



We heal and inspire the human spirit.

To: PCPs, Specialists, and CS Housing Providers

From: IEHP - Health Services

Date: July 30, 2025

Subject: 90-day Community Service Hold Lift for Housing Supports Services

Dear IEHP Provider,

Effective **August 4, 2025, we will be lifting the 90-day hold** for the following Community Supports services:

- Housing Transition Navigation Services
- Housing Deposits
- Housing Tenancy and Sustaining Services

These cases will be prioritized and processed first as we begin resuming services.

The pause on all remaining Community Supports services will be lifted in phases, based on current staffing levels, production capacity, and our existing backlog.

Additionally, please be advised that updated criteria for the three (3) services will go live on August 1, 2025. We encourage you to review these updates closely to ensure compliance moving forward.

These updated service definitions became effective July 1 and are expected to be adopted by all Managed Care Plans by August 1.

Housing Transition Navigation Services

Eligibility & Service Updates:

- Stricter criteria and time limits now apply

Providers must:

- Conduct a needs assessment
- Submit an Individualized Housing Plan (IHP) with goals and tracking milestones
- Reassess and update as needed for continued approval

Housing Deposits:

- Only security deposits are covered

Housing Providers must:

- Confirm the deposit amount with the lease
- Submit itemized breakdowns
- Verify move-in date prior to submission

Housing Tenancy and Sustaining Services:

- Limited follow-up; focus is on member self-sufficiency

Housing Providers must:

- Conduct monthly tenancy check-ins
- Submit regular care updates
- Show clear effort toward supporting member independence

What This Means by August 1:

- Managed Care Plans (MCP) must be operationally aligned with the updated definitions.

Housing Providers enrolled with MCPs should be prepared to:

- Follow revised eligibility and documentation rules
- Offer the updated service scope
- All CS providers should review and update internal policies and care guidelines by August 1.

Required Action for Providers

All providers are required to submit referrals through the Provider Portal.

Please ensure the following:

1. Referral forms can be found at: www.providerservices.iehp.org > Resources > Resources for Providers > Forms > Community Supports or [click here](#)
2. Download the referral form matching the service needed. Complete the requested information, and save
3. Log in to the Provider Portal: <https://providers.iehp.org/account/login>
4. Request a referral for the matching Community Support service
5. Upload/attach the completed referral form from #2, with all required supporting documentation. Submit.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices