



Aetna Better Health[®] of Florida

Housing Assistance Pilot Program

Goals of the program

- Build multi-sector collaborations and implement evidence-based strategies promoting housing stability, assistance with transitions, crisis intervention services, tenancy support and education, and peer support by partnering with community providers who have current relationships with homeless coalitions in the areas served.
- Provide services and support for members who are the most vulnerable while ensuring that they have a stable home and access to health care and community services.
- Provide true service integration by connecting behavioral health case management services with physical health case management.
- Leverage the capabilities and experience of our behavioral health providers in conjunction with our case management team to transform homeless services to crisis response systems that prevent homelessness and rapidly return people who experience homelessness to stable housing.

Areas served

Region 7 to include Seminole, Orange, Osceola, and Brevard counties

Eligibility

- Aetna Medicaid and Long-Term Care members, aged 21 and older, with serious mental illness (SMI), substance use disorder (SUD) or SMI with co-occurring SUD
- Homeless or at risk of homelessness

Services provided

Aetna Better Health of Florida will be providing the following services:

- **Transitional housing services:**
Services that support an individual to prepare for and transition into housing, tenant screening and housing assessment, individualized housing support plan, assist with search for housing and application process, identify resources to pay for ongoing expenses like rent, ensure living environment is safe and ready to move-in, cover one-time incidentals such as assistance with deposits up to \$500

- **Tenancy sustaining services:**
Early intervention for behaviors that might jeopardize housing, education/training in roles, rights & responsibilities between tenant and landlord, coaching on developing/maintaining relationships with property managers, assist with resolving disputes, reduce risk of eviction, advocacy and linkage with community resources, assistance with community recertification process, review, coordinate and modify housing support and crisis plans
- **Mobile Crisis Management:**
Delivery of immediate de-escalation services for emotional symptoms and/or behaviors at the location in which the crisis occurs, behavioral health crisis team available 24/7/365, prevent loss of housing or emergency inpatient behavioral health admission when possible
- **Self-Help/Peer Support:**
Person-centered services promoting skills for coping with and managing symptoms, utilizing natural resources and preservation or enhancing community living skills with the assistance of a peer support specialist

Referring a member

To make a referral for the Housing Assistance Pilot, please call **1-800-441-5501** or send an email to: **abhfl-specialtycm@aetna.com**.

If making a referral through email, please include "Housing Program Referral" on the subject line of the email.