

**Housing Community Supports Policy:
Contractor PMPM Reimbursement for Clients Without a Documented TSS Evaluation**

This document serves to (a) reiterate requirements that HCS Contractors complete and submit (via HMIS) to HCSA a “TSS Evaluation” for each consumer enrolled in TSS after 1 year of enrollment, and every 180 thereafter; and (b) outline HCSA’s policy regarding PMPM reimbursement to Contractors for consumers who do not have a submitted TSS Evaluation.

As stated in the 2023 HCS-SAN contracts^{1,2} and the HCS Provider Manual³, completed TSS Evaluations are required for each TSS consumer after one year of services, and every 180 days thereafter. These evaluations serve to assess, document, and justify the ongoing need for HCS-TSS services.

Effective October 1, 2023, Contractors will not receive PMPM reimbursement for services to TSS consumers who do not have a completed TSS Evaluation that documents the needs for continuing services on file by the 15th of the month that the TSS Evaluation was originally due. The table below illustrates this timeline:

Authorization End Date ¹	1 st Notification Sent to Contractor that TSS Evaluation Required	TSS Evaluation Due Date	Grace Period Due Date ²
January 31	October 31	January 1	January 15
February 28	November 30	February 1	February 15
March 31	December 31	March 1	March 15
April 30	January 31	April 1	April 15
May 31	February 28	May 1	May 15

¹ This is the last date for which PMPM reimbursement will be approved if TSS Evaluation is not completed

² If TSS Evaluation not completed by this day, services in the post-authorization period will not be reimbursed

As an example, say a consumer’s service authorization period ends June 30th, and the original TSS Evaluation due date is June 1st. If the TSS evaluation is not completed by June 15th, then HCSA will not reimburse for services after July 1.

Transition Planning

If and when services are discontinued for any reason, contractors are responsible for supporting consumers with transition planning into other programs and services that meet their needs. This may involve coordination with other entities to ensure the individual has access to supports needed to maintain successful tenancy^{4,5}.

¹ Exhibit A, Terms of Service #10, “Contractor shall provide the documentation required for the County to submit claims...”

² Exhibit A, Additional Requirements: “For TSS clients (that need to continue services for more than 12 months), Contractor shall attach a completed “TSS Needs Evaluation” to their HSP at each update.”

³ “Contractors are required to complete and upload to HMIS a “TSS Evaluation Checklist” for each consumer after one year of services, and every 180 days, thereafter. TSS Evaluation Checklists serve to assess whether services are still necessary and provide a mechanism for contractors to justify that need”.

⁴ Exhibit A, Referral, Enrollment, and Disenrollment

⁵ Exhibit A, Housing Tenancy and Sustaining Services

If inability to contact or locate the client is causing significant delays in completing the TSS Evaluation or other required documents, contractors shall email calaim@acgov.org to ask for guidance on next steps.