Housing Community Supports Alameda Alliance for Health (AAH) Authorization Letters: Guidance for Providers

Alameda Alliance for Health (AAH), the Managed Care Plan providing Medi-Cal for many HCS clients, sends their members authorization letters after enrollment into the HCS program.

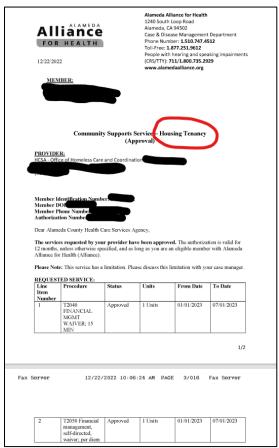
The letters are informational and require no follow up action on the part of the client.

Housing Navigation (HN) and Tenancy Sustaining Services (TSS) authorization letters notify clients that they are eligible for services, but do not guarantee immediate housing.

Housing Deposits authorization letters notify clients of eligibility to use funds for costs tied to a move-in. They also explain that the funds are subject to certain criteria, are meant for security deposits or approved purchases, and are not provided to the client in the form of cash.

Images of example letters are below; one is for Housing Deposits and the other is for TSS.





Please reference the "What are Housing Community Supports (HCS) and Why Does It Matter to You?" document on the HCS web page. This document may be helpful in reviewing HN, TSS and Housing Deposits included in Alliance authorization letters.

Clients may also receive a Denial of Service letter from AAH. This can happen for a few reasons.

• If the client has recently changed Managed Care Plans from AAH to a different MCP, or if their coverage has lapsed, they may receive a denial letter because they are no longer enrolled with AAH. In these cases, the best course of action is to confirm that a change in MCP happened so that coverage continues. If not

- confirmed, please check to ensure that the client has Medi-Cal coverage and if needed support the client with re-applying for Medi-Cal (click here for resources to support this).
- The client may receive a denial letter if there was a delay in submission of their TSS Extension Checklist, or Housing Support Plan to document need for a HN extension. This is another reason that timely submission of these documents is critical. In these cases, please submit the Evaluation/Housing Support Plan ASAP.
- Finally, clients may receive a denial letter because the TSS Evaluation requested to graduate the client from TSS services. Those clients must be exited from HCS services by the end of the month that the TSS Evaluation was due.

No matter the reason for the denial letter, we want to emphasize that this has no impact on the client's eligibility for continuing to receive HCS services (apart from clients that have been graduated).

Below is an example Denial letter.

