

GENERAL BILLING QUESTIONS

Can Housing Stabilization Services be provided indirectly for multiple people (i.e., contacting landlords with three different people in mind)?

A provider cannot bill the same billable unit of work to more than one person. If a provider spends more than one billable unit on indirect work that supports more than one person they are working with, a provider can alternate which person they bill under for this type of activity. For example, a provider calls three different landlords, where each call lasts 15 minutes, for a total of 45 minutes of indirect work. In this example, the provider could bill one billable unit to three different people. If a provider is calling a landlord for general outreach unrelated to a specific Housing Stabilization Services user, that call cannot be billed to Housing Stabilization Services. Information about billable units can be found in the [MHCP Provider Manual's Billing Section](#).

How do I complete a claim form if I worked with a person providing both direct and indirect services during the course of a work day?

- Bill all units provided in a day as a block on that date.
- Use one “place of service code” that relates to the person receiving services living situations. Place of service codes can vary and what is used does not impact billing for HSS. Here are some suggestions:
 - If the person is in a restrictive setting and receiving transition services, place of service could be ‘office.’
 - If the person is in the community and receiving transition, place of service could be ‘home.’
 - If the person is receiving sustaining services, then the place of service can be ‘home.’
- Remember to case note the actual times, locations and activities provided for any date services are provided.

What should I use for the Place of Service code when billing for HSS services?

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How can I understand exactly which activities can be billed?

For a service to be billable it must align with a billable service activity within the service category (transition/sustaining or Housing consultation). You can find those under Covered Services in each service section on the [policy webpage](#). If the activity fits into a category, it is billable. Some activities will be exactly what is listed in the policy. For others, you will need to consider how/if an activity can fit into a category more broadly

Some activities may not be HSS billable activities but are supported through HSS staff simply because they are the only support available to the person. Supports outside of HSS activities performed by HSS staff are not billable, but when this is happening a lot, it is a good indication a person could use more service support. Supporting them to connect with their county or tribe to access more services, such as Personal Care Assistance (PCA), is a billable activity.

There are hundreds of examples of potential support under Housing Stabilization Service. DHS staff are not in a position to go through each of them with each provider and give a yes or no. Staff must be familiar with and understand the billable services within each Housing Stabilization service. Staff may want to include the covered service category for a given activity within case notes to provide additional justification.

Will staff travel time be billable through Housing Stabilization Services?

Staff travel without a person receiving Housing Stabilization Services in the vehicle is not billable time. If a staff is driving with a person served and discussing housing-related needs while driving, this time would be billable as the provider is delivering Housing Stabilization Services. It should be noted that Housing Stabilization Services providers can enroll separately as a non-emergency medical transportation provider and bill non-emergency medical transportation when allowable. However, Housing Stabilization Services providers could not bill both non-emergency medical transportation and Housing Stabilization Services for staff time.

Is there somewhere I can get training on billing for Housing Stabilization Services?

There are regularly scheduled trainings for fee for service billing through the DHS MNITs system for people who are not with a Managed Care Organization. See [Housing Stabilization Services MHCP Provider Manual and MN-ITS Training / Minnesota Department of Human Services](#) for dates. For information on billing through MCOs, contact the relevant MCO.