

Eligibility Requests

How do I submit eligibility documents to DHS?

Providers can complete the online [Housing Stabilization Services Eligibility Request Form \(DHS-7948\)](#) and upload eligibility documents into the form completed.

After I submit a Housing Stabilization Services Eligibility Request Form to DHS, how long will it take for the form to be processed?

All submitted forms will be reviewed as soon as possible, in the order they were received.

How will I be notified that a person's eligibility documents were reviewed by DHS and Housing Stabilization Services is approved?

DHS will notify the provider submitting eligibility documentation of the person's eligibility determination through its MN-ITS mailbox.

I am completing an eligibility request form (DHS-7948) for a person identifying as transgender. How can I capture the person's legal name and chosen name to ensure the Housing Stabilization Services Eligibility Request will be processed?

If a person identifies as transgender, the person's chosen name should be listed on the form, with their legal name included in parentheses if different. DHS recognizes their chosen name as their name. For identification matching, the person's the legal name and Person Master Index (PMI) number must match when DHS Eligibility Review Staff process the request to ensure the correct person is receiving services.

I support a person who is over age 65, but the Professional Statement of Need does not assess for disabling condition specifically due to age. Can the Professional Statement of Need still be submitted?

Yes. In this instance, when completing the Housing Stabilization Services Eligibility Review Request Form (DHS-7948), the form submitter will indicate "65 or over" as the proof of disability. No documentation is required for upload because DHS Eligibility Review Staff can verify the person's age. The Professional Statement of Need can still be completed by a qualified professional, determining housing instability and assessed need for services. In the DHS-7948, the form submitter will indicate "Professional Statement of Need" for the assessment type and upload the form. Alternatively, the person may also choose to complete a MnCHOICES Assessment if interested in long-term services and supports, or the Coordinated Entry Assessment if the person is homeless, both of which assessed for housing instability and assessed need for services.

My organization has a couple of different program names. Which name should I use when completing the Housing Stabilization Services Eligibility Request Form?

Housing Stabilization Services Eligibility Request Forms must be completed using the enrolled Housing

Stabilization Services' provider name. If a different name is used than the enrolled Housing Stabilization Services provider name, billing issues may occur. Managed care organizations (MCOs) receive notification of a member's service authorization along with the provider identified in the request form. If the provider bills the MCO using a different name than the name used for Housing Stabilization enrollment, the MCO billing system will not recognize it. This will cause billing delays.

I am an enrolled Housing Stabilization Services provider that regularly uses an acronym when referenced. When filling out the Housing Stabilization Services Eligibility Request Form (DHS7948), should we use the acronym?

No, providers should use the exact name of the enrolled location and/or provider when filling out the request form. Managed care organizations (MCO) may deny payment if the provider (or location) name does not exactly match what is listed in the Minnesota Health Care Program Provider Directory.

The person I am supporting onto Housing Stabilization Services is homeless and does not have an address. What should I input as their address in the Housing Stabilization Service Eligibility Request Form (DHS-7948)?

Providers serving people who are homeless should use a general delivery address or a person's chosen mailing address if they have one. If the person uses general delivery, the U.S. Postal Service only holds general delivery mail for a limited amount of time. Providers are encouraged to remind the people they serve to obtain their mail. Additionally, the provider should inform the person that they are approved for services since the provider will receive a notification before the person is served.

I am a professional completing the Housing Focused Person-Centered Plan (DHS-7307). Help me understand how to connect the person's assessed need for services to the plan.

The Centers for Medicare and Medicaid Services requires that the person-centered plan reflect the assessment showing need for services. The assessment will show need in at least one of the four needsbased criteria: communication, mobility, managing challenging behaviors and/or making decisions. Somewhere in the Housing Focused Person-Centered Plan, DHS eligibility review staff must be able to see that the plan addresses the assessed need for services. Some will have more detail than others, but all must have the need identified in the plan. Typically, the assessed need for services is addressed in "Housing Stabilization Services - Transition/Sustaining" section on page three. DHS recently updated this form to improve instructional language for professionals completing the form.

The Housing Focused Person-Centered Plan (DHS-7307) Signature Sheet confirms that the person supported onto Housing Stabilization Services received required information or materials, participated in the plan’s development, and was given choices about the services to be received. If this page is completed and one of the responses is “no” or left blank, will DHS accept the form in its entirety?

All statements on the signature page must be marked “yes” **except** the last question in each section about sharing information. Statements relating to sharing information can be answered “yes”, “no”, or remain blank. As required by CMS, person-centered plans must ensure that people participate in the plan’s creation and make an informed choice as to their services as well as who receives information. The signature page confirms that the person-centered planning service did not violate home and community-based services requirements. The only time a Housing Focused-Person Centered Plan will be accepted by DHS with a “no” or “blank” answer is when the person does not want a copy of the plan shared.

I am assisting a person with their annual renewal eligibility review. The person receives housing sustaining services and has been stable in their housing for some time. What do I select for “housing instability” on the Housing Stabilization Services Renewal Eligibility Request Form?

If the person still requires housing sustaining services to maintain stable housing, they meet the “at risk of homelessness” criteria, because without sustaining supports, they would likely lose their housing.

The notification of service approval from DHS does not indicate whether transition or sustaining services are approved, or the number of hours. Does this mean both transition and sustaining services are approved?

When DHS approves a person for housing transition services, they are simultaneously approved for housing sustaining services because the assumption is the person will need ongoing support to keep their housing. A person is approved for 150 hours per service, for the chosen provider. Similarly, if a person is approved for housing sustaining services, they are simultaneously approved for housing transition services in the event a person wishes to move.

DHS staff denied an eligibility request form in error. If I have to resubmit an eligibility request for this reason, will DHS approve back to the original submission date or the resubmission date?

If the denial was a result of a DHS error, DHS will approve Housing Stabilization Services back to the original date of submission.

What types of documentation are needed to support the “individual exception” request for an additional 150 hours per year?

Individuals may qualify for an additional 150 hours of housing transition or housing sustaining services if two or more identified barriers are present. Documentation supporting each

exception reason must be provided to DHS for review. Individual exception reasons are located on [DHS' Housing Stabilization Services Policy](#) website. Examples of supporting documentation include but are not limited to: criminal history background study results, copies of past due bills, and copies of unlawful detainer/eviction notices.

DHS approved the person I support to receive an additional 150 hours of sustaining services. Do I need to resubmit the Additional Sustaining Unit Exception Request Form each year if the person requires it?

Additional Unit Exception Requests must be done each year. If the person continues to need additional support and continues to experience at least two of the barriers identified as exception reasons, a provider would submit an Additional Sustaining Unit Exception Request Form when it becomes apparent the initial 150 hours will not suffice again.

What does “sudden change in support needs” mean as an individual exception request reason?

Providers may submit an individual exception request for additional housing transition or housing sustaining hours if the person has two or more barriers (eleven options). One of the barriers includes a “sudden change in support needs.” Some examples of this include, but are not limited to:

- A brief period of hospitalization wherein a person will need more support once discharged
- The person’s mental or chemical health symptoms worsen and the person needs more support to stabilize
- A person served experiences a sudden loss in income (i.e., loss of a job)

In order to submit an individual exception request, use the online [Housing Stabilization Services Eligibility Request Form](#), and select the “Additional Transition Unit Exception Request” or “Additional Sustaining Unit Exception Request” reason for submittal. Supporting documentation must be attached with the form at the time of submission.