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April 30, 2025

**Coordinated care organization (CCO)  
peer sharing: health-related services  
(HRS) flexible services process  
improvements**

# Agenda

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- Purpose overview
- Icebreaker
- CCO speakers
  - CareOregon
- Breakout discussions
- CCO peer sharing activity
- Summary and closing remarks

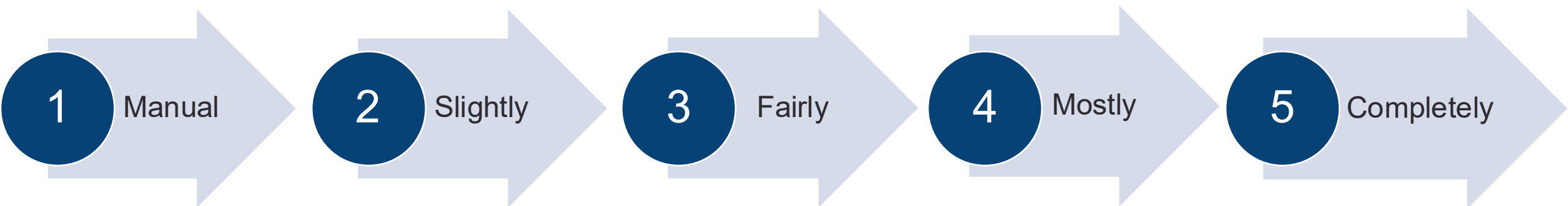
# Purpose and key questions

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- How have you made the HRS flex review process easier for your CCO, partners and members?
- How are you working to minimize or avoid a backlog of HRS flex requests?
- How have you made your process accessible across cultures and languages?

# Icebreaker

On a scale of 1-5, how streamlined are your HRS flex processes?





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# CCO guest speakers



# CareOregon

Keshia Bigler, MPH, Director of Social Health

# Creating one comprehensive social needs program

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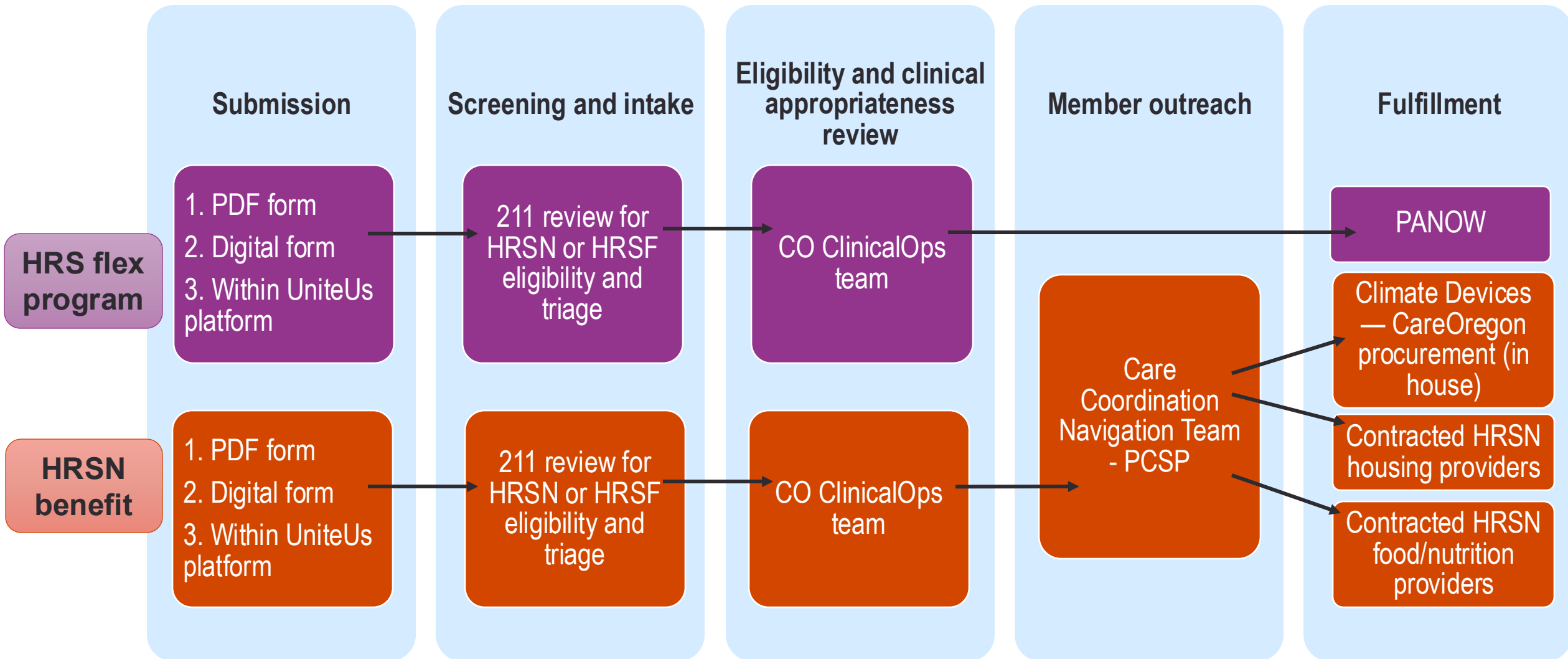
## **Vision:**

One Social Needs Program to improve the member and provider experience in accessing supports to address members social needs.

## **Goals:**

- Ensure equitable access to social needs supports across benefits and programs
- Consistent and standardized decision-making for social needs assistance requests
- Establish clear guidelines for social needs assistance — what, when, frequency, etc.
- Simplified and aligned workflows for teams reviewing requests for social needs
- Simplified and aligned process and experience for members, providers
- Define our role in addressing social needs within the broader context of the social health ecosystem

# HRS flex program and health-related social needs (HRSN) benefit parallel processes and alignment





# HRS flex bulk program

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- Sometimes there is a small window of opportunity to provide services to members.
- Our HRS flex bulk purchasing program offers timely access to some commonly needed items that have a clear benefit to members.
- This allows providers to have them on hand and give them to members as needed.

## Available items for bulk purchase:

- Shelter vouchers
- Tents
- Sleeping bags
- Tarps
- Hygiene kits
- Locking medication cases
- Regional transportation passes
- Trimet (local public transit) passes
- Phones

# How HRS flex bulk program works

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## **Bulk purchasing program set up:**

- Partner organization signs agreement to the terms of the program.
- CO assigns the partner a pin code to use when requesting items.

## **Bulk purchase request:**

- Organization submits request for items through an online form on CO website.
- Volume requested should be what they expect to hand out within next four weeks.

## **Tracking, reporting and additional requests:**

- Identified organization staff oversee submitting requests on behalf of their staff, tracking disbursement and submitting monthly, member-level reporting.
- Organization must have five or less items on hand to request items of the same type.
- Organization must submit completed reporting to receive additional items.
- New item requests are fulfilled by CO procurement team. Turnaround time to address new requests is about 2 weeks.

# HRS flex bulk program: phones

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- We partner with Verizon to offer smart or flip phones to members that include one year of unlimited talk, text and data.
- Data plans for the phones start as soon as they are shipped from Verizon.
- After the one year, members can keep their phone number and transfer service to wherever they choose.
- Lost, broken or stolen phones
  - Members are allowed one replacement phone per year
  - New phones will be sent by CareOregon and a new SIM card will be sent from Verizon. Once the new SIM card is put into the new phone, the member will have access to their prior phone's account

# HRS flex bulk program provider experiences

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*"It's a wonderful thing to be able to help people access transportation (bus passes) and have telephones to connect with their service providers. These are truly beneficial programs."*

**- Medford Police Department**

*"Being able to get phones to patients so they can stay connected with their care teams has been invaluable."*

**- Columbia Memorial Hospital**

*"Helps our families so much to have phones to make appts for medical care, keep appts with us and to access resources in our community."*

**- Washington County Public Health**

*"I am very thankful for the program; we have been able to help so many people and provide much needed comforts and protection for CareOregon houseless population. Providing a much-needed feeling that CareOregon cares!"*

**-The Fathers Heart Street Ministry**

*"I love being able to connect our patients with necessary resources."*

**- Outside In**



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# Breakout discussions

# How does your CCO answer these key questions?

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- How have you made the HRS flex review process easier for your CCO, partners and members?
- How are you working to minimize or avoid a backlog of HRS flex requests?
- How have you made your process accessible across cultures and languages?
- Do you anticipate further process improvements?
  - Are you interested in process improvements like those shared today?

## Peer sharing discussion

- What were your breakout group's key takeaways?

## CCO call to action

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- What action do you plan to take after today's session?
- What other questions do you have about HRS processing?
- Are there other topics you want to explore as a group?





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# Summary and takeaway

# Additional information

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## Contact information

- HRS team: [health.relatedservices@oha.oregon.gov](mailto:health.relatedservices@oha.oregon.gov)
- Anona Gund: [anona.e.gund@oha.oregon.gov](mailto:anona.e.gund@oha.oregon.gov)
- For CCO technical assistance: [ORPRN\\_TA@ohsu.edu](mailto:ORPRN_TA@ohsu.edu)

## Resources

- [HRS webpage](#) has CCO guidance and other HRS resources for CCOs

# Process improvement takeaways

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- CCOs are working to streamline processes to improve the member journey and improve access in your communities.
- Peer sharing is a way CCOs can better align processes within their organizations and across Oregon.

# Thank you

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