and dates are indicated on all documents.

☐ *Check to make sure recipient information is correct across documents.* This includes: a person's birthdate, their Person Master Index (PMI) number, spelling of their first and last name, and living address (if the recipient does not have an address, use a mailing address or general delivery). Verify this information is the same on all documents you are submitting.

During submission:

☐ *Check to make sure provider information section is correct.* This includes: business address, National Provider Identifier (NPI) number, and first and last name of contact staff. Verify the information in the eligibility request is the same as shown in the documents that will be submitted. The NPI listed should correspond to the right enrolled provider.

☐ *Take care when uploading documents to the Attachments section.* Submitting the incorrect documents can lead to a denial. Review the [Allowable Documentation for Housing Stabilization Services Eligibility Requests](#) for help with this section.

☐ *Fill out the eligibility request form completely*. All information needs to be documented for the review process and missing information may result in a denial.

Once request is submitted:

☐ *Only submit one request*. Do not resubmit another application until a notification has been sent via the MN-ITS mailbox. This reduces the amount of duplicate applications that have to be processed, which decreases wait times for all eligibility determinations.

☐ *Track your eligibility requests.* This is a best practice to know where people are at in the request process, when they will need to renew their eligibility, or make changes to their person-centered plan.

Resubmitting:

☐ *Correct errors completely before resubmitting another application*. Review the DHS Comments Section of the denial notification for changes that need to be made before resubmitting. This will make sure resubmissions are approved as easily as possible and you can start working with the person.

☐ *Select the correct eligibility request type*:

Renewal Eligibility Request: Submit this type of request when a person needs to have their services renewed. Renewal requests need to be submitted before the person's eligibility or plan end date. Remember both the plan and eligibility date spans must be active to receive services. Use the Initial Eligibility Request for requests submitted after their eligibility or plan expiration date, whichever is earlier.

PCPlan Request: Submit this request when a person has their person-centered plan updated.

Provider Change Request: Submit this request when a person selects a new provider.

Additional Transition/Sustaining Unit Request: Submit when a person would benefit from additional units due to at least two barriers that prevent them from finding or maintaining housing.