



## Hospital to Housing

### Program Overview

Hospital to Housing (H2H) began as a collaboration with the Massachusetts Housing & Shelter Alliance, a non-profit advocacy organization focused on ending homelessness, and is now fully incorporated into the Carelon Behavioral Health/Massachusetts Behavioral Health Partnership (Carelon/MBHP) Clinical Department. H2H helps chronically homeless high utilizers of inpatient behavioral health or substance use care access permanent supportive housing, primary and behavioral health care, and other community supports.

### Eligibility

To be eligible for H2H, individuals must:

- Be a Member of a health plan with behavioral health benefits managed by Carelon or MBHP.
- Be homeless/unhoused.
- Have a diagnosis of serious mental illness and/or substance use disorder.
- Have an established history of frequent behavioral health or substance use hospitalizations and meet program thresholds for utilization.

### How it Works

A team of five Community Health Workers (CHWs) serve Members in the Boston, Northeast, Southeast, and Central regions of Massachusetts. These specialized CHWs meet eligible homeless Members wherever they are – in the hospital, at shelters, on the streets, or at community-based service providers. The CHWs act as liaisons between the Member, Carelon/MBHP, behavioral health providers, and permanent supportive housing programs. CHWs work in collaboration with existing care managers and providers connected to the Member. Ultimately, H2H helps stabilize Members in the community, leading to a reduction in emergency-based care and improved health outcomes.

### Referrals and More Information

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