

Monthly office hours for HRSN service providers

August 14, 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 from OHA.
- 4 | Office hours session**
Get questions answered by OHA subject matter experts.
- 5 | Next steps and upcoming opportunities**
Learn about upcoming trainings.

Updates and follow-up



Updates: Waiver Survey

- The Center for Outcomes Research & Education (CORE), in partnership with OHSU's Center for Health Systems Effectiveness (CHSE), is conducting a required, independent evaluation of the 1115 Medicaid Waiver.
- Beginning this month, CORE will be conducting interviews with OHP members who have received HRSN services, and interviews or online discussion boards with HRSN providers, CCOs, and OHA staff. A survey for HRSN service recipients will launch in 2026.
- You can view the full evaluation design [here](#) or contact CORE with any questions at OR1115WaiverEval@providence.org.
- You'll receive more information about this in the follow-up email from today's meeting.

Pre-submitted questions

Question:

“Can you share more about the new HRSN Fruit and Vegetable benefit?”

Answer:

We are currently working on building out the HRSN Pantry Stocking and Fruit and Vegetable benefit and will have more information to share with you this fall.

In the meantime, we invite you to join us for a rules advisory committee (RAC) meeting on: **September 5, from 1–4 p.m.**

By participating in the RAC, you’ll get to hear updates about proposed changes and give feedback.

Can’t make it? You can provide feedback during the public comment period from October 1–21.

For more information, contact Shawna.A.Care@oha.oregon.gov.

Request Pathways for HRSN

Currently, HRSN requests can be submitted by “any reliable method” and CCOs and OHA are required to accept them.* This includes:

- Mail
- Fax
- Personal delivery
- Email
- Phone
- Community information exchange

Which methods does your organization use to submit HRSN requests? [poll]

Our health systems partners have asked us to create more efficient ways to submit HRSN requests. To try to improve response times, we’re considering narrowing the pathways to request HRSN services.

**Reference: OAR 410-120-2010 (8 and 9)*

Request Pathways for HRSN

The change we are considering is:

- Removing the requirement for CCOs to accept HRSN requests by “fax, mail or any other reliable delivery method.” This means that CCOs and Open Card would be required to accept HRSN requests by:
 - Phone
 - Personal delivery
 - Email
 - *For CCOs only:* community information exchange
- CCOs would not be required to accept OHA's HRSN request forms.
- Open Card would continue to be required to accept OHA's HRSN request forms.

What do you think of this proposed change? [poll]

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

- ★ **September 10, 9–10 a.m.:** [Register for September 10](#)
 - October 15, 11 a.m.–noon:** [Register for October 15](#)
 - November 6, 10–11 a.m.:** [Register for November 6](#)
 - December 4, 10–11 a.m.:** [Register for December 4](#)
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- ★ **New and interested HRSN service providers are invited to the following office hour session:**
 - August 21, 9:30–11 a.m.:** [Register for August 21](#)
 - ★ **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>

