OREGON HEALTH AUTHORITY

April 2026

Health-Related Social Needs (HRSN) Dashboard

Agenda

- HRSN Data Dashboard Preview
- HRSN Data Updates
- Supporting Improved Service Delivery of the HRSN Rent Benefit

Health-Related Social Needs (HRSN) Data Dashboard Preview



The Social Health Needs and Analytics Projects (SHNAP) team at OHA works with HRSN data

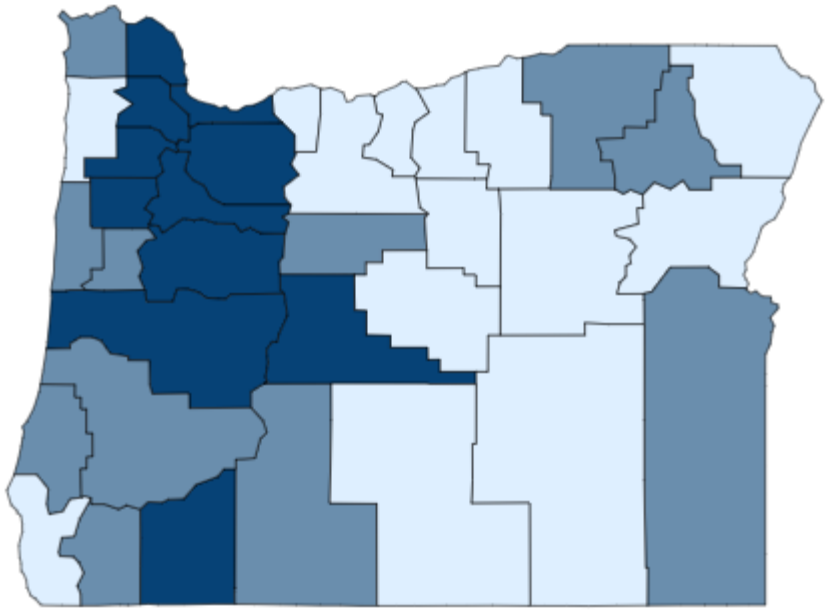
- The SHNAP team provides data support for implementing Oregon's Medicaid 1115 Waiver.
- Key responsibilities and projects:
  - Collecting HRSN data deliverables
  - Analyzing HRSN data for internal uses
  - Publishing HRSN data for public use
  - Providing data updates to key groups

Over 137 Providers have delivered HRSN benefits from program launch through December 2025

HRSN Service Providers serve every county in the state.

Map of counties served

Darker colors indicate more providers.



The most common services delivered are:

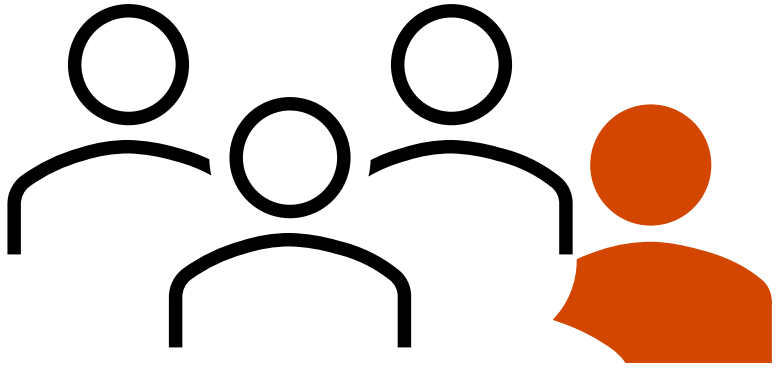
- Rent and utility payments
- Tenancy support services
- Outreach and engagement

Over half of the 24,000 members that received an HRSN benefit report having 1+ disability

~53% of HRSN benefit recipients report having one or more disabilities

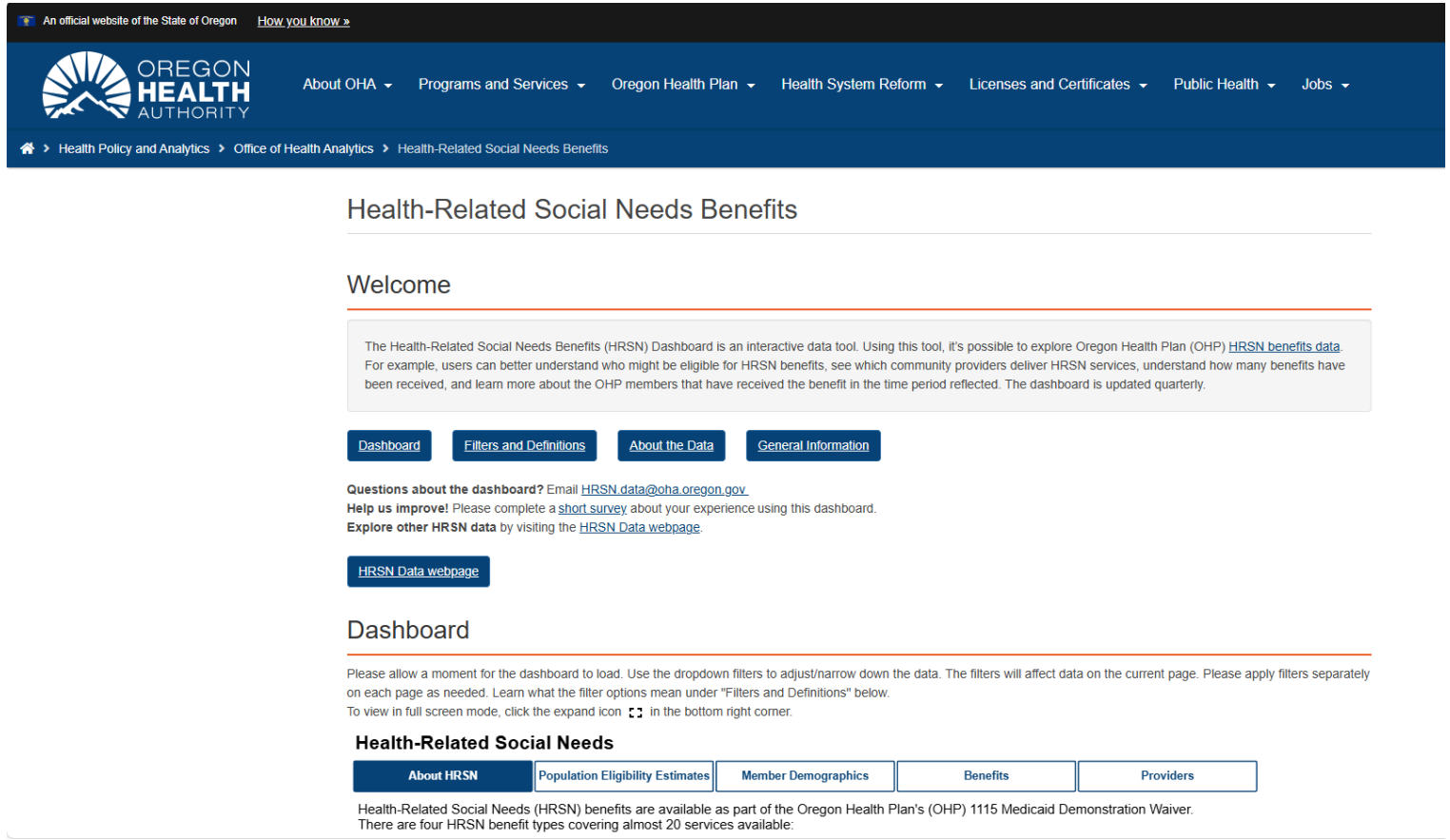


Compared to **24%** of the general OHP population



Our new HRSN Dashboard is now live!

A simple, user-friendly data dashboard on the OHA Data about Medicaid Health-Related Social Needs Benefits webpage



This dashboard covers:
Broad HRSN eligibility
HRSN service utilization
Member demographics
HRSN service Providers

Click here to view the dashboard.

The ‘About HRSN’ tab describes each HRSN benefit provided by the 1115 Medicaid Demonstration Waiver

Health-Related Social Needs

About HRSN	Population Eligibility Estimates	Member Demographics	Benefits	Providers

Health-Related Social Needs (HRSN) benefits are available as part of the Oregon Health Plan's (OHP) 1115 Medicaid Demonstration Waiver. There are four HRSN benefit types covering almost 20 services available:

Home changes for health devices are part of the housing benefit, and include mini-refrigerators, air conditioners, air filtration devices and replacement filters, portable power supplies, heaters, and device installation.

Housing benefit includes rent and utility costs, utilities arrears, utilities set-up, storage fees, hotel/motel stays, medically necessary home accommodations, medically necessary home remediations, and tenancy support services.

Nutrition benefit includes nutrition education and medically tailored meals. Additional nutrition benefits will be available in 2026.

Outreach and Engagement benefits help members learn about programs or services, apply for benefits, organize paperwork, or find help in their language.

To be eligible for an HRSN service, a member must meet four general eligibility requirements, plus additional service specific requirements.
View the population eligibility estimates tab to learn more.



HRSN recipients: are OHP members who meet program eligibility requirements and have been provided a service through their Health Plans.

The ‘Population Eligibility Estimates’ tab explores broad eligibility for HRSN benefits

Health-Related Social Needs: Population Eligibility Estimates

About HRSN | **Population Eligibility Estimates** | Member Demographics | Benefits | Providers

To be eligible for an HRSN service, a member must meet four general eligibility requirements, plus additional service specific requirements.

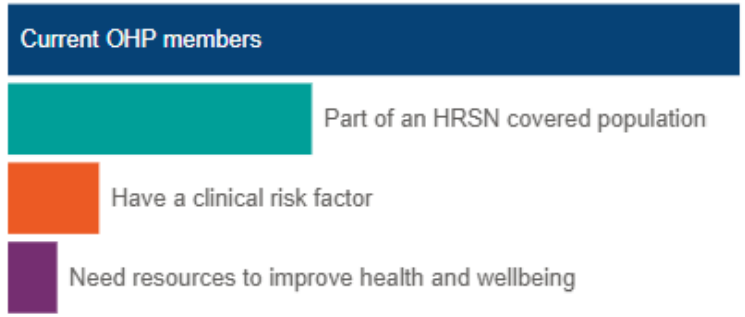
Estimates in this dashboard help illustrate how many OHP members could potentially meet all four of the general eligibility requirements. These estimates look at all HRSN benefits and services together. In practice, each service will have different eligibility requirements and as a result a different estimate of members that might be eligible for that service. Estimates also focus on potential eligibility and don't consider demand, uptake or access to services. See the webpage to learn more.

Requirement #1: Be a current OHP member
Approximately 1.4 million OHP members that belong to an HRSN eligible OHP program.

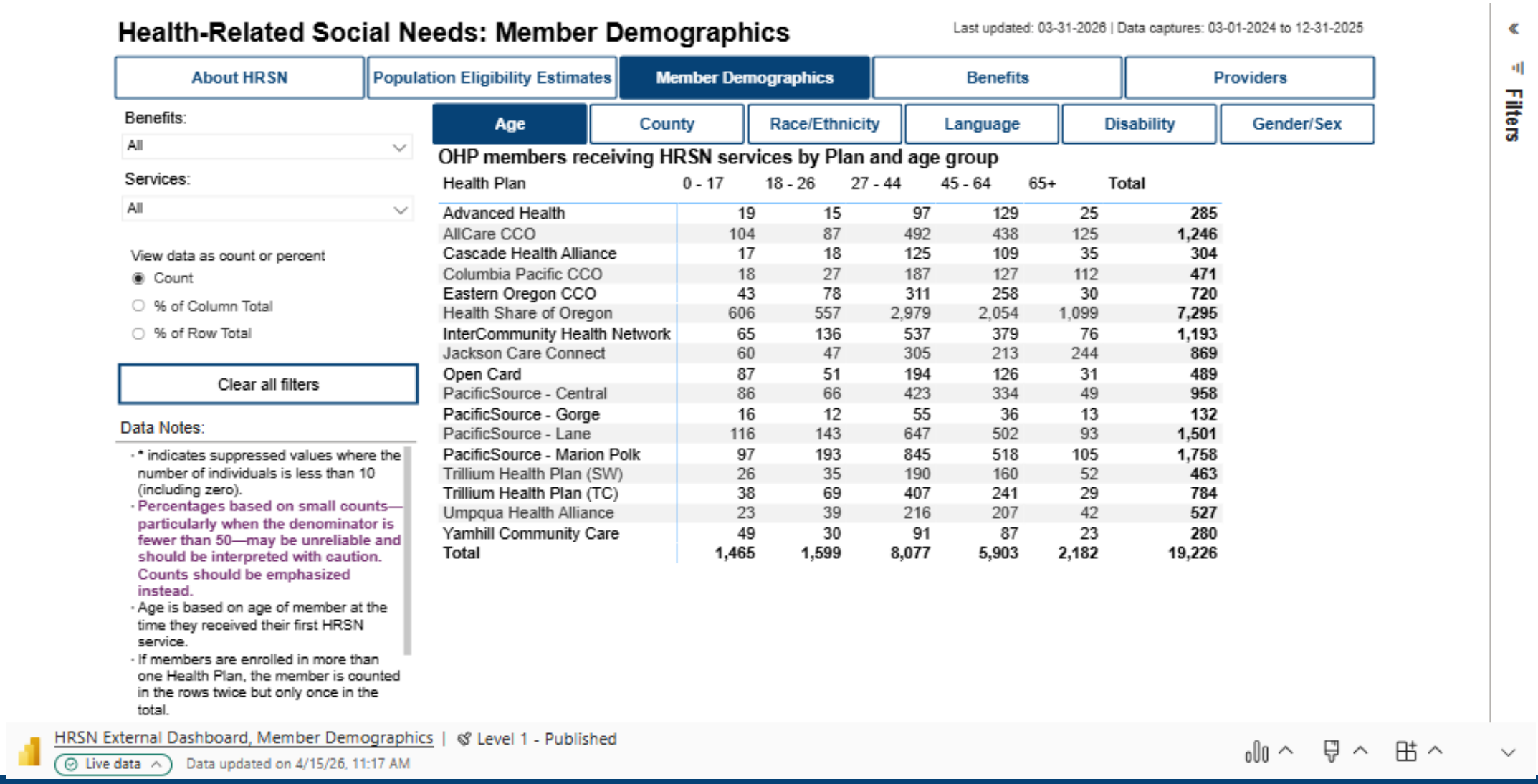
Requirement #2: Be part of an HRSN covered population
About 40% of OHP members belong to an HRSN covered population.

Requirement # 3: Have an HRSN clinical risk factor
Between ~30 to ~50% of OHP members in an HRSN covered population have an HRSN clinical risk factor.

Requirement #4: Need resources to improve their health and wellbeing.
About ~50% will need resources to improve their health and wellbeing.



The ‘Member Demographics’ tab looks at HRSN beneficiaries, including REALD data



Health-Related Social Needs: Member Demographics

Last updated: 03-31-2026 | Data captures: 03-01-2024 to 12-31-2025

About HRSN | Population Eligibility Estimates | **Member Demographics** | Benefits | Providers

Benefits: All

Services: All

View data as count or percent
- (•) Count
- ( ) % of Column Total
- ( ) % of Row Total

Clear all filters

Data Notes:
- * indicates suppressed values where the number of individuals is less than 10 (including zero).
- Percentages based on small counts—particularly when the denominator is fewer than 50—may be unreliable and should be interpreted with caution. Counts should be emphasized instead.
- Age is based on age of member at the time they received their first HRSN service.
- If members are enrolled in more than one Health Plan, the member is counted in the rows twice but only once in the total.

Age | County | Race/Ethnicity | Language | Disability | Gender/Sex

OHP members receiving HRSN services by Plan and age group

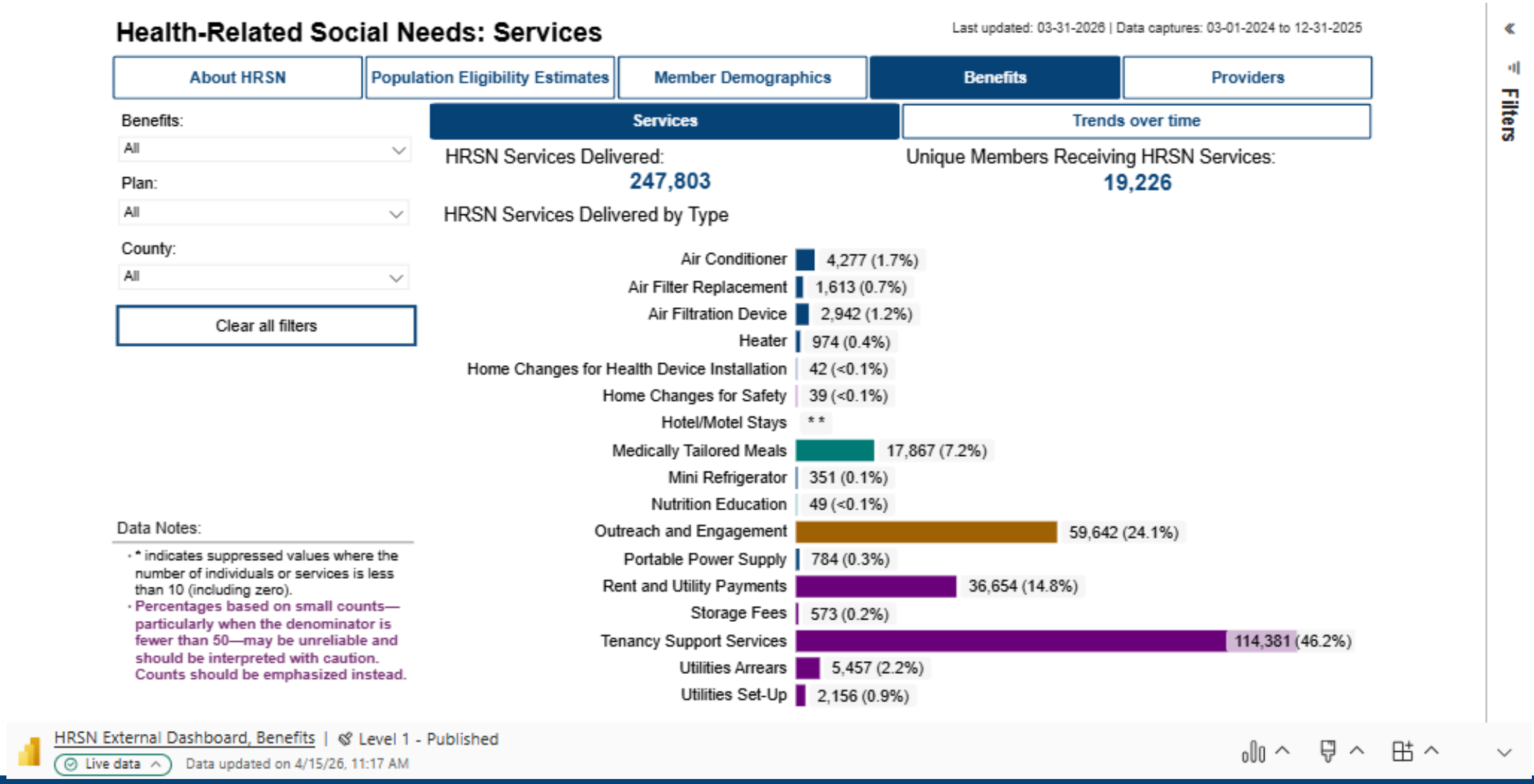
Health Plan	0 - 17	18 - 26	27 - 44	45 - 64	65+	Total
Advanced Health	19	15	97	129	25	285
AllCare CCO	104	87	492	438	125	1,246
Cascade Health Alliance	17	18	125	109	35	304
Columbia Pacific CCO	18	27	187	127	112	471
Eastern Oregon CCO	43	78	311	258	30	720
Health Share of Oregon	606	557	2,979	2,054	1,099	7,295
InterCommunity Health Network	65	136	537	379	76	1,193
Jackson Care Connect	60	47	305	213	244	869
Open Card	87	51	194	126	31	489
PacificSource - Central	86	66	423	334	49	958
PacificSource - Gorge	16	12	55	36	13	132
PacificSource - Lane	116	143	647	502	93	1,501
PacificSource - Marion Polk	97	193	845	518	105	1,758
Trillium Health Plan (SW)	26	35	190	160	52	463
Trillium Health Plan (TC)	38	69	407	241	29	784
Umpqua Health Alliance	23	39	216	207	42	527
Yamhill Community Care	49	30	91	87	23	280
Total	**1,465**	**1,599**	**8,077**	**5,903**	**2,182**	**19,226**

« Filters

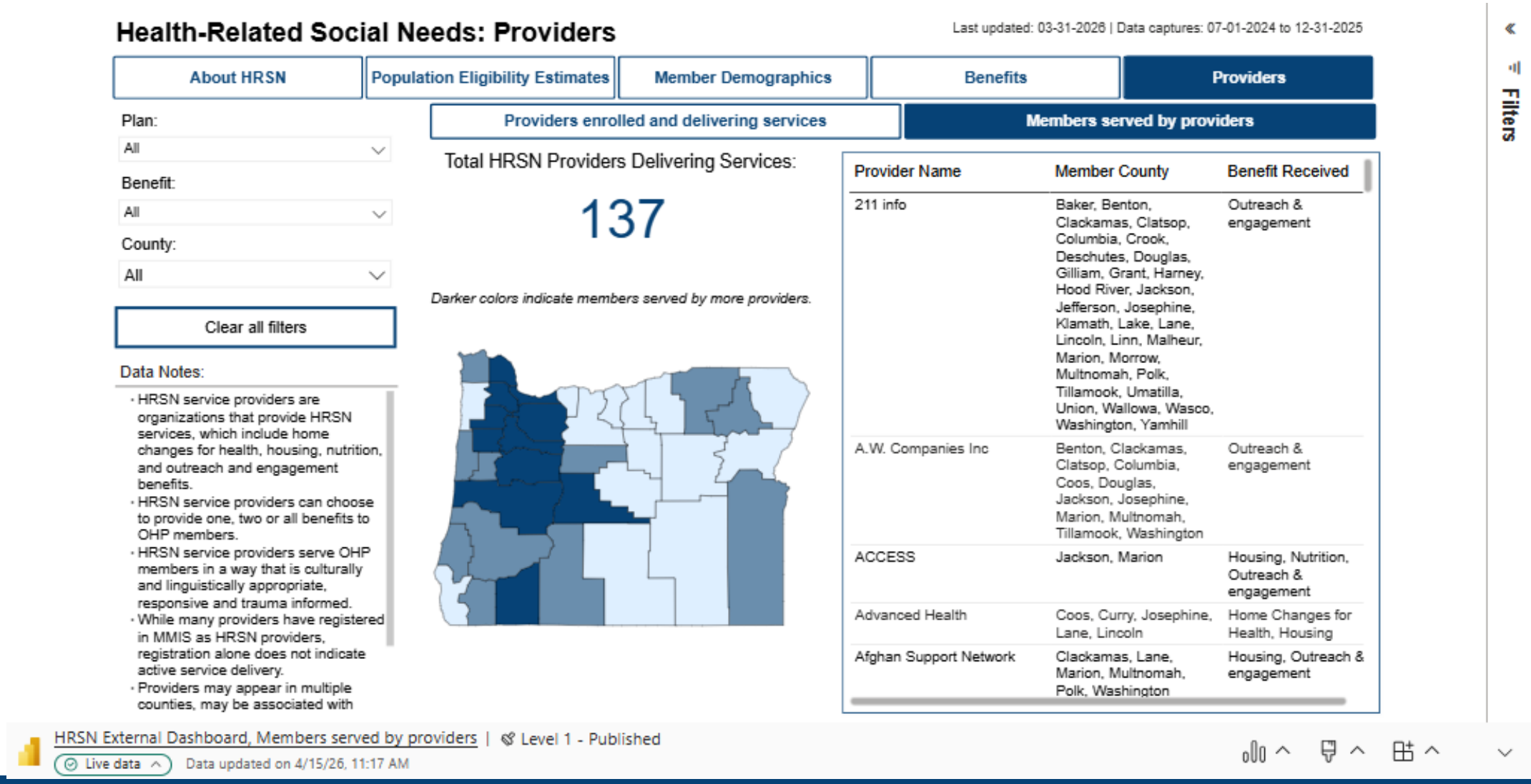
HRSN External Dashboard, Member Demographics | Level 1 - Published

Live data | Data updated on 4/15/26, 11:17 AM

The ‘Benefits’ tab is a more detailed view on the types of HRSN services received by members



The ‘Providers’ tab shows HRSN Providers that have delivered services



What types of questions can be answered with the dashboard?

- How does HRSN benefit delivery change over time?
- What is the race, age, ethnicity, primary language spoken, and disability status of people who receive HRSN benefits?
- How has HRSN Provider enrollment grown since the beginning of the program?
- Where are Providers delivering services around the state?

This dashboard can’t answer every question about HRSN

- This dashboard is *not* appropriate for understanding HRSN benefits for specific members or tracking live data.
- At this time, it does not include the following data:
  - Denials, appeals, or grievances
  - Months of rent of units of services
  - HRSN spending
  - HRSN Service Provider contact information
  - Health outcomes
  - Timeline data about HRSN services
  - HRSN Provider location

This is the first version of the HRSN dashboard

- New data will be added, and phased in over time
- Examples of new data may include
  - Initial utilization data on Fruit & Veggie and Pantry Stocking benefits.
- Viewers can send feedback about the dashboard via a survey that is linked in the dashboard webpage

Health Related Social Needs (HRSN) Data Updates

Authorization to service timeline delivery data tells us how long it takes for Members to receive HRSN benefits

Data currently available

We currently only have timeline data for rent and utility services

- Data reflect services authorized and delivered from Nov 2024- Sept 2025

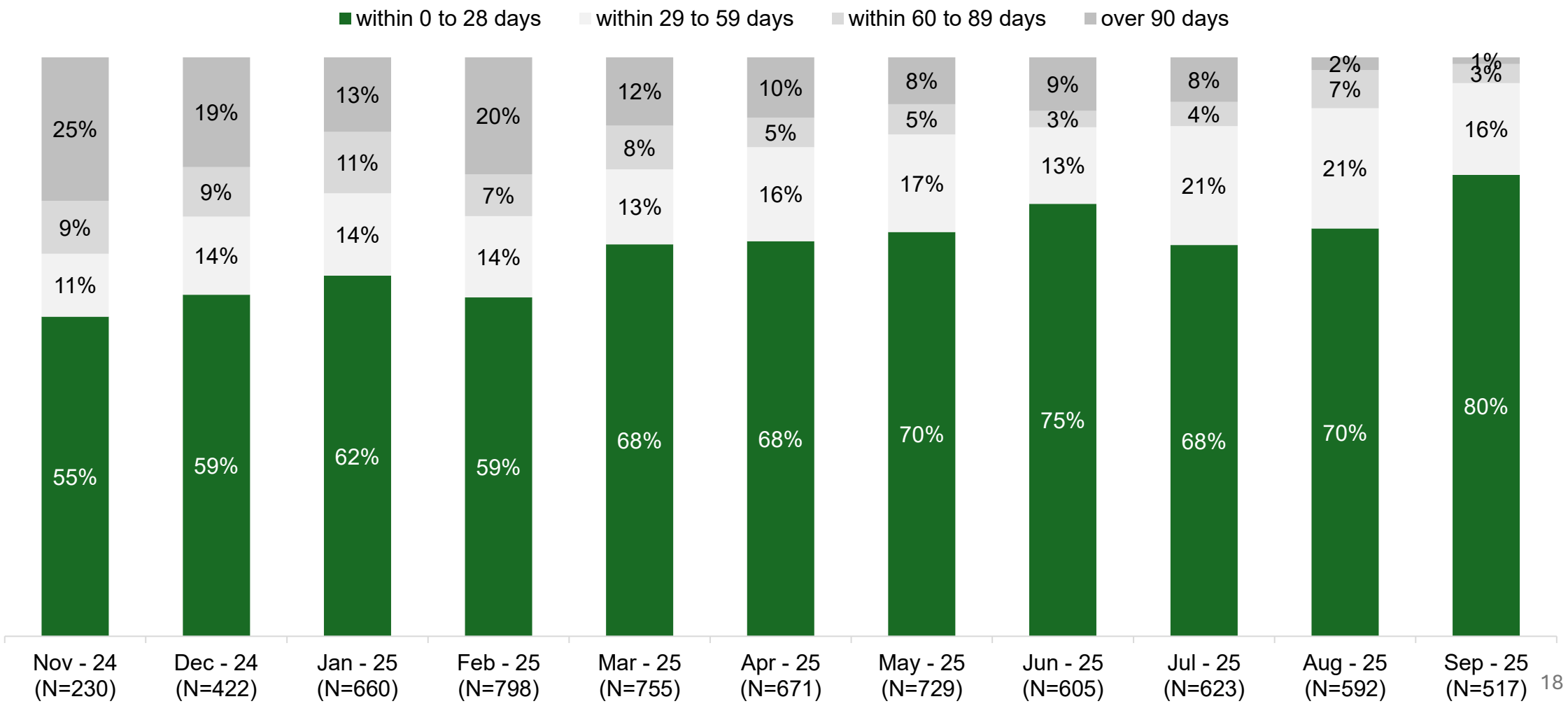
Data on the horizon

- Starting in Oct 2025, we are collecting ongoing authorization date data for *all* HRSN services
- These data are not yet ready to be shared



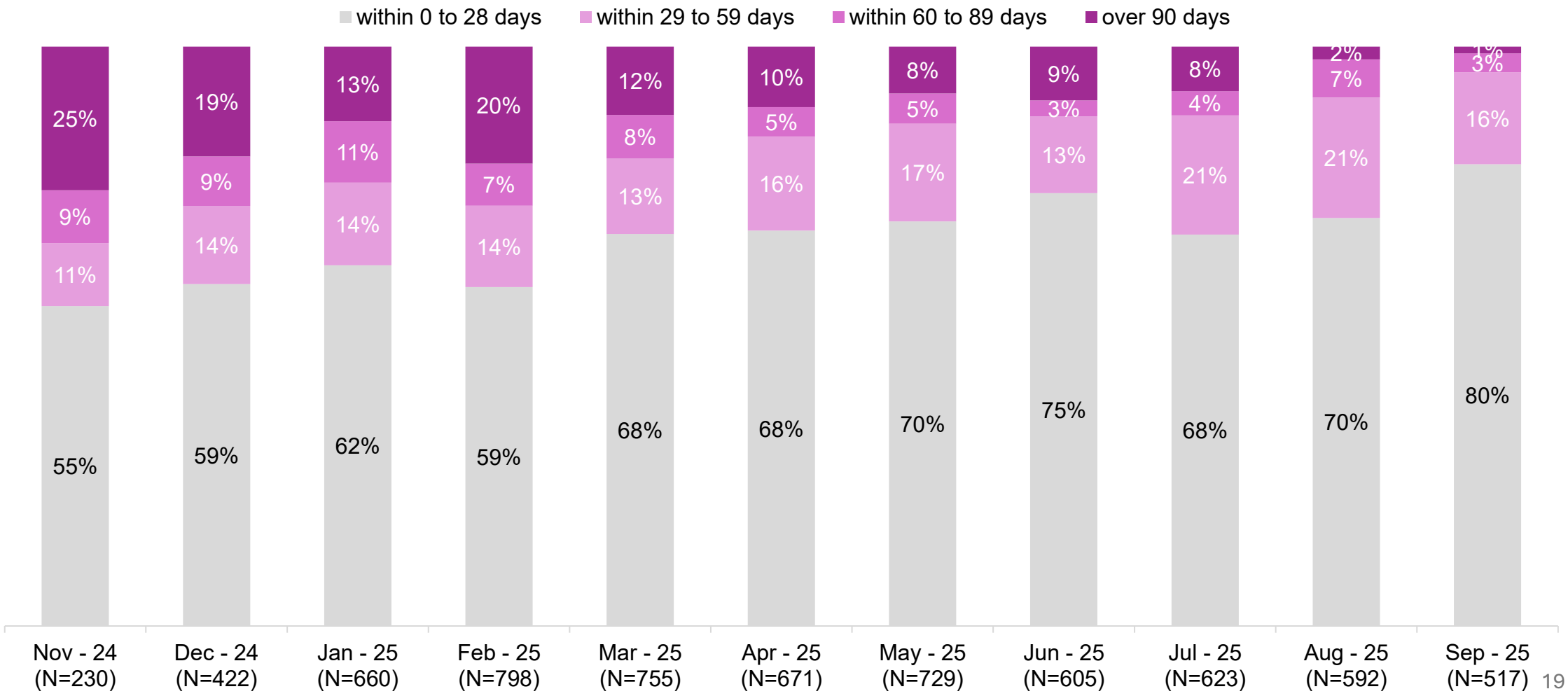
As the program has developed, more members are receiving services in less time

Length of wait between authorization and service delivery for the HRSN rent benefit, by month of authorization; November 2024 to September 2025



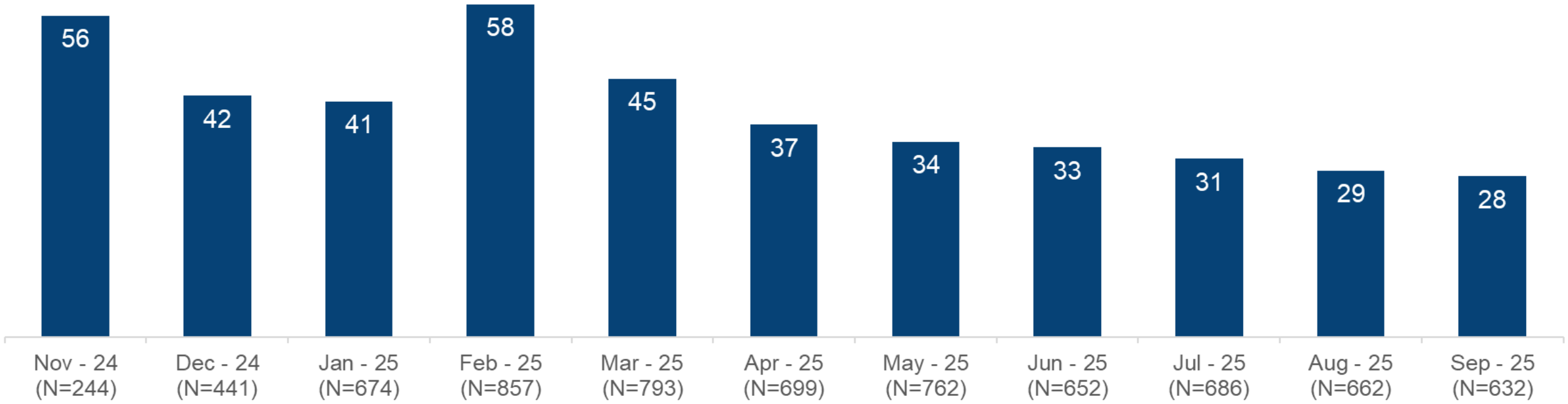
But there is still a subset of members who are waiting longer time periods to receive services

Length of wait between authorization and service delivery for the HRSN rent benefit, by month of authorization; November 2024 to September 2025



The average number of days between authorization and service delivery has steadily declined

Average days between authorization and service delivery for the HRSN rent benefit, by month of authorization for data from November 2024 to September 2025



Supporting Improved Service Delivery of the HRSN Rent Benefit

Supporting Improved Service Delivery

OHA has established processes to find solutions and support improved services for OHP Members including:

- Provided funding support for coordinated care organizations (CCOs) and HRSN Service Providers to support capacity
- Increased HRSN service provider reimbursement
- Conducted provider outreach and recruitment and convened service delivery partners to provide technical assistance
- Modified eligibility criteria and streamlined the screening process
- Facilitated operations improvements for health plans and providers
- Improved member communications

Supporting Providers and CCOs

- **Provided Community Capacity Building Funds (CCBF) to support provider networks and build capacity**
  - In 2024, OHA provided over $37 million in CCBF to 161 organizations
  - In 2025, OHA provided over $57 million, which included $6.3 million in expedited funds to housing providers and $6.9 million to CCOs to address challenges in providing the benefit
- **Increased HRSN service provider reimbursement**
  - Increased rates for tenancy and outreach & engagement services from $20 to $26 per 15 minutes
  - Established more flexible billing processes to improve provider payment and service alignment
  - Updated policy to allow HRSN service providers to bill time documenting tenancy and outreach & engagement services

Supporting Providers and CCOs (cont.)

- **Conducted provider outreach and recruitment, convened service delivery partners, and provided in-depth technical assistance**
  - In the spring and summer of 2025, OHA conducted robust HRSN housing provider outreach and recruitment efforts successfully increasing the number of HRSN housing service providers.
  - Offered more frequent and in-depth HRSN housing provider training and technical assistance.

Improving and Streamlining the Housing Benefit

Modified eligibility criteria and streamlined screening process

- OHA modified the clinical risk factor eligibility criteria for HRSN rent and utility financial assistance to:
  - Focus on Members with health conditions most responsive to the short-term rent benefit
  - Prioritize acutely unstable health and higher risk chronic health conditions
  - Require Members engage with qualifying supports or treatments for the health condition

Facilitated operations improvements

- Provided flexibility for utility bill documentation
- Streamlined ways in which CCOs are required to accept HRSN service requests, allowing for more automated submissions and acceptance of requests
- Updated rule to require the lease agreement and income verification at time of the complete HRSN request (versus during the screening process) to improve efficiency of HRSN request and eligibility screening processes

Improving Member Communications

- Reviewed and updated OHA HRSN webpages and health plan webpages and informational content to provide more clear and helpful resources for Members
- Implemented requirement for health plans to provide written notifications to Members who are approved for the HRSN rent benefit as of September 2025
- Implemented requirement for health plans to notify Members when an incomplete HRSN request is received and provide steps on how to finish the request
- Implemented a CCO Contract requirement requiring CCOs to have a public webpage with information about HRSN Services, including information about how Members can request and receive HRSN Services

Question & Answer

What questions do you have?



Stay Connected!

Email questions related to today's presentation to:

- hrsn.program@oha.oregon.gov

Check our websites for updates and information:

- HRSN Overview: https://www.oregon.gov/OHA/HSD/Medicaid-Policy/Pages/HRSN.aspx
- HRSN Housing: https://www.oregon.gov/oha/HSD/OHP/Pages/Housing.aspx
- HRSN Nutrition: https://www.oregon.gov/OHA/HSD/OHP/Pages/Nutrition.aspx

OREGON HEALTH AUTHORITY

Oregon HEALTH PLAN

1115 MEDICAID WAIVER IMPLEMENTATION PROJECT | OREGON

Thank you for your collaboration and ongoing partnership!

