

## Medical Necessity Criteria

### Non-24-Hour Diversionary Services Community Support Program Tenancy Preservation Program (CSP-TPP)

**Community Support Program Tenancy Preservation Program (CSP-TPP)** is a specialized homelessness prevention service that works directly with Members who are facing eviction because of behavioral related to a disability and helps them address health-related social needs. CSP-TPP provides tenancy sustaining services, including tenant rights education and eviction prevention. CSP-TPP providers work with the Housing Court Department, the property owner, and the Member to determine whether the disability can be reasonably accommodated and the tenancy preserved. The program's primary goal is to preserve tenancies by addressing the underlying issues related to the lease violation by connecting the Member to community-based services.

CSP-TPP includes help from specialized professionals who, based on their unique skills, education, or lived experience, can engage and support Members facing eviction by;

- Assessing the underlying causes of the Member's eviction and identifying services to address both the lease violation and the underlying causes.
- Developing a service plan to maintain tenancy.
- Providing clinical consultation services as well as short-term, intensive case management and stabilization services to Members.
- Making regular reports to all parties involved in the eviction until the Member's housing situation is stabilized.

### Definitions

**At Risk of Homelessness:** any Member who does not have sufficient resources or support networks (e.g., family, friends, faith-based, or other social networks) immediately available to prevent them from moving to an emergency shelter or place not meant for human habitation

**Eviction:** the process of obtaining a court order to remove a tenant and other occupants from a rental property, including serving either a Notice to Quit or a request for temporary preliminary, or permanent relief. Eviction may also refer to any instance in which such relief has been granted. This may involve Members under the age of 18 residing with a parent/guardian facing eviction.

**Homelessness:** a condition of any Member who lacks a fixed, regular, and adequate nighttime residence and who has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings including a car, park, abandoned building, bus or train station, airport, or camping group; or who is living in a supervised publicly or privately operated emergency shelter designated to provide temporary living arrangements, including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals. This includes those Members who are exiting an institution (e.g., jail, hospital) where they resided for 90 days or less and were residing in an emergency shelter or place not meant for human habitation immediately before entering the institution.

**Notice to Quit:** a written notice from a landlord to a tenant that formally terminates a tenancy. Properly terminating the tenancy is the first part of the eviction process.

**Health Needs-Based Criteria (HNBC):** an individual with a qualifying HNBC is defined as an individual who has one or more of the following.

- Is clinically assessed to have a behavioral health need (mental health or substance use disorder) requiring improvement, stabilization, or prevention of deterioration of functioning (including the ability to live independently without support).
- Is clinically assessed to have a complex physical health need, which is defined as persistent, disabling, or progressively life-threatening physical health condition(s), requiring improvement, stabilization, or prevention of deterioration of functioning (including the ability to live independently without support).
- Is clinically assessed to have a need for assistance with one or more Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs).
- Has repeated incidents of emergency department use (defined as two or more visits within six months, or four or more visits within a year).
- Is pregnant and who is experiencing high risk pregnancy or complications associated with pregnancy, as well as such individuals in the 12-month postpartum period.
- Is pregnant or postpartum up to two months postpartum, without additional clinical factors.

## Criteria

### Admission Criteria

*The following criteria are necessary for admission to this level of care:*

1. The Member must meet criteria for the general Community Support Program. Presence of medical necessity can be verified by diagnosis or Member attestation.
2. For dates of service on or after January 1, 2025, a Member enrolled in an Accountable Care Partnership Plan or Primary Care ACO (as administered through the MassHealth-contracted behavioral health vendor) meets the medical necessity criteria by demonstrating either:
  - a. Meeting the clinical criteria for CSP under Section B above, as verified by diagnosis or Member attestation; or
  - b. The Member has a Health Needs-Based Criterion as verified by diagnosis or Member attestation.
3. The Member must be at risk of homelessness.
4. The Member must be facing eviction when the services begin, with the following exceptions;
  - a. Members whose eviction cases have already gone to trial in either the District Court or Boston Municipal Court are not eligible.
  - b. Members whose eviction cases have already gone to trial in the Housing Court may be eligible, depending on the judge's ruling.

### Exclusion Criteria

*Any of the following criteria may be sufficient for exclusion from this level of care:*

1. Members whose eviction cases have already gone to trial in either the District Court or Boston Municipal Court are not eligible.
2. Members whose eviction cases have already gone to trial in the Housing Court may be eligible, depending on the judge's ruling.
3. The Member does not require a more-intensive level of service, including requiring structure or supervision beyond the scope of the service, or does not have medical conditions or impairments that would prevent utilization of services, including posing an imminent risk to self or others.
4. The Member, and their parent/guardian/caregiver when applicable, does not consent to CSP-TPP services.

## Continued Stay Criteria

**All** of the following criteria are necessary for continuing in treatment at this level of care:

1. Ongoing need for assistance with the underlying causes of the Member's eviction and need for services to address the lease violation to ensure long-term housing tenancy.
2. The Member's treatment does not require a more-intensive level of care, and no less-intensive level of care would be appropriate or is available.
3. CSP-TPP service planning is individualized and appropriate to the Member's age and changing condition, with realistic, specific, and attainable goals and objectives stated. CSP-TPP service planning includes family, support systems, social, educational, occupational, medical, and interpersonal assessments. This process should actively involve family, guardian, and/or other support systems unless contraindicated. Expected benefit from all planned services is documented. The CSP-TPP service plan is updated and implemented with consideration of all applicable and appropriate services and treatment modalities.
4. All services and treatment are carefully structured to achieve optimum results in the most time-efficient manner possible consistent with sound clinical practice.
5. Progress in relation to specific symptoms, impairments, or barriers is clearly evident and can be described in objective terms, but goals of CSP-TPP services and clinical treatment services have not yet been achieved, or adjustments in the CSP-TPP service plan to address lack of progress are documented.
6. The Member is actively participating in the CSP-TPP service plan and related treatment services, to the extent possible consistent with the Member's condition.
7. Unless contraindicated, the family, guardian, and/or natural supports are actively involved in CSP-TPP services as required by the CSP-TPP service plan, or there are active efforts being made and documented to involve them.
8. When medically necessary, the Member has been referred to appropriate outpatient or community-based services.
9. There is documented, active coordination of services with all parties involved in the eviction, other behavioral health providers, community-based services, the PCP, and other services and state agencies. If coordination is not successful, the reasons are documented, and efforts to coordinate services continue.

## Discharge Criteria

**Any** of the following criteria is sufficient for discharge from this level of care:

1. The Member no longer meets admission criteria and is able to maintain tenancy independently.
2. CSP-TPP service plan goals and objectives have been substantially met, and/or a safe, continuing care program has been arranged, and the Member is utilizing other community resources.
3. The Member is not utilizing or engaged in CSP-TPP services.
4. The lack of engagement is of such a degree that treatment at this level of care becomes ineffective or unsafe, despite multiple, documented attempts to address engagement issues. In addition, it has been determined that the Member has the capacity to make an informed decision, and the Member does not meet the criteria for a more-intensive level of care.
5. Support systems have been identified and are being utilized that assist the Member to maintain housing and prevent eviction.