

H2O Frequently Asked Questions

1. **What does H2O stand for?**
 - a. AHCCCS Housing and Health Opportunities Demonstration
2. **Where can I find detailed information about H2O directly from AHCCCS?**
 - a. You can find AHCCCS formal documents related to H2O at: [Click here](#)
3. **What are the primary goals of the H2O program?**
 - a. Increase positive health and wellbeing outcomes for target populations including the stabilization of members' mental health conditions, reduction in substance use, improvement in the utilization of primary care and prevention services, and increased member satisfaction.
 - b. Reduce the cost of care for individuals successfully housed through decreased utilization of crisis services, emergency department utilization, and inpatient hospitalization.
 - c. Reduce homelessness and improve skills to maintain housing stability.
4. **What services are offered through the H2O program?**
 - a. Below is a list of the services offered in the H2O program.
 - i. Outreach and Education Services
 - ii. Transitional Housing - Up to 6 Months
 1. Transitional Housing Setting (Enhanced Shelter)
 2. Apartment or Rental Unit (Rental Assistance) - ABC
 - iii. One-time Transition and Moving Costs - ABC
 - iv. Home Accessibility Modifications - ABC
 - v. Housing Pre-Tenancy Services
 - vi. Housing Tenancy Services
 - b. A detailed description of services can be found: [Click Here](#)
5. **Who is eligible for H2O Services?**
 - a. Member must be experiencing homelessness
 - b. Member must have a Serious Mental Illness (SMI) designation
 - c. Member must be diagnosed with a chronic health condition OR currently in a correctional facility with a release date scheduled within 90 days or released from a correctional facility within the last 90 days.
 - d. A detailed description of eligibility can be found: [Click Here](#)
6. **Who is the Third-Party Administrator for the H2O program? What will they do?**
 - a. Solari was awarded the H2O Program Administrator role through a competitive Request for Proposal process.
 - b. The primary role of the Third-Party Administrator is to assist the state in implementing the H2O program including the following tasks:
 - i. Increasing provider enrollment for Community Based Organizations (CBOs) addressing Health Related Social Needs (HRSNs);

- ii. Verifying member eligibility for H2O services, following AHCCCS guidelines;
 - iii. Coordinating H2O services with the member's health plan and care coordination team;
 - iv. Developing a streamlined process for H2O providers to submit actions for reimbursement and ensuring compatibility with Medicaid claims;
 - v. Monitoring and tracking H2O service utilization data; and
 - vi. Serving as the single source of contact for member's health plan and care coordination teams.
- c. Two documents outline the Third Party Administrator role: [H2O Implementation Plan](#) and [Protocol for Assessment of Beneficiary Eligibility and Needs and Provider Qualifications for H2O Services](#)
- 7. I'm a service provider and want to be an H2O provider, how can I get involved?**
- a. If you are interested in providing any of the services outlined in the H2O program, please email H2Oprovidersupport@solari-inc.org to learn about the process for onboarding.
- 8. What is the difference between an existing health home agency providing housing services and an H2O provider?**
- a. A health home can offer services while opting not to serve as a dedicated permanent supportive housing services provider. The organization can treat these as distinct lines of business to maintain a clear distinction between the two. A health home provider delivers permanent supportive housing services and may also provide H2O services, if deemed a H2O provider, which are similar in nature, however, their contracts and processes differ.
- 9. Can my agency make a referral to H2O for someone who meets eligible criteria?**
- a. At this time, H2O is receiving all referrals directly from AHCCCS for those who meet the criteria.
- 10. Is Banner the only one contracting providers for H2O?**
- a. Yes, Banner is the only one responsible for contracting with H2O providers. Providers cannot execute an H2O contract through another entity.
- 11. What does "FTE" mean?**
- a. FTE stands for Full Time Employee.
- 12. What type of licensing is required for H2O?**
- a. All requirements are listed within AMPM 1720-1, 1720-2, and 1720-3: <https://www.azahcccs.gov/shared/MedicalPolicyManual/#Ch1700>
- 13. Is Solari able to assist with identifying insurance companies to meet coverage requirements?**
- a. The H2O Program Administrator cannot recommend any insurance agencies nor are we able to give any names of others that have been used by providers.

- 14. I have specific questions about the insurance requirements, who can I reach out to?**
- a. For any questions regarding insurance, please contact Banner at H2OProviderNetwork@bannerhealth.com
- 15. Do I need to submit the H2O service attestations with my application?**
- a. The H2O service attestations are not required to be submitted with the application, but we recommend that potential providers review these AHCCCS policies before applying:
 - i. Exhibit 1720-1 – Housing and Health Opportunities (H2O) Services
 - ii. Exhibit 1720-2 – Housing and Health Opportunities (H2O) Caseload and Contact Requirements
 - iii. Exhibit 1720-3 – Housing and Health Opportunities (H2O) Provider Training
 - iv. <https://www.azahcccs.gov/shared/MedicalPolicyManual/>
- 16. What county does our property need to reside in?**
- a. Your property can reside in any county. H2O is a statewide initiative and is assisting members across the state of Arizona.
- 17. Are there training requirements needed prior to submittal of the H2O Provider Application?**
- a. HMIS, Unite Us, and a Community Assistor through HEA+ are not needed prior to the application as Solari will assist with onboarding onto the different platforms following an approved H2O Provider Application.
- 18. For Enhanced Shelter, are there any specific building requirements?**
- a. Potential H2O providers are encouraged to review the requirements listed within AMPM 1720-1, 1720-2, 1720-3, and the CFR Shelter Requirements (CFR 576.403)
 - i. (<https://www.azahcccs.gov/shared/MedicalPolicyManual/#Ch1700>)
 - ii. (<https://www.ecfr.gov/current/title-24/subtitle-B/chapter-V/subchapter-C/part-576/subpart-E/section-576.403>)
- 19. What is needed to be an AHCCCS provider? Will we need an NPI?**
- a. H2O Providers do not require an NPI. AHCCCS Provider Enrollment Portal (APEP) registration is required, however, this can be completed once an H2O Provider Application is approved. Solari's Provider Support Team will provide an APEP guide to assist with this process.
- 20. My H2O Provider Application was approved, what happens next?**
- a. Next steps include both coordinating site visits and executing a contact with Banner while also working with Solari for H2O onboarding and training.
- 21. My H2O Provider Application was denied, what are the next steps?**
- a. Please refer to the denial letter email from Banner and follow up with H2OProviderSupport@solari-inc.org regarding any questions.

- 22. Why is the Social Security Number for Board Members required for the APEP application?**
- a. Social Security Numbers are required under definition by Federal Regulation for Non-Profit Organizations. Owners are considered CEO and Board of Directors (all Board Members).
- 23. What is the turnaround time for going live after submitting an H2O Provider Application?**
- a. The Provider Network Committee meets every 3 weeks to review applications. A potential provider should expect to hear back within 7-10 days from the review period regarding the status of their application. If approved, we estimate an onboarding timeframe of 30-45 days, however, it can vary.
- 24. Will we need to have a site visit for the location where staff will be based out of, and doing most of their documentation?**
- a. All H2O services will have either a site location that is used for services or documenting services. Each location will need to go through a site visit with Banner.
- 25. Does the Community Assistor registration with HEA+ need to be completed during the application, or is it required prior to applying?**
- a. Once an H2O Provider Application is approved, the Community Assistor registration with HEA+ is required within 6 months. More information can be found here:
 - i. <https://www.azahcccs.gov/Resources/CommunityPartners/HEAplus.html>
- 26. Is fingerprint clearance required for all H2O service staff? What happens if someone is denied or unable to get fingerprint clearance?**
- a. Fingerprint clearance is required for the Enhanced Shelter staff. If a staff member is denied fingerprint clearance and plans to request an exemption from DPS, they can still go through the process and continue to work in the Enhanced Shelter while applying for the good faith exemption. If this occurs during the application process, the application cannot be approved until the good faith exemption is approved. In the event the exemption is denied, AHCCCS would need to review the specific scenario to determine if there is a path forward.
- 27. What is the process for training/onboarding staff with the H2O program?**
- a. There is a list of trainings from AHCCCS requiring an attestation of completion. On this list, it will reflect what is needed prior to providing services. Currently, most of the trainings are online and self-directed. One staff member will need to be fully SOAR certified and the others can take an Intro to SOAR. In the future, trainings will be hosted and tracked via Relias.
- 28. What is and how can I get CARF Accreditation? Will there be funding support to pay for the cost of accreditation?**

- a. We encourage providers to apply first and wait for an approval before pursuing CARF accreditation. The shelter standards are currently included in the Community Housing program under their Employment and Community Service standards. Their website indicates a shelter specific set of standards coming in 2025. Providers are responsible for the cost associated with CARF accreditation. The cost is included in the provider reimbursement rates.
 - i. <https://carf.org/accreditation/programs/employment-community/>
- 29. If our property is located where there is no transportation, are members able to use their own resources for pick up/drop off to their appointments, or can we use Uber or Lyft?**
- a. Reimbursement costs for Pre-Tenancy and Enhanced Shelter services incorporate these costs. The responsibility would be on the H2O provider to assist with transportation to needed services. The hope is that with a ratio of 1 to 15 the H2O staff could support in transportation or in connecting to AHCCCS transportation for needed health care services.
- 30. Our agency has a supportive housing team with staff that are familiar with most of the duties listed in Pre-Tenancy services. Would we be able to have traditional billing of services to AHCCCS members?**
- a. For the H2O program, there needs to be dedicated staff providing services. As an agency, you would be able to do both H2O Pre-Tenancy/Tenancy services and internal Housing Support Services, however, these would be billed and completed by separate staff.