

# HRSN Training Module: Housing home modifications and remediations

February 2025



# Today's Agenda

## 1 | **Health Related Social Needs services overview**

Review what Health Related Social Needs (HRSN) services are.

## 2 | **Eligibility for HRSN housing home modifications and remediations**

Review the eligibility criteria for HRSN housing home modifications and remediations and what documentation is required to authorize these services.

## 3 | **Additional resources**

Review resources available to HRSN service providers.

# Health Related Social Needs (HRSN)



# Health-Related Social Needs (HRSN)

**Health-Related Social Needs (HRSNs) benefits** are a new benefit that can help eligible Oregon Health Plan (OHP) members improve their health.

## HRSN benefits include:

- Outreach and engagement services
- **Housing supports**
- Nutrition supports



# HRSN housing services

**The goal of the HRSN housing services benefit is to support people to stay in their housing and prevent homelessness.**

**When:** HRSN housing services started on November 1, 2024.

## **Who is eligible to get housing benefits?**

- HRSN services are only available to Oregon Health Plan members.
- There are different housing benefits, depending on the member's need.
- HRSN eligibility varies by service and each service may have its own eligibility requirements.

# Types of HRSN housing benefits



**1. Tenancy supports** (help getting resources and services for renters, also known as case management).



**2. Rent assistance** for up to six months, including past-due amounts.



**2a. Utility setup and costs** for up to six months, including past-due amounts (*must also be receiving rent assistance*).



**2b. Storage fees** (*must also be receiving rent assistance*).



**3. Medically necessary home accessibility modifications and remediations.**

# What is covered for home modifications and remediations?

**Home modifications** include things like:

- Ramps
- Grip bars
- Door or cabinet handles

**Home remediations** include things like:

- Getting rid of pests
- Deep cleaning
- Installing washable curtains or synthetic blinds to help with allergies.

# Eligibility for home modifications and remediations

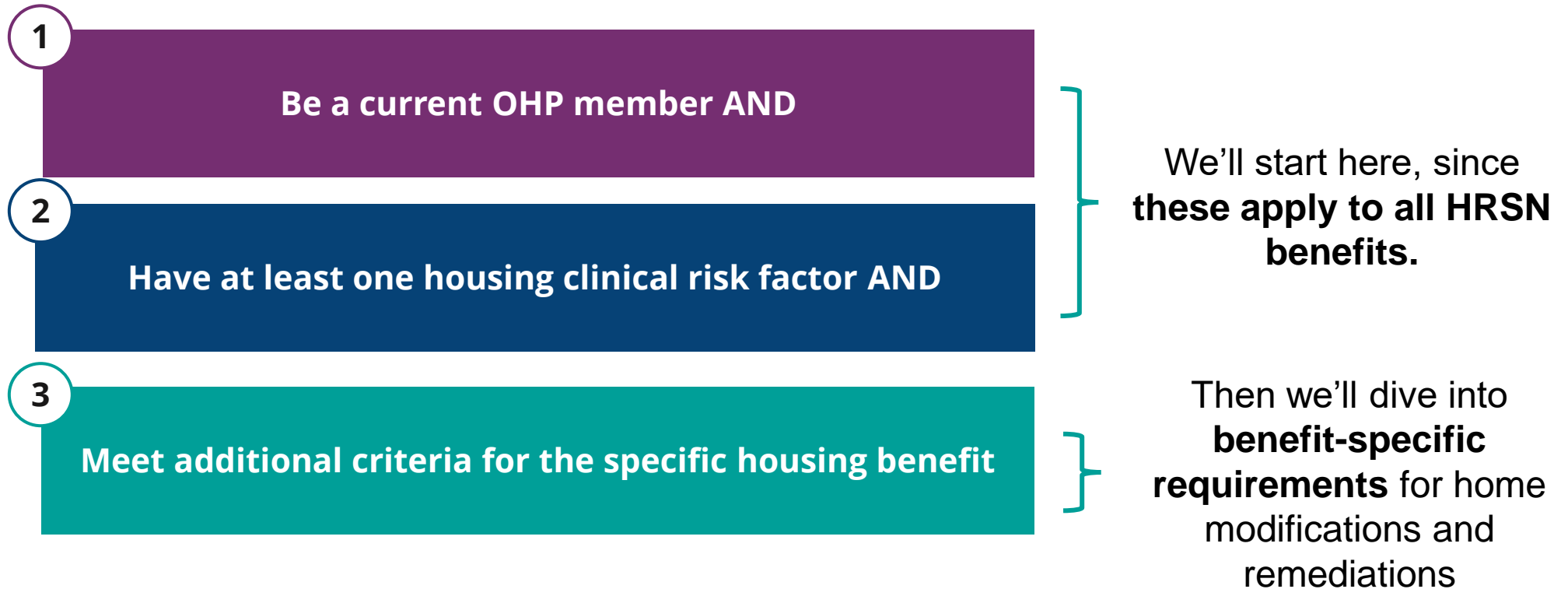




# Eligibility for housing services

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To be eligible for any of the HRSN housing services, a person must meet the eligibility requirements and submit documentation for these requirements.



# OHP member

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**To be eligible for any HRSN service, a person must be on OHP.**

- Before providing services, you must verify that the person has OHP. You can do this by checking the Oregon Medicaid Portal (MMIS). You get access to MMIS when you enroll as an Open Card service provider.
  - MMIS gives you real-time information about OHP member eligibility, member coordinated care organization (CCO) enrollment, and more.
- **Determine if the OHP member is enrolled in a CCO or Open Card.** You'll have to be contracted with their CCO or Open Card to bill for services you provide.
- If the person does not have OHP, you can help connect them to enrollment help. Options include:
  - Visiting a local [Oregon Department of Human Services \(ODHS\) office](#)
  - Finding a local [OHP-certified community partner](#).
  - Applying online: <https://one.oregon.gov/>

# HRSN clinical risk factor

2

**To be eligible for any HRSN service,  
a person must have at least 1 of the HRSN clinical risk factors**

## **HRSN clinical risk factors include:**

- Complex behavioral or physical health condition
- Developmental disability
- Needs assistance with Activities of Daily Living/Instrumental Activities of Daily Living or is eligible for Long Term Services and Supports
- Current or past interpersonal violence experience
- Repeated emergency department use
- Repeated crisis encounters
- Currently pregnant or 12 months postpartum and at risk of certain clinical factors
- Less than six years of age and at risk of certain clinical factors
- More than 65 years of age and at risk of certain clinical factors

This is not an all-inclusive list. View the [Clinical Risk Factor Crosswalk](#) to see a full list.

## 2. Documenting clinical risk factors

**To be eligible for any HRSN services, the OHP member must have a clinical risk factor. To document this, a member can:**

- Tell you that they have one or more of the HRSN housing clinical risk factors. This is called “self-attestation.”
  - A clinical diagnosis is not required.
  - When the CCO or Open Card gets the HRSN request form, they can review medical records and claims to support the self-attestation.

# Benefit: Home modifications/remediations



In addition to 1) being an OHP member and 2) having a clinical risk factor, to be eligible for **home modifications/remediations** an individual must also:

3

## Belong to an HRSN covered population

### Must have at least 1 of these:

- Individuals who are part of the HRSN At-Risk of Homeless population;
- Adults and Youth Discharged from an HRSN Eligible Behavioral Health Facility
- Adults and Youth Released from Incarceration
- Individuals currently or previously involved in Oregon's Child Welfare system
- Individuals Transitioning to Dual Medicaid and Medicare Status; or
- Young Adults with Special Health Care Needs ages 19 and 20.

4

## Meet additional eligibility requirements

### Both are required:

- Member must need the home modification or remediation to help or prevent their health condition **AND**
- Landlord approval is needed before delivery (home modifications/remediations are available to homeowners and renters).

# More service-specific documentation

HRSN Housing Service	Documentation
<p><b>Home modifications &amp; remediations</b></p> <p>Includes ramps, grip bars, door handles, getting rid of pests, deep cleaning, installing washable curtains or synthetic window blinds to help with allergies, and hotel stays (only if needed during work on the home).</p> <p>Note: The home modification and remediation benefit is available to both renters and owners.</p>	<p>A written scope of work</p> <ul style="list-style-type: none"><li>Needs to be agreed upon by the Member, the landlord, the vendor, and the HRSN Service Provider</li><li>Will most likely require an in-person visit to the Member's home to assess the specifications of the modification/remediation and ensure the proposed service meets the Member's clinical need.</li><li>If the proposed home modification/remediation requires a permit, it must comply with local codes.</li><li>The landlord must provide written consent to the service, which will also serve as verification that the individual lives at the residence.</li><li>It is likely that an O&amp;E provider will need to support the process of gathering this documentation for members who are presumed eligible.</li></ul>
<p><b>Hotel/motel stays</b></p>	<ul style="list-style-type: none"><li>Documentation is not required.</li><li>This service is <b>only available to people who meet the At-Risk of Homelessness definition</b> and require the hotel/motel stay while work is being done on their home through HRSN home modifications or remediation services.</li></ul>

# Hotel/motel stays

To get **hotel/motel stays**, a person must belong to an HRSN covered population, must be a renter and require the hotel/motel stay while work is being done on their home through HRSN home modifications or remediation services.

**The definition of “at risk of homelessness” is:**

- Have an income that is 30% or less than the area median income in their area **AND**
- Lack sufficient resources or support networks to prevent homelessness.

You can help a member document that they are at risk by **providing gross income documentation** for all adults in the household for the last **2 months**.

**Let's look at what you can provide for gross income documentation.**

# Qualifying income

Use the [HRSN Housing Income Limits](#) document to help determine if a person has a household income of 30% or less than the area median income:

- Verify which county in Oregon the person lives in.
- Determine how many people are in their household.
- Check the income table in the **HRSN income limits** document.
- Provide the last 2 months of income for HRSN rent assistance eligibility.

## How to know your household size

Use the table below to add up everyone in your household. Your household includes you, your spouse, children and anyone you list on your tax return (if you file taxes). You don't need to file taxes to qualify.

You (the person applying)	1
Your legal spouse	
Your live-in partner if you have a child (under age 19) together	
Children (under age 19) who live with you	
Anyone else you include on your federal income tax return, even if they don't live with you	
If you are under 19, include your parents, step-parents and any brothers or sisters (under age 19) who live with you	
If someone is pregnant in your household, count them and each expected baby	
<b>Total</b>	

## Income tables

City (metropolitan area) or county	30% of the average yearly income by household size - 2024							
	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
Albany	\$17,850	\$20,400	\$22,950	\$25,450	\$27,500	\$29,550	\$31,600	\$33,600
Bend-Redmond	\$22,000	\$25,150	\$28,300	\$31,400	\$33,950	\$36,450	\$38,950	\$41,450
Corvallis	\$22,700	\$25,950	\$29,200	\$32,400	\$35,000	\$37,600	\$40,200	\$42,800
Eugene-Springfield	\$18,750	\$21,400	\$24,100	\$26,750	\$28,900	\$31,050	\$33,200	\$35,350
Grants Pass	\$1,7000	\$19,400	\$21,850	\$24,250	\$26,200	\$28,150	\$30,100	\$32,050



# Documenting at-risk of homelessness

You can document gross income in one the following ways (in order of preference):

- Third party verification (such as a copy of most recent paystub(s), unemployment statement, worker's compensation, SSI, SSDI, most recent TANF payment statement, or records directly from the income source), **OR**
- Written statements by a case manager, social worker, or other staff, **OR**
- Self-attestation.
- The [HRSN Provider Website](#) has templates, and a list of income sources to include and exclude from the income calculation and acceptable documentation. Income should reflect the previous two months of earnings.

**What is gross income?** Gross income is total earnings before taxes (including wages, tips, and other forms of income).

# Case example

# Case example: Peter and Adam

## About Peter and Adam

- Peter is a single parent living in Redmond.
- Peter's 6-year-old son, Adam, has leukemia and uses a wheelchair. Peter and Adam are both on OHP.

## Challenges they are facing

- Peter recently took a leave of absence from work to care for Adam and is running out of savings.
- Peter and Adam live in a house with steps at both entrances, making it difficult for Adam's wheelchair to get into the house.



# Case example: Peter and Adam

## Getting connected to support

- Adam's cancer treatment clinic has assigned a medical social worker to support Adam and Peter.
- The medical social worker identifies that the family is at risk of homelessness.

## Requesting HRSN housing benefits

- The social worker helps Peter complete a request for HRSN benefits on Adam's behalf, including rent assistance and home modifications and remediations.
- They gather his lease, utility bills, and W-9 tax form from his landlord to expedite the process.
- Peter self-attests that he has had no income.
- The medical social worker is familiar with Adam's health history and attests to him having a clinical risk factor.



# Case example: Peter and Adam



## Getting HRSN housing benefits approved:

- The social worker helps them submit the HRSN rent assistance and home modifications request to their health plan.
- A coordinator at Peter and Adam's health plan processes and approves the requests.
- The coordinator connects Peter and Adam with a tenancy supports case worker through a community action agency enrolled as an HRSN provider.
- Peter and Adam's health plan approves:
  - ✓ Six months of rent assistance
  - ✓ Wheelchair ramp to increase accessibility and safety for Adam.
- Adam's tenancy case manager meets with Peter and Adam at their home to coordinate a plan to support the family with their needs and determine the scope of work for Adam's ramp.

# Case example: Peter and Adam

## Determining the scope of work

- During the home visit, Adam's case manager identifies his need for grab bars in several locations to decrease risks to Adam's health and safety.
- The tenancy case manager works with their health plan to get the home modification approved and contacts the family's landlord for consent to install the grab bars and ramp.
- The tenancy case manager contacts several local vendors to arrange for estimates for the cost of purchasing grab bars and wheelchair ramp as well as installation.
- The case manager compares estimates and arranges installation with the lowest cost vendor.

## Getting the home modifications installed

- The case manager is present with the family in their home during the installation appointment and helps answer questions and address any potential increases in costs.
- Once the home modifications are complete, the case manager keeps in contact with Peter and Adam to support them and see what other help they may need.
- The community action agency bills Adam and Peter's health plan for time spent providing tenancy supports and installation of the home modifications.

# More resources for housing benefits and eligibility criteria



# HRSN rules

## Oregon Administrative Rules

- The Oregon Administrative Rules (OARs) are regulations, standards, and directives that state agencies use to implement and interpret state laws.
- The OARs for Health-Related Social needs are [OAR 410-120-2000](#).
- The OARs for Eligibility for Housing-Related Supports are [410-120-2005](#) and list the full eligibility requirements for HRSN Housing-Related Supports. The [attachments](#) referenced in the rule text have more information about each HRSN benefit.



# HRSN Provider Webpage

More resources can be found on the [HRSN Provider webpage](#):

- **Guides**

- [HRSN provider journey](#)
- [HRSN member journey](#)

- **Resources**

- [Housing FAQ](#)
- [Housing – eligibility](#)
- [Housing – income limits](#)
- [Housing – benefit fact sheet](#)

## Health-Related Social Needs Information for Providers

Medicaid Policy

Contact Us

Oregon's State Plans

Public Notices

OHP 1115 Waiver

2022-2027 Waiver

Quarterly and Annual Reports

SUD 1115 Waiver

ASAM Workgroups

Office of Health Policy

Medicaid Advisory Committee

Oregon Health Policy Board

### Learn How to Become a Provider of Health-Related Social Needs Benefits

Health-related social needs (HRSN) service providers are organizations that will:

- Provide HRSN services. These include [climate](#), housing, nutrition, and outreach and engagement benefits.
- Serve Oregon Health Plan (OHP) members in a way that is culturally and linguistically appropriate, responsive and trauma-informed.

To become an HRSN provider, your organization must identify which members you want to serve.

- Most OHP members are in coordinated care organizations (CCOs). Providers need to contact [their local CCO](#) to find out how to join their network and serve CCO members.
- About 10 percent of OHP members are not enrolled in a CCO. These members are also known as "open card" members. Providers bill Oregon Health Authority (OHA) for services provided to these members.
  - OHA encourages providers to [enroll with OHA](#) to serve open card members. If providers do this first, it will reduce paperwork when enrolling with CCOs later.

### Learn More

[Community Capacity Building Funds \(CCBF\): Overview and how to apply](#)

[Approved HRSN Services Protocol](#)

[Approved HRSN Infrastructure Protocol \(required for CCBF\)](#)

### Stay Informed

[Sign up for OHP 1115 waiver updates](#)

### Questions?

[Email us](#)

### Providing HRSN Services

Refer to these resources for information on providing HRSN services to eligible OHP members.

Guides

Resources

Forms and Templates


# HRSN housing eligibility guide

More detailed information can be found in the HRSN housing eligibility guide. It has:

- List of housing benefits and benefit details.
- Who qualifies for HRSN housing benefits.
- Qualifying health conditions.
- How to apply for housing benefits.
- Qualifying income chart by county.

Medicaid Division

1115 Waiver Strategic Operations

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## Qualifying for Oregon Health Plan housing benefits

### About Oregon Health Plan housing benefits

**Oregon Health Plan (OHP) health-related social needs benefits**

OHP offers members health-related social needs (HRSN) benefits. Health-related social needs are basic needs that affect a person's health. HRSN benefits help members who qualify with these basic needs:

- Housing
- Food
- Staying healthy in any weather or climate condition
- Help getting other benefits

### What are the HRSN housing benefits?

- Help with rent payments
- Tenant support (help getting resources and services for renters)
- Help with utility set up and payments
- Storage fees
- Home changes for health and safety
- Hotel stays during work on home changes (if needed)

where to find healthcare, legal	12 months	• Repeated use of
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<https://www.oregon.gov/oha/HSD/OHP/Tools/HRSN-Housing-Eligibility.pdf>

# Next Steps



# Ready to get started?



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

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



## 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](#)

# We value your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey: <https://www.surveymonkey.com/r/Y87W7LK>

