

HRSN Training Module: Eligibility for housing tenancy supports

February 2025



Today's Agenda

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

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

2 | **Eligibility for housing tenancy supports**

Review the eligibility criteria for housing tenancy supports 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). Tenancy support services can be used multiple times.



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**, like ramp and grab bar installation, pest control, heavy-duty cleaning, and related hotel costs.

Tenancy supports

HRSN tenancy services connect renters with resources and services to help them keep their housing, rather than find new housing.

HRSN housing providers can use HRSN tenancy services to bill for time needed to:

- Coordinate and ensure HRSN housing services are delivered.
- Speak with the member's CCO or Open Card care coordination team.
- Provide training and resources to help the member understand their lease.
- Support members with achieving their housing goals.
- Communicate with the member's landlord.

Are members required to use tenancy services to be eligible for other housing services?

- No, members are not required to participate in tenancy services to be eligible for housing services.

Can tenancy supports be provided as a standalone HRSN service?

- Yes, tenancy supports can be provided as a standalone service, or alongside other HRSN services.

Tenancy supports and outreach and engagement

Outreach and engagement and tenancy supports

HRSN O&E and HRSN tenancy supports activities are commonly described as case management, and many activities overlap.

HRSN outreach and engagement services may include:

- Referrals to other HRSN services.
- Help OHP members renew their benefits.
- Connections to other social need resources.
- Support accessing healthcare services, like making appointments or filling out paperwork.

HRSN tenancy supports may include:

- Speaking with the person or company you rent from (landlord).
- Understanding leases.
- Referrals to other housing services, like where to find healthcare, legal support, or applying for disability or social security.

HRSN outreach and engagement services

The goal of HRSN Outreach and Engagement (O&E) services is to:

- Help identify OHP members who may be eligible for HRSN services.
- Support eligible members with getting HRSN services.
- Connect OHP members to healthcare and non-healthcare services.
- Provide services in a way that is accessible, culturally specific, and culturally responsive.



Becoming an O&E provider

HRSN housing providers are encouraged to also become HRSN outreach and engagement (O&E) service providers. As an O&E provider, you can bill for:

- Helping an OHP member who asks you for HRSN services.
- Reaching out to OHP members you think might need HRSN climate, housing, nutrition, or O&E services.
- Verifying that an OHP member is “presumed eligible” for HRSN services.
- Helping an OHP member submit materials to keep their OHP, SNAP, or other benefits.
- Checking if an OHP member is enrolled in a CCO or Open Card.
- Sending HRSN request forms to a member’s health plan (CCO or Open Card).
- Connecting members to places where basic needs can be met, such as showers, shelter, and food.

Want to learn more? View the [HRSN O&E provider training](#) from September 24.

HRSN housing services eligibility

Eligibility for housing services

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



OHP member

1

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 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 (where applicable).

HRSN clinical risk factors

2

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

Some of the 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.

Eligibility for HRSN tenancy supports



In addition to 1) being an OHP member and 2) having at least 1 clinical risk factor, to be eligible for tenancy support a person must:

3

Belong to the at-risk of homelessness HRSN covered population

To meet the definition of “at risk of homelessness,” the member must:

- 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.

4

Meet additional eligibility requirements

All of these are required:

- Have housing **AND**
- Need support staying in their current housing **AND**
- Have a lease or written agreement with their landlord (only available for renters).

Documenting at-risk of homelessness

To get **tenancy supports**, a person must meet the definition of **at-risk of 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.

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.

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).

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	
Total	

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

Case example

Case example 1: Louise

About Louise

- Louise is a home care worker who recently lost her job.
- After losing her income, Louise is struggling to pay for rent, utilities, and food.

Getting connected to resources

Louise visits a local food bank to get food and resources.

A community health worker at the food bank talks to her about resources she may qualify for.

Louise tells the CHW that she needs help paying her rent.

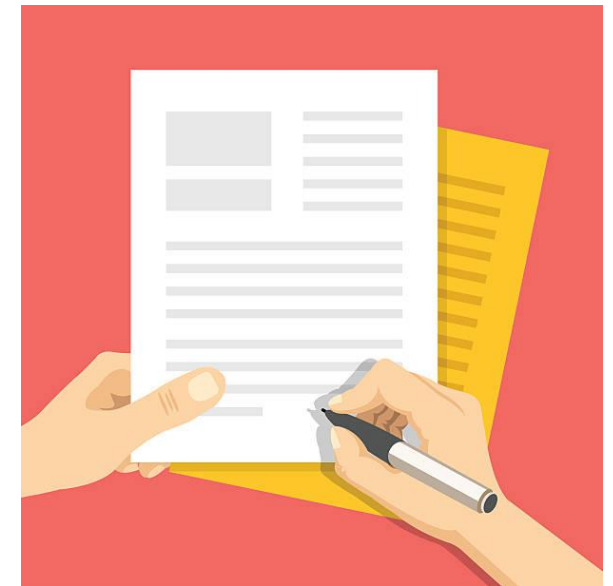
Because Louise needs housing benefits, the CHW refers her to a local housing agency that provides HRSN housing benefits.



Case example 1: Louise

Completing request for tenancy supports

- A case worker helps Louise apply for housing benefits by completing and submitting an HRSN Rent Assistance request.
- The case worker calls Louise's landlord to get a copy of Louise's lease and W-9 tax form.
- Louise provides a copy of her unemployment benefit decision letter as proof of income, as well as copies of her recent utility bills.
- Louise's case manager orders Louise's authorized rent and utility payments that will later be reimbursed to the housing provider by Louise's health plan.
- The case worker is able to bill for the time spent helping Louise apply for HRSN rent payments using HRSN tenancy supports.



Case example 1: Louise

Case management time billable with HRSN tenancy supports

- The case manager works with Louise and her health plan to develop a care plan for Louise.
- Louise's care plan goals include continuing with her health care treatment plans, getting employment and growing her career.
- To support Louise in achieving her goals, her tenancy support case manager:
 - Helps Louise get six months of rental assistance.
 - Connects Louise with WorkSource Oregon, a resource that helps her take a three-month training course to improve her employment options.
 - Ensures that Louise has a provider to manage her health condition.
 - Meets with Louise monthly to check in on her care plan goals.
- After six months of rental assistance, Louise's health conditions have stabilized, she has completed her training course and got a full-time job that can pay her rent and living expenses.
- Louise's case manager meets with her several more times to support Louise before closing the case.



More resources



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 – 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>

