

Monthly office hours for HRSN service providers

July 24, 2025



Zoom Tips



Use the **chat 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 | **Pre-submitted questions**
Answer questions that providers submitted ahead of time.

4 | **Office hours session**
Get questions answered by OHA subject matter experts.

5 | **Next steps and upcoming opportunities**
Learn about upcoming trainings.

6 | **Provider feedback**
Provide your feedback on proposed updates to HRSN housing rent and utilities services.

Pre-submitted questions



Pre-submitted questions

“Can you clarify what services can be offered to HUD voucher recipients? Can clients get HRSN rental assistance if they receive Section 8 or subsidized rent?”

Answer:

If the individual meets all HRSN eligibility criteria, HCV recipients may receive HRSN rent and utility assistance for rent and utility arrears. HCV recipients may also be eligible for HRSN tenancy services, home modifications, home remediations and home changes for health.

*HCV stands for “HUD’s Section 8 Housing Choice Voucher.”

Pre-submitted questions

“Can we complete HRSN rent payments for HUD voucher recipients authorized before July 1, 2025?”

Answer:

Members can get HRSN rent payments if they were approved for HRSN rent and utilities on or before June 30, 2025. Beginning July 1, 2025, members who are HUD voucher recipients may only receive HRSN rent and utility assistance for arrears.

***HCV** stands for “HUD’s Section 8 Housing Choice Voucher.”

Pre-submitted questions

“Do we need to bid out to identify contractors to provide remediation and modification services? Must the contractors be licensed?”

Answer:

All vendors must meet applicable national and state licensure/certification requirements. Getting multiple bids is not required.

***HCV** stands for “HUD’s Section 8 Housing Choice Voucher.”

Pre-submitted questions

“Can a member get HRSN rent support if they lose their housing (e.g., in a fire)?”

Answer:

Part of the eligibility requirements for HRSN rent assistance are to be **housed** and **need assistance maintaining current housing**, so unfortunately this would not be covered unless they started renting again. Storage and space rental are only allowed when a member is receiving rent assistance.

Pre-submitted questions

“How do I enroll as an HRSN provider?”

Answer:

To enroll as an HRSN provider with a CCO:

- You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.

To enroll as an HRSN provider with Open Card/fee-for-service:

- Visit the [Provider Enrollment](#) webpage to get started. We recommend viewing the [HRSN provider enrollment training materials](#).

Pre-submitted questions

“How can Open Card members get connected to HRSN services?”

Answer:

Reach out to Acentra:

- ORHRSN@acentra.com
- Phone: 888-834-4304

Pre-submitted questions

“Where can I learn more about billing for HRSN services?”

Answer:

General billing:

- View the [HRSN Training Webpage](#) and view the trainings listed under Billing and Payment.

Open Card billing:

- Contact Ayin: www.ayin.com/hrsn.

CCO billing:

- [Contact the CCO\(s\)](#) in your area.

Office hours



Q&A tips

- Share space, allow others to be heard.
- Do not share case specifics.
- Share suggestions and ideas.

Submitting questions:

- Please add your question to the chat or use the Zoom “hand raise” function to ask your question.

Resources



Learn more



★ 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:

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

Upcoming Opportunities



★ **HRSN provider trainings** are available on the [HRSN Provider Training webpage](#).

★ **Upcoming office hours sessions**

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We value your feedback

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

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



HRSN Provider Feedback



Feedback topics*

- Exploring options for how HRSN rent and utilities are billed
- Input on time needed for implementing possible HRSN eligibility changes
- Adjusting rates in the HRSN fee schedule

*We may not get to all these topics during this time. Please review these slides and email us if you have feedback. HRSN.Program@oha.Oregon.gov.

HRSN rent and utilities billing structure

Based on partner feedback regarding billing complexities and processing delays, OHA is **exploring solutions to update how HRSN rent and utilities are billed.**

The goals of these changes are to:

- Simplify billing processes and reduce the administrative burden for CCOs and providers.
- Improve the efficiency of rent payment processing.
- Improve the accuracy of data collection.



Two options we're considering:

1: No change, keep the current billing structure.

2: Bill rent and all utilities separately.

See next slide for details on options.

Comparison of billing options

Option 1: No Change

HRSN rent and forward utilities remain **bundled** into one service. Utilities arrears and utilities setup remain separate services.

H0044: Rent (forward, arrears) + Utilities (forward, landlord covered utilities)

Expected Unit Cost * **150%**

T2035: Utilities Arrears

Expected Unit Cost * **150%**

T2035: Utilities Set-Up

Expected Unit Cost * **150%**

Option 2: Bill HRSN rent and utilities separately

HRSN rent and utilities are billed under separate codes. Landlord covered utilities that are included in rent would need to be billed with utilities.

H0044: Rent (forward, arrears)

Expected Unit Cost * **100%**

T2035: Utilities (forward, arrears, landlord covered utilities, set-up)

Expected Unit Cost * **135%**

↓ The UPL for H0044 is set at 100% because utilities are no longer included.

↓ The UPL for T2035 is set at 135% because some utilities can be covered under rent, such as electric or garbage.

Example

Option 1: No Change

**H0044: Rent (forward, arrears) +
Utilities (forward, landlord covered
utilities)**

Expected Unit Cost * **150%**

For a 2-bedroom unit in Multnomah County, the expected cost is \$2,025 per month. The allowable upper payment limit is **\$3,037.50** per month. This includes rent (arrears and forward) and any forward utilities.

*Could include bundled utilities with rent, as long as the upper payment limit is not exceeded.

Option 2: Bill HRSN rent and utilities separately

H0044: Rent (forward, arrears)

Expected Unit Cost * **100%**

For a 2-bedroom unit in Multnomah County, the expected cost is **\$2,025 per month**. The allowable upper payment limit is **\$2,025**. This only includes rent (arrears and forward).*

**T2035: Utilities (forward, arrears,
landlord covered utilities, set-up)**

Expected Unit Cost * **135%**

For a 2-bedroom unit in Multnomah County, the expected cost is \$1,044. The allowable upper payment limit is **\$1,409.40**.

Total monthly benefit is **\$3,434.40**.

Considerations around billing options

Options	Opportunities	Challenges
<p>Option 1: No Change</p>	<ul style="list-style-type: none"> ✓ Requires no change to existing systems, processes, or provider workflows. ✓ Minimizes change fatigue for all partners. 	<ul style="list-style-type: none"> × Some CCOs and providers have said the current service structure is confusing and creates an administrative burden for paying rent.
<p>Option 2: Bill Rent and Utilities Separately.</p>	<ul style="list-style-type: none"> ✓ Simplifies current billing challenges associated with combined rent and utilities. ✓ Helps ensure cost data for rent is tracked separately from utility data. 	<ul style="list-style-type: none"> × Potentially complex for providers/members to provide documentation that parses out landlord covered utilities from rent. × There is limited flexibility in the amount that can be billed for rent and utilities. The UPL tracks to the expected unit cost for rent.

Provider feedback

1. Which option do you prefer and why? [**Zoom poll**]
2. What might be challenging with option 2? (for example, getting landlord utility documentation).
3. Do you think making billing changes will solve core issues?
4. What **trainings, tools, or resources** would be helpful if we make this change?



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Proposed Narrowing of Clinical Eligibility

Background

- In some parts of the state, there isn't enough capacity to meet the demand for HRSN rent and utility services.
- To help address this, OHA is considering making the clinical eligibility for the rent benefit narrower, based on feedback from partners.
- OHA would like input from you on:
 - how this change might affect your work
 - what timeline would be realistic for putting the change in place

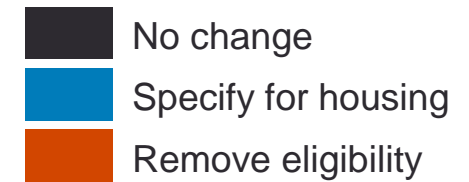
Proposed DRAFT for Feedback: HRSN Housing Clinical Risk Factors Comparison

Current Clinical Risk Factors

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

Proposed Clinical Risk Factors

- <6yo
- Pregnant/post-partum
- YSHCN
- 65yo+
- Recent child welfare involvement
- Current domestic violence
- Housing specific complex health condition:
 - Unstable health including scheduled upcoming surgery, new or temporary disability, conditions warranting prolonged convalescence
 - A specified collection of higher risk health conditions
 - Recent hospitalization or residential treatment

- 
- No change
 - Specify for housing
 - Remove eligibility

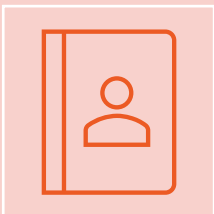
Areas for provider feedback

1. What opportunities or challenges do you see with the proposal to narrow clinical eligibility?
2. If we were to make this change, how much time would your organization need to implement this? **[Zoom poll]**

Potential updates to the fee schedule



OHA is currently reviewing the HRSN [fee schedule](#) which establishes reimbursement rates for HRSN services.



HRSN providers have expressed concerns around sustaining HRSN programming at the current rates for **HRSN tenancy** and **outreach and engagement services**.

Potential Updates to the Fee Schedule

Procedure Code	Modifiers	Service Description	Unit	OHA Maximum Allowable Unit Costs	Rate
T1017: Targeted case management, each 15 minutes	<ul style="list-style-type: none"> U1: HRSN Waiver Program UD: Outreach and Engagement 	Outreach and Engagement by CBO or HRSN Provider	Per 15 minutes	\$20.00	\$20.00
H2015: Comprehensive community support services, per 15 minutes	<ul style="list-style-type: none"> U1: HRSN Waiver Program UA: Education and Training 	Tenancy Support Services	All Units	\$20.00	\$20.00

Potential updates to the fee schedule



Please send feedback on rates for
tenancy and outreach and engagement to:
HRSN.Program@oha.oregon.gov **by August 8.**

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