



**Georgia Department of Behavioral  
Health and Developmental Disabilities  
(DBHDD)**

## **Georgia Housing Voucher Program (GHVP)**

# **Landlord Information Packet**



**May 2023**

<p><b>About GHVP:</b></p>	<p>The Georgia Housing Voucher Program (GHVP) is a fully state-funded Permanent Supportive Housing (PSH) program operated by the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) Office of Supportive Housing.</p> <p>GHVP provides permanent supportive housing to eligible individuals who also meet other criteria, in order to promote recovery, independence, and integration into the community.</p> <p>The program also provides Bridge Funding, made available to all clients, to help cover one-time startup housing expenses including deposits, fees, and household goods (e.g. furniture, plate ware, etc.).</p>
<p><b>Property Program Support</b></p>	<p><b>Risk Mitigation:</b> GHVP participants receive regular supports to ensure their wellbeing while living at any property. To assuage any concerns, GHVP offers properties protection from with a Landlord Risk Mitigation guarantee up to \$1,000 available to cover incidental costs if damages do happen to occur.</p> <p><b>Inspection Repair Costs:</b> When properties have a challenge passing a required inspection, GHVP can support basic repairs that will help the property pass, up to \$1,000. Once the repairs are made and the unit passes, the landlord can provide receipts for reimbursement to the provider.</p> <p><b>Administrative Support:</b> While we strive to make the process as easy as possible, properties can receive up to \$750 when leasing new GHVP participants to help support the administrative effort required by the program.</p>
<p><b>Thank you to GHVP Properties!</b></p>	<p>DBHDD wishes to express its immense gratitude to all our participating properties and for anyone interested in joining the program as a property owner. This program changes lives and saves lives every day, and your participation makes it possible. Thank you!</p>
<p><b>Requesting Customer Support</b></p>	<p>If you need any assistance from DBHDD regarding an issue with rental payments, paperwork, or to report change in ownership or any concerns with a unit, please visit our online GHVP Help Center at <a href="https://ghvp.zendesk.com">GHVP.Zendesk.com</a> and use the “<b>Submit a request</b>” link at the top right of the screen.</p> <p>When submitting through our support form, we’ll make sure we gather the necessary information from you based on the type of issue so that we can help you more rapidly and avoid the need for back-and-forth to gather additional information.</p> <p style="text-align: center;"><a href="#"><b><u>Please submit your request here!</u></b></a></p>

**Payment Information**

All property owners are expected to sign up for direct deposit to facilitate timely and secure delivery of payment. The best way to ensure you receive payments on time, every time, is by signing up for direct deposit.

**All payments are issued via Carelon Behavioral Health formerly known as Beacon Health Options' Georgia Collaborative.** The direct deposit service is called PaySpan for monthly payments via EFT (electronic funds transfer). PaySpan offers a solution that delivers EFT, electronic remittances, analytics, and much more. This solution provides access to remittance and claim details online and straightforward reconciliation of tenant payments.

**Payment Information**

Each check will include a Registration Code and PIN Number. Landlords will need to login into PaySpan and create an account using the Registration Code and PIN Number on the check to sign up for EFT payments (instructions are included in this packet). Landlords can also access all payments via PaySpan. Payments are issued prior to the first of the month to ensure that payments are received timely.

PSVs are available through your Payspan account or can be accessed online [here](#) or via PSV Faxback service by calling (866) 409-5958. Whether you select electronic payment or paper checks, Carelon Behavioral Health, Inc. no longer mails paper Provider Summary Vouchers (PSVs) without a special request.

If utilizing the PSV faxback service, have ready the check date, the reference number, and the check amount which can be located in the top right-hand corner of your check stub.

**Please note that if you request to receive a paper PSV mailed monthly, you will not be able to receive your payments via EFT.**

Please visit [www.payspanhealth.com](http://www.payspanhealth.com) to sign up using the Registration Code and PIN. For help with signing up, please contact PaySpan at 877-331-7154 or by email at [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).

Find a full registration guide [here on our online GHVP Help Center](#).

**Landlord Contact and Updates**

DBHDD provides updates to landlords by email and postal mail. Please note that DBHDD will mail communication updates/payment information to landlords to the address listed on the W-9. Please ensure that the address listed on the W-9 is the address where you would like to receive mailed communication updates. Please ensure that DBHDD has an updated email address and telephone number on file.

For general information about GHVP visit our online GHVP Help Center at <https://ghvp.zendesk.com> and click on the "Landlord/Property" section.

<p><b>HQS Inspections</b></p>	<p>Each unit must be inspected based on Housing Quality Standards (HQS) prior to the tenant’s initial move-in, as well as annually, at each lease renewal. HQS sets forth basic housing quality standards which all units must meet before assistance can be paid on behalf of a tenant. An Inspection Checklist is included in this packet for information purposes only.</p> <p><a href="#">HQS Inspection Form 52580-A</a></p>
<p><b>Lease Renewals</b></p>	<p>Lease Renewals are required and should be completed annually. The tenant's housing case manager will coordinate the lease renewal with the landlord. It is important that all lease renewals are completed timely (60-90 days) prior to the lease expiration date. Submitting timely annual lease renewals will help communicate any new terms to the tenant and ensure payments are adjusted accordingly.</p>
<p><b>Lease Termination</b></p>	<ul style="list-style-type: none"> <li>• If for any reason the lease is terminated, we ask that the landlord notify the tenant's case manager concerning the lease termination to prevent overpayments. Properties can complete the form, <a href="#">GHVP G-9 - Notice To Stop Payment Form</a> and return via the GHVP Support Center online at <a href="#">GHVP.Zendesk.com</a> and someone will reach out to the property ASAP.</li> <li>• GHVP is unable to issue payments on a vacant unit so it is essential to report to DBHDD when a unit has been vacated.</li> </ul>
<p><b>Landlord information and Tips</b></p>	<ul style="list-style-type: none"> <li>• The Lease Addendum (GHVP-2) provides important information regarding the legally binding document for both the landlord and tenant to sign, please read and share with new property owners should ownership change. GHVP-2: <a href="#">Lease Addendum</a></li> <li>• To ensure that payments are mailed to the correct address, if there are any changes in ownership or errors in information, please contact DBHDD as soon as possible via the GHVP Support Center online at <a href="#">GHVP.Zendesk.com</a>.</li> <li>• Signing up with PaySpan for paperless payments (ACH) and remittances with provider enrollment is extremely important to receive payments sooner and more efficiently. You can contact Payspan at <a href="http://www.payspanhealth.com/nps/support/index.com">www.payspanhealth.com/nps/support/index.com</a></li> </ul>

<p><b>Change of Ownership</b></p>	<ul style="list-style-type: none"> <li>• Should there be a change of ownership, Landlords should complete a Landlord Ownership Change Form which can be found online here: <a href="#">Landlord Ownership Change Form</a>. Complete the form and submit via the GHVP Support Center online at <a href="#">GHVP.Zendesk.com</a></li> <li>• To avoid erroneous payments please notify DBHDD upon the sale of property being rented by GHVP participants. Please also share this information with the new ownership as they must provide DBHDD with accurate information.</li> </ul>
<p><b>Fillable Forms</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">GHVP-0: Submission Checklist (and links to all listed forms)</a></li> <li>• <a href="#">GHVP-2: Lease Addendum</a></li> <li>• <a href="#">GHVP-4: Tenant and Landlord Information Form</a></li> <li>• <a href="#">GHVP Payment Standards</a></li> <li>• <a href="#">GHVP-9: Notice to Stop Payment</a></li> <li>• <a href="#">GHVP-12: Mutual Lease Ending</a></li> <li>• <a href="#">HQS Inspection Form 52580-A</a></li> <li>• <a href="#">GHVP-18: HQS Inspection Results (Repair Required)</a></li> <li>• <a href="#">IRS W-9 Form for Property Owner</a></li> </ul>

**Documents  
required to  
issue Payment**

**In an effort to decrease the time needed for processing payments, the following documents are required before payments are released.**

**1. IRS Form W-9**

- Must be signed and dated by the landlord.
- If handwritten, please complete legibly.
- No P.O. Boxes accepted. Please use only physical addresses.
- Ensure entity type is selected; (Ex: Partnership, LLC, etc.)

**2(a). IRS Form 147C or IRS Form CP575A**

- Required for landlords that are assigned an EIN/TIN only
- If you have misplaced your EIN/TIN verification letter and need to request a new one, contact the IRS Business & Specialty Tax Department at 1-800-829-4933.

**2(b). Copy of Social Security Card**

- Required for private landlord that are not assigned an EIN and using their SSN as their EIN
- Must be a CLEAR copy

**3. Current Lease**

- Signed by tenant and landlord

**Please note that the tenant should not move into the unit until all of the above documents are received.**