

Monthly office hours for HRSN service providers

October 15, 2025



Zoom Tips



Use the **Q&A function** to submit your questions.



This session is being **recorded**.

- It will be shared with participants after the presentation.



For **closed captioning**, please click on the “cc” button located at the bottom of your screen or click the link provided for Spanish captioning.

For **live interpretation**, please click on the “Interpretation” button and choose either English or Spanish.

Today's Agenda

- 1 | Welcome and introductions**
- 2 | Updates and follow-up**
Hear updates and reminders about the HRSN program from OHA.
- 3 | Office hours session**
Get questions answered by OHA subject matter experts.
- 4 | Next steps and upcoming opportunities**
Learn about upcoming trainings.

Updates and follow-up



Billing Updates

HRSN service providers may bill for HRSN Tenancy Supports and Outreach & Engagement services over a 7-day calendar period to achieve the minimum billable time of 8 minutes servicing a single Member

- Note: Providers are still instructed to bill a single date of service for any interactions that meet the 8-minute minimum (in one day) to ensure that providers are submitting and being paid appropriately.
- For example, combining two 8-minute interactions (across two dates of service) onto one claim would be 16 minutes and still only result in **one billable unit** for that claim, instead of two separate claims, therefore paying less.
- Billable time that is stacked across multiple days must occur in the same week, **Sunday to Saturday**.
- Reminder that as of November 1, 2025, the fee schedule rates for HRSN Tenancy and Outreach & Engagement services will **increase to \$26 per unit** (15 minutes)

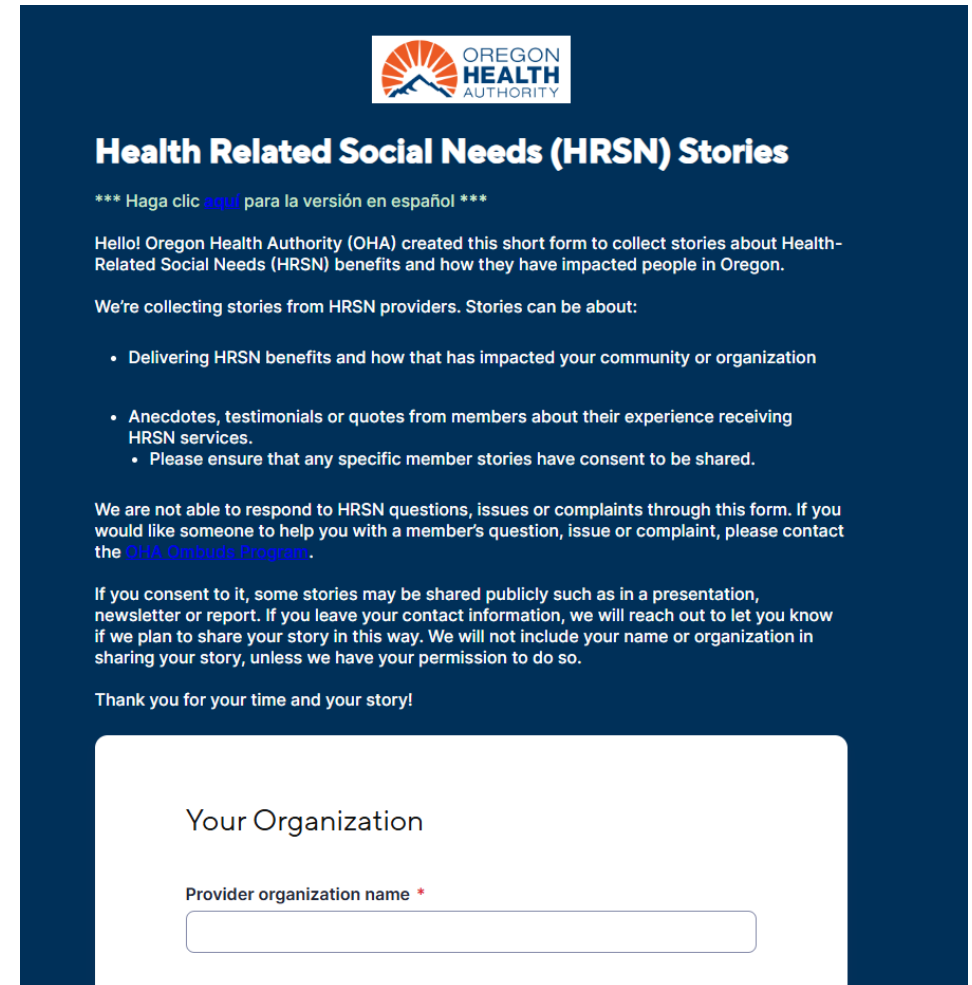
Collecting member and provider stories

Share your experience delivering HRSN services


We are gathering stories about HRSN services and we'd love to hear from you!

You can use this [online form](#) to share your experiences delivering HRSN services and any experiences members have shared with you and consented to share with OHA.

Haga clic [aquí](#) para la versión en español



The screenshot shows a dark blue background with the Oregon Health Authority logo at the top right. The title is "Health Related Social Needs (HRSN) Stories". Below the title, there is a link to the Spanish version. The main text explains the purpose of the form and lists the types of stories being collected. A disclaimer states that the form is not for questions or complaints. A consent notice is provided, and a thank you message is at the bottom. A white form box contains a label "Your Organization" and a text input field with the placeholder "Provider organization name *".

 OREGON HEALTH AUTHORITY

Health Related Social Needs (HRSN) Stories

*** Haga clic [aquí](#) para la versión en español ***

Hello! Oregon Health Authority (OHA) created this short form to collect stories about Health-Related Social Needs (HRSN) benefits and how they have impacted people in Oregon.

We're collecting stories from HRSN providers. Stories can be about:

- Delivering HRSN benefits and how that has impacted your community or organization
- Anecdotes, testimonials or quotes from members about their experience receiving HRSN services.
 - Please ensure that any specific member stories have consent to be shared.

We are not able to respond to HRSN questions, issues or complaints through this form. If you would like someone to help you with a member's question, issue or complaint, please contact the [OHA Ombuds Program](#).

If you consent to it, some stories may be shared publicly such as in a presentation, newsletter or report. If you leave your contact information, we will reach out to let you know if we plan to share your story in this way. We will not include your name or organization in sharing your story, unless we have your permission to do so.

Thank you for your time and your story!

Your Organization

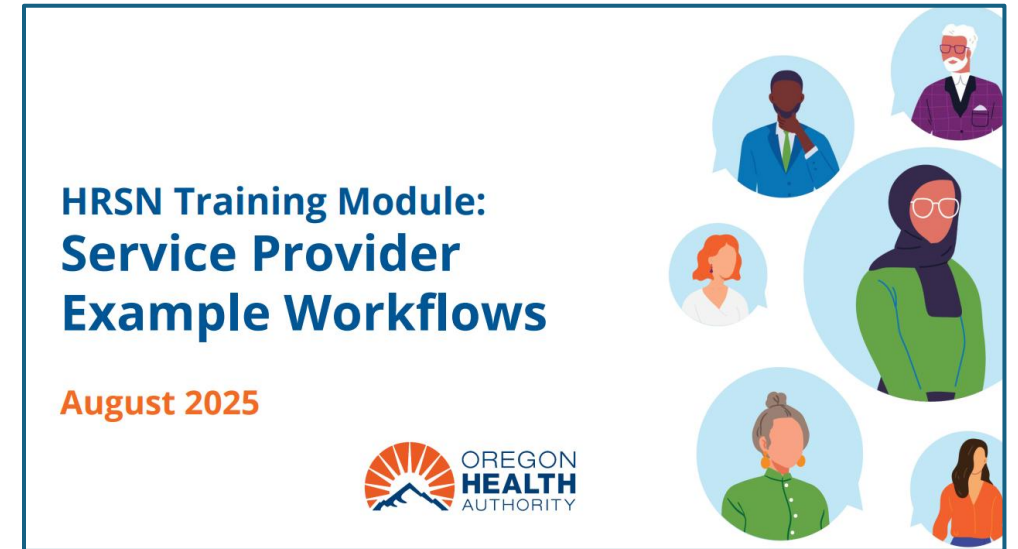
Provider organization name *

New module on provider workflows

- We recently published a new pre-recorded module highlighting the workflows of three HRSN service providers:
 - Laurel Hill Center
 - Northwest Family Services
 - Plaza de Nuestra Comunidad

In this training, these three organizations go over their internal systems for tracking information, handling referrals, and case management.

You can watch this, and many other HRSN trainings, on-demand on our [HRSN provider training webpage](#).



HRSN evaluation discussion board

CORE invites you to participate in an **online discussion board** from **October 28–November 18** to evaluate the HRSN benefit.

- This evaluation aims to better understand:
 - what's working
 - where challenges exist
 - how the HRSN benefit is impacting Medicaid members and organizations across the state.
- Participation is optional and anonymous.
- If you are interested in joining the discussion, please [register for the online discussion board](#).

HRSN Oregon Administrative Rule (OAR) Update



Final days to provide public comment on rules

- **We held a Rules Advisory Committee on September 5 and talked about proposed updates like:**
 - Updating and adding definitions for HRSN nutrition and housing services
 - Requiring written notices for HRSN rent assistance authorization
 - Requiring a lease agreement for HRSN rent and utilities requests
 - Requiring CCOs and Open Card to reach out on incomplete requests
 - Modifying required methods for how CCOs receive HRSN requests
 - Modifying clinical risk factors for HRSN rent and utility financial assistance

If you couldn't make it, you can still provide feedback during the public comment period until **October 21, 2025**. Contact Shawna.A.Care@oha.oregon.gov for more information.

Updated rent and tenancy services request requirements

- Currently documentation is required for HRSN rent and tenancy services authorization **during the authorization timeframe**
- As of November 1, 2025, these documents are required **with the HRSN request**
 - Lease agreement
 - Income verification
- This means the authorization timeline will begin when the health plan receives the complete request, including the documents above.

Reference: Temporary Rule 410-120-2010 will go into effect November 1, 2025 (will become permanent on January 1, 2026)

What happens if a request is incomplete?

- The health plan must inform the member that their request is incomplete
- OHA recommends that the member be referred to an O&E provider to get help collecting required documents
- Remember that **self-attestation is acceptable for income verification** when documents are not available or do not reflect current circumstances, such as if member recently lost their job

Narrowing Clinical Eligibility for HRSN Housing



Prioritize &
simplify
**clinical risk
eligibility**

Support member
health & program
clarity



Increase
engagement in
healthcare services

Health plan engagement
during times of higher
need for services



Promote
**maintenance
of housing**

Promote
connection to
tenancy supports

Proposed changes: HRSN Housing Clinical Risk Factors

2024-2025 Clinical Risk Factors

- <6yo
- Pregnant/post-partum
- YSHCN
- 65yo+
- Interpersonal Violence Experience
- Complex health condition
- Repeated emergency department and crisis encounters
- Needs assistance with ADLs/iADLs or eligible for LTSS
- Developmental & Intellectual Disability

Planned (2026) Clinical Risk Factors

- <6yo
- Pregnant/post-partum
- YSHCN
- 65yo+
- Child welfare involvement in the past year
- Domestic violence in the past year
- Rent and utility specific complex health condition:
 - Acute or unstable health conditions including recent hospitalization or residential treatment, scheduled upcoming surgery, temporary disability, increased healthcare provider appointments for worsening symptoms

Key:

No Change

Removed

Modified

Office hours



Q&A Tips

- Share space, allow others to be heard (try to limit the number of questions you are asking).
- Do not share case specifics.
- Share suggestions and ideas.
- Focus on questions from providers and community partners.

Submitting questions:

- Please add your question to the Q&A box to ask your question.
- We will invite you to speak out loud if we have additional questions.
- If you are unable to use the Q&A function, you can raise your hand.

Resources



Learn more



★ Enroll as an HRSN provider with a CCO, Open Card, or both:

- **Open Card:** Visit the [Provider Enrollment webpage](#) to get started. We recommend viewing the [HRSN provider enrollment training materials](#).
- **CCO:** You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.

★ Bookmark OHA's HRSN resources

These pages get updated frequently with new HRSN resources and materials:

- [1115 Waiver HRSN Webpage](#)
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)

Upcoming Opportunities

- ★ **November 6, 9:30–11 a.m.:** [Register for November 6](#)
December 4, 9:30–11 a.m.: [Register for December 4](#)
- ★ **Previous HRSN provider trainings**, are available on the [HRSN Provider Training webpage](#).



We value your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey.

English: <https://www.surveymonkey.com/r/Y87W7LK>

Español: <https://es.surveymonkey.com/r/PN6JGL8>

