



people powered health plans

## FAQ: Housing Stabilization Services (HSS)

### What is the Housing Stabilization Services benefit?

The Housing Stabilization Services (HSS) program is a Medical Assistance (Medicaid) benefit to help people with disabilities and seniors find and keep housing. The program is a non-wavie, Home and Community Based Services (HCBS) state plan.

### What UCare members may be eligible for this benefit?

This benefit is available to eligible UCare Minnesota Senior Health Option (MSHO), UCare Minnesota Senior Care Plus (MSC+), UCare Connect (SNBC), UCare Connect + Medicare (SNBC) and Prepaid Medical Assistance (PMAP). For Eligible Member guidance visit: [Housing Stabilization Services \(state.mn.us\)](https://state.mn.us/housing-stabilization-services)

### Is authorization required? What is the authorization/approval process?

Yes, authorization is required. The HSS provider submits the service plan to DHS for review. All approval or denial of services will be made by DHS. Upon service approval, UCare will issue a Service Authorization Letter (SAL) to the member and provider.

### Do I need to contract with UCare to provide HSS services to UCare members?

UCare does not contract for HSS, however; UCare does recognize MN-DHS registered HSS providers as participating providers with UCare.

### How do I find a members Care Coordinator (MSHO and MSC+ Only)?

- Minnesota Senior Health Options (MSHO): 612-676-6868 or 1-866280-7202
- Minnesota Senior Care Plus (MSC+): 612-676-3200 or 1-800-203-7225
- Call the Provider Assistance Center at 612-676-3300 or 1-888-531-1493

### I'm enrolled with DHS - are there additional steps I need to take before I can submit my first claim to UCare?

Yes. Once you have gone through the DHS provider enrollment process, you will need to enroll in UCare's payment system before submitting a claim to UCare.

- Complete and submit the [UCare Facility Add Form](#)
- For multiple locations, a Facility Add Form must be completed for each location along with a completed W-9 form
- You will be notified within 60 calendar days via email when the process is complete.
- Claim submission prior to notification of enrollment will result in a claim rejection.

### How do I bill for these services?

All claims must be submitted electronically to UCare through a clearinghouse. Minnesota E-Connect is a free clearinghouse established to meet AUC guidelines for MN electronic billing requirements. Guidance for electronic claims submission is provided in the Electronic Data Interchange chapter of the [UCare Provider Manual](#).

### What special codes, modifiers, or forms do I use for billing?

Bill only for services and units approved by UCare on the Service Authorization Letter

- UCare follows the [MN DHS Long-Term Services & Supports](#) procedure codes and rates for HSS
- Each service (procedure code & modifier) on the claim must have a unit (number) associated with it
- Bill only one date of service per line
- HSS providers bill using the CMS-1500 form



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### **How do I access information I need to work with UCare members?**

Once enrolled in UCare's payment system, contact the portal administrator within your organization. The administrator has access rights to add, update, and remove users within your organization. If there is no designated administrator account established for your organization, you may request one on the [UCare Provider Portal Registration page](#).

- The Provider Portal allows providers to be able to view claims status, explanation of payments, authorizations, verify member eligibility and secure email our Provider Assistance Center (PAC).
- The Provider Portal Administrator must work within the organization. Third-party billers cannot be the Administrator on an account. Third-Party billers can be added as a User within the portal by the organizations Portal Administrator.
- [UCare Provider Portal Quick Tips Reference Guide](#)

### **I am receiving paper checks and remittances; how do I receive electronic payments from UCare?**

Within the [UCare Provider Portal](#), you can request electronic payment and remittance. If no selections are made, paper checks and remittances will be issued.

- Select Provider Payment and Remittance Request Form from the Resource Center in the Provider Portal and submit. You will be notified via email when the process is complete.
- If you have questions, email [EFT835@ucare.org](mailto:EFT835@ucare.org)

### **My Facility Tax ID or NPI/UMPI changed, is there anything I need to do?**

To ensure claim payment accuracy, keep your information up to date with UCare such as Facility Tax ID, Legal Name, Address, NPI/UMPI.

- To update your information for claims, visit the Manage Your Information page on the UCare Provider Website and complete the [Facility Change Form/Demographic Change/Update](#)
- Once the Facility Change Form has been processed, the next step is to complete the "Add Additional Clinics/Facilities Affiliated" request form in the Provider Portal under the Administrator Profile page to link the new Facility Tax ID and NPI/UMPI under one portal account to view information after the changes occurred.

### **I contract with a third-party biller; do I need to notify UCare?**

Yes. Providers who contract with a third-party biller must have a signed authorization form on file that gives UCare permission to release information to the biller when they call UCare on behalf of the provider.

- The [UCare Provider NDA Attestation](#) is found on the [Manage Your Information](#) page in the Add or Update Third-Party Biller Authorizations section

### **Does UCare have any HSS provider resources available?**

Providers can utilize the [UCare Training and Education](#) page on the [UCare Provider Website](#) to find information on how to submit claims for payment, what to expect after submitting a claim, authorization resources and information, gaining access to the UCare Provider Portal, UCare Policies, Provider Manual and more.

### **Who can I contact if I have additional questions?**

For additional questions, please contact the UCare Provider Assistance Center at 612-676-3300 or toll free 1-888-531-1493 between 8 a.m. to 5 p.m., Monday through Friday.