Medicaid Health-Related Social Needs (HRSN) Benefit Data

HPA Data Profile

Oregon provides unique benefits to Oregon Health Plan (OHP/Medicaid)[1] members with complex health conditions and/or who are facing certain life transitions. The benefits address people's *Health-Related Social Needs* (HRSN) which are social and economic needs (like housing or food instability) that impact their ability to maintain health and well-being. Oregon is testing how providing HRSN benefits create better health outcomes for Oregonians and cost savings for the state.

Who can receive HRSN benefits?
Each HRSN benefit has different eligibility requirements. To learn more about HRSN service eligibility and covered population criteria, visit OHA's Health-Related Social Needs webpage.

HRSN benefit data can answer questions like:
- Who is using HRSN benefits? (where do they live, what languages do they speak, etc.)
- What types of HRSN benefits are people using, and how often?
- How many people apply for benefits? Among people who apply, how many are approved and receive the benefits? If people apply but are denied benefits, then why were they denied?

HRSN benefit data can tell us things like:

Delivery of home changes for health devices increased leading into the summer months of 2024.
Home changes for health devices include air conditioners and filters, heaters, mini refrigerators for medication, and power supplies for medical devices.
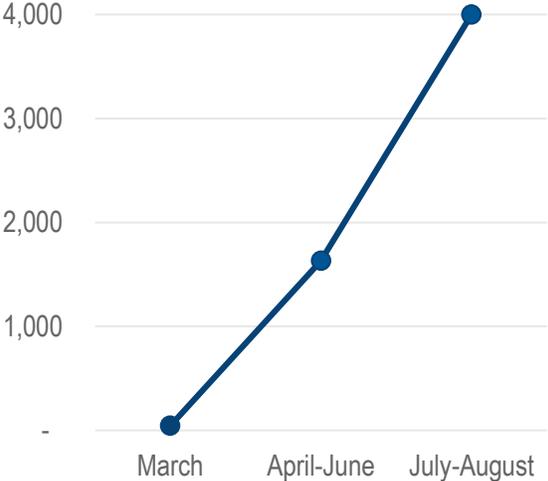
About HRSN Benefits

This section provides a brief introduction to Oregon's Health-Related Social Needs (HRSN) benefits. [To learn more, visit OHA's Health-Related Social Needs webpage](#).

What benefits are available?

March 2024	November 2024	January 2025	September 2027
◆	◆	◆	◆
Home changes for health supports Outreach & engagement	Housing supports	Nutrition supports*	End of 1115 Demonstration Waiver period

*Additional HRSN Nutrition benefits planned for 2026

The HRSN benefits currently available in Oregon fall into three broad categories listed below. Click on the links to learn more about each benefit type.

1. [Housing benefits](#), such as help paying rent or utilities, storage fees, or home changes for health during extreme weather
2. [Nutrition benefits](#), such as medically tailored meals and nutrition education.
3. [Outreach and engagement](#) to help connect members to these new benefits.

Regular reporting

OHA publishes a quarterly [HRSN dashboard](#). The dashboard provides a snapshot on HRSN eligibility, utilization, and service providers to help partners and the public see how HRSN benefits are being delivered in Oregon and who is receiving them.

About the data

HRSN benefits are new services covered under the Medicaid 1115 Demonstration Waiver for eligible OHP/Medicaid members (see timeline above). As a result, there are additional onboarding steps needed to process HRSN data before they are ready to publish in reports and presentations. As of this publication (February 2026) there are three main types of data sources for HRSN benefit data: Contractor reports, Medicaid administrative data (MMIS), and qualitative data. Each type of data provides a different insight into the HRSN benefits program. These data help us to understand the steps from when a member requests an HRSN benefit to when they receive services. See the [Appendix on page 5](#) for an example of this process. Over time, the types of data we collect and where we get them may change.

Contractor reports can help us understand how the HRSN process is working and identify opportunities for improvement.

Because there are very specific requirements about who is eligible for HRSN benefits, some extra steps must be followed before a person can receive services. HRSN benefits such as providing air conditioners, rent assistance, and fruit and veggie boxes are all benefits not typically covered under Medicaid. Coordinated Care Organizations (CCOs) and OHP Open Card contractor are building partnerships with new providers to help deliver these benefits.

Contractor reports can help us answer questions like:
- Who's requesting HRSN benefits?
- Who's been approved or denied for benefits, and why?
- Who has filed an appeal or grievance and why?
- Among OHP/Medicaid members who are approved, how long does it take to receive services?

To answer these questions, OHA reviews reports that CCOs and Open Card contractors are required to submit, such as: Prior Authorization, Denials, Grievance and Appeals Logs; Delivery System Network (DSN) Provider Capacity Report; Social Needs Service Coordination Report; and Financial Reporting (Exhibit L). Templates and instructions for these reports can be found on the CCO forms website.

Medicaid administrative data can help us identify enrolled HRSN providers and understand what types of HRSN services are being used, how often, and by whom

Oregon's Medicaid Management Information System (MMIS) is an administrative database that contains information about OHP members and the health care services they receive. OHA analyzes these data to understand:
- **Demographic information** about OHP members who apply for and/or receive HRSN benefits (things like the geographic location; age; and sex). OHA can pair this information with other data sources, like OHA's REALD & SOGI[2] Repository, to identify information about members' languages spoken, race, ethnicity, and disability status. The REALD & SOGI Repository was launched in 2023 and is OHA's central validated source of race, ethnicity, language and disability (REALD) data;
- **Information about HRSN service utilization** (the type and frequency of service ultimately provided to OHP members); and
- **Information about HRSN Providers** (types of HRSN services provided and counties where providers are delivering services).

Read the MMIS Data Profile to learn more about MMIS and the data contained in the system.

---

[2] REALD and SOGI are types of standardized demographic information. REALD stands for: Race, Ethnicity and Language, Disability. SOGI stands for: Sexual Orientation and Gender Identity. Collecting and analyzing data aligned with REALD and SOGI standards helps us identify and address health disparities, and support data justice in communities that are most affected by health disparities. Learn more about REALD and SOGI.

Qualitative data can help us understand OHP members' and providers' experiences

In 2021, OHA's External Relations Division launched a [Feedback App](#) that integrates comments, concerns, or positive feedback from OHP members requesting and receiving Medicaid services. OHA is exploring how information submitted by OHP members about HRSN services or process from the Feedback App can help us gain a more meaningful understanding of the HRSN benefit program. OHA is also working with CCOs and provider organizations to explore new, additional pathways for collecting qualitative information about HRSN benefits.

Members can share their experiences with HRSN benefits through the following channels:

- The OHA [Ombuds Office](#). OHA has a team of people called ombudspersons to make sure OHP members get quality health care. Contact this office if you have a concern about the services you get from OHP or if you want to share a compliment.
- The OHA ["Sharing Concerns or Complaints" web page](#) explains how to make a complaint or file an appeal.

Timing and frequency

HRSN data availability varies based on reporting and processing times. For example, updated information about current HRSN providers is available every two weeks. However, HRSN data related to member requests and referrals, service utilization, and HRSN Provider network are available three months after they are collected.

Note: As of this publication (February 2026) we are currently experiencing a delay in report processing for HRSN data related to service authorization and denial.

Requesting data

Organizations such as researchers or HRSN providers can request data to do their own analysis. Before requesting HRSN data, please consult with the Social Health Needs and Analytics Projects (SHNAP) team at OHA. Email HRSN.data@oha.oregon.gov. When you are ready to request data, please submit a data request form on the [Health Analytics Data Request webpage](#). Please note that our analysts are managing many priorities and may not be able to provide data depending on your timeline and request. OHA takes our responsibility to safeguard member information very seriously. Some data are only available with restrictions and justification.

HRSN Benefit Data in Action

[The HRSN Data Brief: Home Changes for Health](#) includes information about the first five months of HRSN benefits: March through July of 2024. During these months, members could qualify for home changes for health during extreme weather. These benefits include devices such as air filters, air conditioners, heaters, and others. Read more to learn about this benefit, the types of devices delivered, who received the devices, and where in Oregon devices are being delivered. Visit [HRSN Benefit Data website](#) for links to recent presentations and reports.

You can get this document in other languages, large print, braille, or a format you prefer. Contact HPA.IDEA.Team@odhsoha.oregon.gov.

Appendix: Example of the HRSN Process

Below is one example of how HRSN services are delivered to members. Depending on the HRSN service and region, different workflows may be used. For example, sometimes a CCO fulfills the request directly, without involving an HRSN service provider. In other instances, a Health Plan or CCO refers a member for HRSN Outreach & Engagement services before a request is submitted.

Jo Oregonian

A request for Jo Oregonian to receive HRSN services is submitted to Jo's CCO.
The request might come from Jo, their provider, a Community Based Organization (CBO), or by referral from their current CCO or a different CCO.

CCO

The CCO contacts Jo to verify they meet the requirements for the requested HRSN services.
The CCO needs to learn more about Jo's situation because HRSN benefits have very specific requirements.

Jo Oregonian

If Jo is found eligible through the screening, then they are referred to an HRSN service provider

HRSN Provider

Once the referral is accepted, the provider distributes HRSN benefits to Jo.