



# Flexible Services Guide for CCOs:

## Examples of approved flexible services

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## Background

Flexible services began in 2013 with the inception of Oregon’s coordinated care organizations (CCOs). The history of flexible services and how it has evolved is further detailed in the [Flexible Services Brief](#). One of the purposes of flexible services is to give CCOs a specific way to use their global budgets to address the social determinants of health (SDOH), including the non-covered health-related social needs of their members.

For CCOs to use federal Medicaid funds for flexible services, they must comply with state and federal criteria. Flexible services requirements are detailed in Oregon Administrative Rule (OAR) and Code of Federal Regulations (CFR). For a full definition of flexible services, CCOs should rely primarily on the Oregon Health Authority (OHA) [Flexible Services Brief](#) and OARs [410-141-3500](#) and [410-141-3845](#). The federal regulations ([45 CFR 158.150](#) and [45 CFR 158.151](#)) should be used for supplemental CCO guidance only. Additional guidance and technical assistance can be found on OHA's [flexible services webpage](#).

## Definitions

Flexible services are defined as 1) non-covered services under Oregon's Medicaid State Plan that are not administrative requirements, and 2) services meant to improve care delivery, and member and community health and well-being.

The two types of flexible services are member-level and community-level flexible services as defined below.

Member-level flexible services are defined as cost-effective services offered to an individual CCO member to supplement covered benefits.

Community-level flexible services are defined as community-level interventions focused on improving population health and health care quality. These initiatives include members but are not limited to member. These can also include certain investments in health information technology.

## Purpose

The purpose of this document is to provide a list of CCO flexible services that have been accepted by OHA as meeting flexible services criteria and those that have not been accepted. **While this document includes examples of prior flexible services, spending on flexible services by CCOs remains at the CCOs' discretion.** Examples included here are examples only and do not indicate that CCOs must provide these as flexible services. Additionally, as noted in the definition above, flexible services cannot be used for an OHP covered service. **All examples in this document are assumed to be for non-covered services at the time they were accepted.**

# Examples of OHA approved member- and community-level flexibles services spending

For more information about flexible services criteria, please read the [Flexible Services Brief](#) and [Flexible Services FAQ](#).

## Behavioral health

1. Alternative services to manage patients being tapered from chronic opioids, like mindfulness, pain education, movement and nutrition
2. Art therapy program focused on exploring emotions through art and reducing stigma of mental health issues
3. Communications project to raise provider and community awareness, increase use of naloxone and reduce the amount of unused prescription medications in the community
4. Community healing circles, emotional navigation support and other culturally specific services for Latino/a/x community members
5. Contingency Management to encourage member participation in behavioral health programs that reward and incentivize things like medication adherence or abstinence from drug and alcohol use
6. County narcotics team provision of drug prevention trainings and educational opportunities to county agencies and individuals, including law enforcement personnel, schools, landlords and the general public
7. Equine-assisted mental health program to improve self-regulation, socialization and motor behaviors in children with autism spectrum disorder
8. Evidence-based clubhouse model programs to support members living with mental illness
9. Fidget toys, swings, tents, sound machines and other sensory devices to meet member sensory needs

10. Group horsemanship/equine therapy program for behavioral health in foster youth and disabled adults
11. Harm reduction programs and supplies, including safe needle exchange programs, safe injection supplies, wound care supplies, safer sex supplies, risk reduction counseling, naloxone kits, fentanyl strips, referrals to agencies and organizations
12. Locking medication bags and gun trigger locks to support safety plans of families with youth considered at risk of suicide
13. Mental health first aid training for community members to learn how to identify, understand and provide initial response to signs of mental illnesses and substance use disorders
14. Non-covered reintegration therapy costs for a child prior to reunification with parents
15. Peer-led 12 Step + 5 program for members with mental illness and substance use disorder
16. Postvention resources and books to support children's mental health after an unexpected death
17. Preventive behavioral health services, peer support and resource navigation to reduce the development or severity of behavioral health conditions
18. Publication on suicide awareness and prevention for community-wide distribution
19. Recovery café model for adults struggling with drug and alcohol addiction
20. Safe spaces for LGBTQIA2S+ community members, including peer support, group meetings and drop-in services, and bi-monthly parent and caregiver support groups
21. Therapy lamps/light boxes to treat anxiety and depression
22. Tobacco cessation incentive programs for pregnant people; substance use and addiction supports for expectant parents who want to maintain sobriety
23. Training materials and participation fees for dialectical behavioral therapy skills training
24. Weighted vests or blankets for members to reduce sensory triggers

25. Workbooks and planners for attention-deficit/hyperactivity disorder (ADHD) and anxiety management

## **Child/adolescent development and family resources**

1. Bassinets, strollers, highchairs, portable cribs, baby formula, car seats and other items for infant health and safety
2. Board games to facilitate family connection and promote overall wellness
3. Capacity building for a local relief nursery to expand family services and resources
4. Child adoption fees
5. Evidence-based, psychoeducational parenting program for fathers
6. Free books during wellness visits for children 3–6 years old; book gifting program that mails free books to children every month from birth to age five; child literacy and free book programming
7. Local organization supporting foster family recruitment and retention through community education sessions, social and wellness events, and childcare supplies
8. Long-term mentoring program for children facing adversity and/or at risk of dropping out of school
9. Medical liaison program to increase communication and collaboration between Oregon Department of Human Services, medical providers and foster families
10. Online educational videos and support groups for pregnant people
11. Parenting classes and support groups for parents of neurodivergent youth
12. Postpartum doula services, yoga classes and music classes for new parents and babies
13. Preschool and kindergarten readiness programs, including preschool enrollment fees and tuition
14. Program connecting youth to employment and career pathway opportunities

15. Program that partners students involved in special education classes with general education peer helpers/mentors and provides instruction in personal hygiene, physical activity and nutrition
16. Program that provides academic help and enrichment in science and the arts
17. Recruitment and training of court-appointed volunteer advocates for foster kids
18. Resource coordination for at-risk youth in a local school district
19. School district's trauma-informed practices training
20. Seasonal youth camps and group classes focused on preserving Indigenous culture, language and wellness
21. Smoke monitoring stations at schools to help determine when it is safe to engage in outdoor activities
22. Stethoscope to monitor a newborn's heart condition
23. Trainings, books and resources about body safety, boundaries and consent for children of all ages
24. Voucher system for expectant and new parents to encourage completing provider visits (obstetrics/pediatric) and attending community sponsored classes (WIC/parenting)
25. Youth leadership intern program focused on climate and social justice

## **Communication access**

1. 24-hour nurse advice call line accessible after clinic and business hours
2. Cell phones (or other mobile devices) and cell phone minutes or data to communicate with providers (including telehealth access), the CCO and potential employers
3. Computers, laptops and tablets for educational purposes and/or communicating with providers (including telehealth access), the CCO and potential employers
4. Monthly Wi-Fi/internet bills to access online patient portals and communicate with providers (including telehealth access), the CCO and potential employers, and/or to access remote education

5. Payment of past due phone bill to prevent shut-off of services
6. Peer counselor warmline services for individuals experiencing mental health needs
7. Protective cases for cell phones, other mobile devices and other technology equipment to prevent damage and maintain access
8. Software applications and devices for members to support communication and improve learning and social skills

## **Economic stability**

1. Advocacy services for children in the court system
2. Background checks for members to obtain employment
3. Business professional clothing to support members during interviews and in obtaining employment
4. Financial literacy counseling and community-wide classes on debt consolidation, budgeting, credit report reviews and managing housing and student loans
5. Financial management services provided by a legal payee for members who are not able to manage their finances
6. General education development (GED) preparatory courses and test fees
7. Legal advocacy assistance program to help negotiate reduced housing costs, contest eviction notices, file paperwork or address other legal housing issues
8. Renewal or replacement driver's licenses, birth certificates and social security cards for members to legally drive and apply for Housing and Urban Development (HUD) assistance and other assistance programs

## **Food access**

1. Additional resources for a mobile food pantry, including replacing a refrigerated vehicle, to ensure food is provided across a community's wide geography
2. Blenders, supplements and nutritional drinks for members recovering from medical procedures



3. Capacity building and resources for community kitchens, food banks, mobile food pantries and other community food programs to increase ability to provide food
4. Community-supported agriculture (CSA) scholarship program to support access to nutritious foods and local farmers
5. Culturally specific grocery items and outreach materials for a community kitchen that welcomes recently arrived refugees
6. Evidence-based nutrition education programs and cooking demonstrations provided in public schools and community centers to support healthy eating habits
7. Food bank programs that teach about growing food, food production, cooking or nutrition
8. Free summer lunches and take-home meal programs for school-aged children and their families
9. Grocery store gift cards or vouchers
10. Produce and food prescription programs offering tailored nutrition education and produce prescriptions (“scripts”)
11. Ready-to-eat meals and grocery box delivery services
12. School-based garden program to increase understanding of food systems and local produce in lunches
13. Vouchers, tokens and match programs at local farmers markets to support individuals enrolled in Supplemental Nutrition Assistance Program (SNAP) in accessing local, nutritious produce and proteins, like Double Up Food Bucks and Protein Bucks incentive programs

## **Health information technology (HIT)**

1. Community information exchange (CIE) subscriptions and deployment to local providers, social service agencies and community-based organizations
2. Health information exchange (HIE) platforms for local clinics and providers to share care plans with patients and care team

3. HIT bonus incentives for community providers that adopt HIT improvements and submit clinical data for outcome tracking
4. HIT improvements for an organization that provides electronic data sharing
5. Hospital event notification system subscriptions for local providers
6. New electronic health record (EHR) platforms for behavioral health providers, addiction recovery centers, local clinics and local public health departments
7. Online population health management platforms to inform and address health equity and quality improvement goals
8. Online portal improvements to provide CCO members on-demand access to health information without third party software involvement
9. Telehealth booths in a local library for patients to meet virtually and confidentially with health care providers

## **Health and health condition management**

1. Chest binders, electrolysis and other gender-affirming supports to reduce gender dysphoria and improve overall physical and psychological wellbeing
2. Chewable items to prevent members from chewing non-food items
3. Compression socks and wraps
4. Diabetes risk management program in Spanish, including a weekly walking group and culturally specific nutrition education. Note: this program is not the National Diabetes Prevention Program (DPP), which is a covered benefit.
5. Educational book in Spanish and English for parents of children with a new disability diagnosis
6. Evidence-based health education to support members in understanding new diagnoses and managing chronic conditions
7. Forehead and ear thermometers
8. Glucometer and blood pressure machines for at-home monitoring of health issues
9. Heating blankets and pads to mitigate members' chronic pain

10. High-capacity weight scales
11. Medical ID and alert bracelets, lanyards and buttons
12. Nocturnal enuresis alarms
13. Non-covered cranial electrotherapy device to treat member's anxiety and depression
14. Non-covered sound amplification devices to help with member hearing
15. Pill/medication dispensers, medication reminder apps
16. Power scooters, wheelchairs, crutches and walking canes to aid in member mobility
17. Powered sit-to-stand lift chairs and bath chairs
18. Prosthetics and orthotics
19. Protective covers, carriers, chargers, batteries and replacement wheels for mobility devices
20. Pulse oximeters
21. Seat and handheld massagers to treat chronic pain
22. Self-cooling insulin storage wallets
23. Shampoo, conditioner, deodorant, soap and sanitation wipes to facilitate healthy hygiene practice
24. Shaped pillow to mitigate a member's chronic pain while sitting
25. Sharps containers
26. Side-lying pillow for member with neurological impairment
27. Sun protective clothing to reduce skin exposure
28. Tampons, pads and other menstruation products
29. Toothbrushes, fluoride rinse, floss and water flossers
30. Wedge pillows to elevate legs and reduce swelling, treat gastroesophageal reflux disorder (GERD), reduce chronic pain and improve sleep comfort
31. Wool socks, winter coats, heated gloves, boots and other protective gear

## Health promotion

1. Adverse childhood experiences (ACEs) and community resilience training for community members
2. Art supplies, instruments, music players and other creative supplies to aid in behavioral health therapies
3. Awards and incentives for patients as they complete diabetes prevention and treatment programming
4. Coordination and outreach to increase vaccine confidence and increase childhood immunization rates
5. Incentives for completing primary care visits, adolescent well-care visits, colorectal cancer screenings and other preventive visits
6. Incentives for engaging in primary care and behavioral health care
7. Livestreamed musical performances for seniors to reduce social isolation and improve overall wellness
8. Purchase of community-accessible automated external defibrillators and training of residents in cardiopulmonary resuscitation
9. Series of teen workshops at a local library focused on wellness, stress management and healthy relationships

## Housing improvements

1. Elevator repair to ADA standards in a senior living center that provides wraparound services, meals, transportation and a social space for seniors
2. Hoarding assistance and cleaning services to remove trash and other health hazards from members' living spaces, dumpster rental and disposal fees
3. Home security cameras and systems to support the safety or sense of well-being of a member, such as families with children with developmental disabilities, families with older adults with dementia, or for members with mental health-related or trauma-related needs

4. Household amenities, like bathroom rugs, window coverings, soap dispensers and towels
5. Household appliances, like refrigerators, stoves, microwaves, toasters, washing machines and blenders
6. Household furniture, like beds and bedding, mattresses, couches, dining tables and chairs
7. In-home air quality and safety assessments, and purchase and installation of home air filtration devices to improve health during fire season
8. Installations of wheelchair ramps, wheelchair-accessible entryways and showers, elevated toilets, grab bars and other accessibility improvements to support older members and members living with disabilities to age in place
9. Mold, mildew and lead assessment and removal
10. Pest extermination, bedbug removal and biohazard cleaning services
11. Portable and window air conditioning units, air filtration devices and fans
12. Portable generators, space heaters, furnace filters and repairs to home heat pumps and water heaters
13. Portable wheelchair ramps
14. Weather-proofing supplies like drywall replacement, tarps and roof-patching materials

## **Housing services and supports**

1. Campground, RV and mobile home parking fees and Safe Parking programs that provide a safe place for individuals and their belongings
2. Capacity building for local organization to provide meals, shelter, hygiene resources and medical and social service referrals
3. Expansion of supportive services program for transition age (16–24) youth at risk of or experiencing houselessness
4. Land use and homeownership trainings

5. Lease and rental deposits
6. Moving service for members relocating
7. One month or partial rent payments for members at risk of houselessness
8. Past-due rent and utility payments, and short-term rent and utility payment assistance programs
9. Storage unit fees for member to store belongings while looking for housing
10. Support for a housing program for women and their children who have been or are at risk of becoming houseless
11. Temporary hotel/motel stays and recuperative care programs for members recovering from a medical procedure or experiencing a housing transition
12. Tents, tarps, rubber straps, sleeping bags, handwarmers, outdoor showers, portable toilets, burner fuel, coolers, portable gas stoves and other camping/shelter equipment (for members experiencing houselessness or staying in mobile homes, trailers or vehicles)
13. Warming and cooling shelters to protect community members from inclement weather or severe weather events

### **Other non-covered services**

1. Care coordinator who assists members and families with complex physical/social needs in a community-based setting
2. Central line covers
3. Denture replacements, braces, teeth extractions and other non-covered dental and orthodontic services
4. Eye exams and glasses
5. Non-covered in-home adult caregiving services
6. Over-the-counter medicine for pain and anxiety
7. Postage for medication delivery
8. Treatment for damaged and breaking hair to help a member's mental health

## Physical activity

1. Accessible playground equipment for a local park to increase access to greenspaces and encourage physical activity
2. Activity tracking watch/bracelets and scales
3. Athletic apparel like athletic shoes, cleats, swimsuits, shorts and lifting gloves
4. Dance, martial arts, tennis, hiking and other group exercise classes
5. Gym or community center memberships
6. Health and wellness program focused on nutrition, fitness and stress reduction
7. Pool passes
8. Treadmills, trampolines, dumbbells, bicycles, helmets and other personal exercise equipment
9. Youth recreation sports league enrollment fees, uniforms, soccer balls, baseball bats and helmets

## Transportation

1. Airline ticket for relocating member experiencing domestic violence
2. Baggage fees for members traveling out of state to receive treatment
3. Bicycle, bike pump, helmet and bike lock
4. Public transit tickets and passes, and taxi rides
5. Car payments, vehicle insurance payments, DEQ inspection and tags
6. Car repairs and replacement car keys
7. Gas cards
8. Parking passes
9. Ride program for trips not covered under the Medicaid benefit, such as: grocery trips, health and wellness education classes, support groups, gym trips, court hearings, community forums, warming and cooling shelters, and other social services
10. Vehicle purchase for a community-based non-medical transportation program

# Examples of OHA rejected member- and community-level flexibles services spending

For more information about flexible services exclusions, please read the [Flexible Services Brief](#) and [Flexible Services FAQ](#).

## Assessments, evaluation and research

1. Evaluation of community information exchange (CIE) platform successes and challenges
2. Incentives to participate in a community health assessment (CHA)
3. Research and exploration of county childcare needs
4. Regional food system gaps and assets assessment

## Capital investments

1. Building a nonprofit, integrated physical and behavioral health center
2. Building an indoor community recreation center for the Parks & Recreation District
3. Building renovations for a clinic or health system to meet ADA standards

## Staffing, salary and hiring costs for CCO, health system or clinic staff

1. Care coordinator staffing for a network primary care office
2. Hiring and training a mobile staff person to assist with unhoused client services

## Provider training and certification

1. Educational programming for current behavioral health providers to acquire respective licensures or certifications
2. Primary care provider (PCP) training to enhance ability to treat chronic and complex illness
3. Provider vaccine hesitancy training



4. Traditional health worker (THW) training to quickly increase the number of certified THWs
5. Training and certification costs to become a provider, regardless of provider type (for example, nurse, physician, traditional health worker, licensed clinical social worker, medical assistant, etc.)

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