

Monthly office hours for HRSN service providers

August 12, 2026



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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.



Today's Agenda

1 | Welcome and introductions

2 | HRSN updates and follow-up
Hear updates and reminders about the HRSN program from OHA.

3 | Office hours session and follow-up
Get questions answered by OHA subject matter experts and review follow-up answers from past session.

4 | Upcoming opportunities
Check out available resources and upcoming trainings.

HRSN Updates



CIE training opportunities

Upcoming trainings

- September 23 (10-11:30 a.m.): Unite Us General Training/Office Hours
- October 20 (10-11:30 a.m.) and October 21 (10-11 a.m.): Unite Us Train the Trainer
- November 4 (10-11 a.m.): Unite Us Closing Cases Webinar
- December 2 (9-10:30 a.m.): Unite Us Insights Webinar

Visit the [HIT Commons training webpage](#) to sign up for upcoming trainings and view recordings of past trainings

Ongoing direct technical assistance (TA)

- If you or your organization are interested in direct Unite Us TA email Michael Thomas at michael@tetralync.com to learn more

****If there is interest, OHA will coordinate to develop support for HRSN providers using Findhelp**

HRSN Benefit Transfer Policy

The HRSN Benefit Transfer policy is:

- A limited-scope, temporary rule
- Allows transfer of the HRSN rent and utility assistance benefit one time during specific, limited conditions
- Helps members stay housed and use the full 6 months of benefit
- Allowable during the Governor's Office declared State of Emergency (specifically wildfire) through December 31, 2026

Temporary OAR 410-120-2035



Allows HRSN Rent and Utility Financial Assistance Benefit to be paused or transferred for HRSN participants who are displaced due to a wildfire while Executive Order No. 26-10 is active.



A member is considered “displaced” when the HRSN assisted unit has become unsafe or unhealthy to reside in as a direct result of the wildfire.



Includes both member and landlord/property management verification of displacement through the HRSN Notice of Impact Form.



States benefit pause/transfer is possible when there is at least one remaining month of authorized HRSN services, that the benefit cannot exceed six months, and the financial assistance must occur prior to the end of the current demonstration.

Steps for the HRSN Benefit Transfer Policy

1. The member and landlord complete an **HRSN Notice of Impact Form**.
2. The health plan receives the completed HRSN Notice of Impact Form and pauses HRSN rental assistance.
3. The provider uses HRSN tenancy services (or O&E as applicable) to support the member.
4. Benefits resume or start if the member remains eligible.

Medicaid Division: 1115 Waiver Strategic Operations

OHA Health-Related Social Needs Rental Assistance

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Other formats and languages

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact HRSN Program at HRSN.Program@oha.oregon.gov or 503-945-5772 (voice/text). We accept all relay calls.

HRSN Notice of Impact Form: Benefit Transfer or Temporary Benefit Pause (Wildfire)

Aviso de impacto de HRSN: Transferencia o suspensión temporal de beneficios (incendio forestal)

This form is to notify the health plan (Open Card or coordinated care organization) that an HRSN-authorized member has been displaced by wildfire. The information provided will be used to determine whether HRSN rent and utility financial assistance may be paused and resumed at the same unit or paused and transferred to a new unit.

Este formulario es para notificar al plan de salud (Open Card u organización de atención coordinada) que un miembro autorizado por HRSN ha sido desplazado por un incendio forestal. La información proporcionada se utilizará para determinar si la asistencia para pagar el alquiler y los servicios públicos de HRSN puede suspenderse y reanudarse en la misma vivienda o suspenderse y transferirse a una nueva vivienda.

Member Information / Información del miembro

Member name / Nombre del miembro:

OHP ID number / Número de identificación de OHP:

Date of birth / Fecha de nacimiento:

Phone number / Número de teléfono:

Address of impacted rental unit

Dirección de la vivienda afectada

Street / Calle:

City, State, Zip Code / Ciudad, Estado, Código Postal:

Next Steps

- OHA is filing OAR 410-120-2035 to be effective August 15, 2026.
- Providers will receive the following items on August 12, 2026:
 - Final version of the OAR
 - Fillable HRSN Notice of Impact form in English and Spanish
 - Wildfire FAQ

Proposed HRSN Rule Changes

We are revising Oregon Administrative Rules (OARs) and held a Rules Advisory Committee (RAC) last month. During this RAC, we discussed proposed rule changes, including:

- Updating HRSN service authorization timeframes from 7 to 14 days.
- Modifying the Pantry Stocking and Fruit & Vegetable benefits to be provided at the individual level.
- Providing details and clarifications on health plan requirements for transition of care.

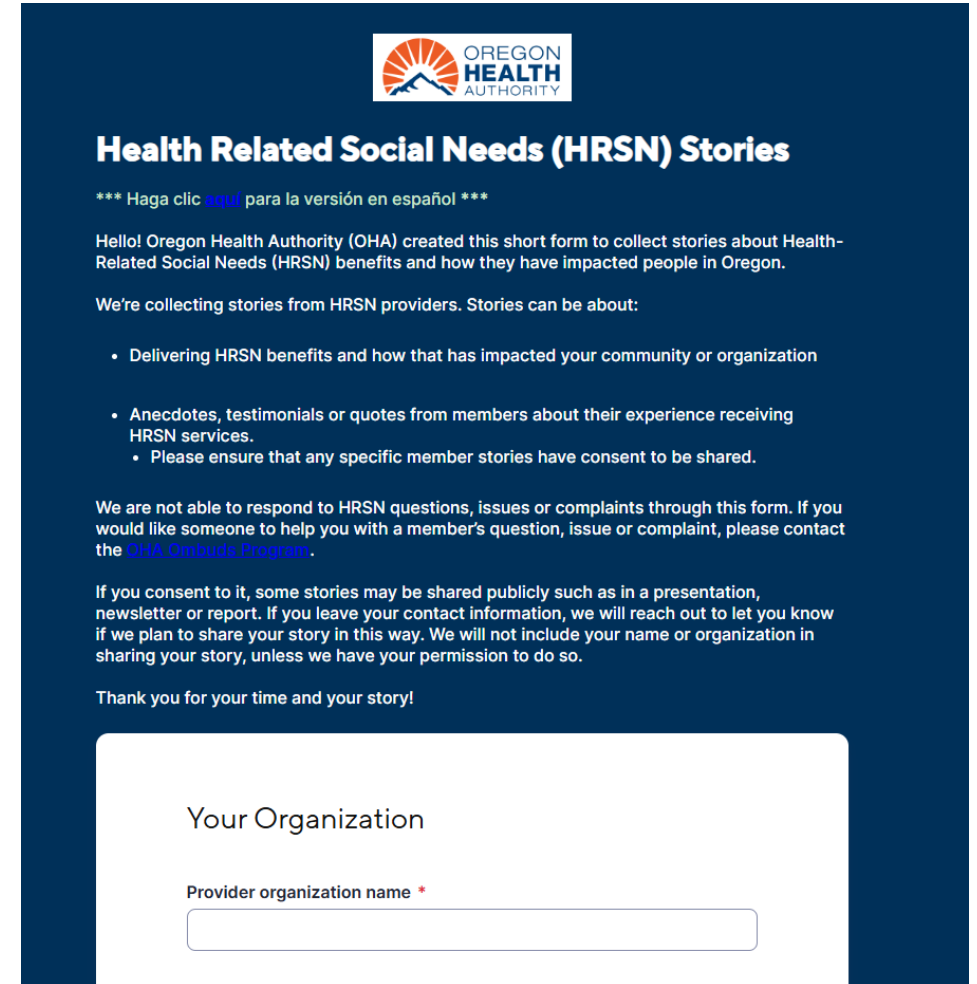
Public Comment Period for HRSN Rules

- You can submit public comment on these proposed rule changes between **September 1 – 21, 2026**.
- To submit public comments, email HRSN.Program@oha.oregon.gov.
- The updated rule text will be available on the secretary of state website.

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 the OHA logo at the top right. The title is 'Health Related Social Needs (HRSN) Stories'. Below it, a link in Spanish is provided. 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 HRSN questions or complaints. A consent statement follows. At the bottom, there is a section for 'Your Organization' with a text input field for the '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 *

HRSN Provider Guide

- Provides an overview of the HRSN program and covered services.
- Explains provider responsibilities, eligibility requirements, and service delivery expectations.
- Outlines processes for referrals, authorizations, documentation, and billing.
- Supports organizations in becoming and working as HRSN service providers.

Available on the [HRSN Provider Webpage](#)
under **Providing HRSN Services**

2026

HRSN Service Provider Guide

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Office Hours



Q&A Tips

- Share space, allow others to be heard.
- 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.

Follow-up from July office hours

Question	Follow-up response
"We are required to provide receipts to Acentra for HRSN payments that we make. A few utilities companies cannot provide receipts when we pay for assistance over the phone. What documentation would meet Acentra's requirements in lieu of a receipt from the utility company?"	Acentra can take an email from the provider with a confirmation number of the transaction, if the utility company provided one. If a provider is having a really difficult time, they can send an email summarizing when they paid, how much, etc., how they requested receipts and that they were unable to get them.

Upcoming Opportunities



Focus Group on Healthier Oregon Transition

- Based on provider request during the July HRSN provider office hours session, we've held three focus groups to discuss the Healthier Oregon Transition.
- These sessions have been an opportunity for providers to share their input, ask questions and discuss workflows.
- We have one more session planned for:
 - **Friday, August 28, 2026 10 – 11 a.m.**

To register, email HRSN.Program@oha.Oregon.gov

2026 Office Hours Dates



★ Once a month on Wednesdays from 8:30–10 a.m.

- [September 9 registration](#)
- [October 14 registration](#)
- [November 18 registration](#)
- [December 9 registration](#)

Previous HRSN provider trainings, and all 2026 office hours dates, are available on the [HRSN Provider Training webpage](#).

Share 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>



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](#)