

Monthly office hours for HRSN service providers

July 8, 2026



OREGON
HEALTH
AUTHORITY



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 | HRSN & Healthier Oregon
Learn about upcoming changes that will impact Healthier Oregon members.

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

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

HRSN Updates



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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RAC notice reminder

We are revising Oregon Administrative Rules (OARs) and will hold a Rules Advisory Committee (RAC) on:

Friday, July 17, from 10 a.m.–1 p.m.

Proposed rule changes include:

- 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.

RAC notice, continued

If you are interested in participating in the RAC as a member, please email HRSN.Program@oha.oregon.gov.

- **Important:** You need to email the HRSN Program to become a RAC member. Just registering for the meeting does **not** sign you up as a RAC member.

Members of the public are welcome to attend. You may register to attend the Rules Advisory Committee through [Zoom](#).

Recap of waiver renewal and next steps

- **Every five years, Oregon must renew its agreement** with the federal government around the Oregon Health Plan, proposing new changes (if desired or needed) and continuing existing programs. The federal government can accept or reject these proposals.
- Oregon's historic 1115 OHP demonstration waiver will be up for renewal in September 2027.
- Thank you for the discussion at the May office hours around the 1115 waiver renewal and for providing written feedback following the meeting.
- We summarized feedback we received at a high level on the next slide

HRSN Provider Feedback: High-level Summary

Questions	Feedback
1. Where is HRSN making a difference in terms of health or other outcomes?	• Rent assistance stabilizes members through acute events (e.g., income loss, illness) • Rent and utility assistance found to be most effective before imminent eviction • Connects members to long-term supports (e.g., SSI) • Frees income for other needs • Non-traditional coverage fills gaps in other social service programs (e.g., storage, internet)
2. Where is HRSN not making a difference yet?	• Limited help for members in immediate crisis because of payment delays • Does not serve already unhoused members well • No case management requirements limits long-term impact
3. What's limiting member access and experience?	• Some CCOs have inadequate provider networks causing delays and backlogs for members and pressure on HRSN service providers • Delays and unclear communication to members creates barriers to engagement • Lack of clarity on eligibility rules and how to navigate requests for services
4. What changes would improve member access and experience?	• Faster case processing by CCOs • Centralized application process for provider onboarding • More flexibility in duration/structure of services (e.g., allow members to relocate)
5. If HRSN weren't available, what could you offer?	• Low Income Home Energy Assistance Program (LIHEAP), local utility assistance, state-funded eviction prevention • Providers describe HRSN as "one-of-a-kind" with no comparable alternative

Next Steps: Additional Input Opportunities

- OHA will submit the next waiver application between **September 2026 and March 2027**
- There will be more feedback opportunities later this year.
As part of the renewal planning process, OHA will be:
 - Engaging partners
 - Conducting Tribal consultation and public comment on the proposed waiver application
 - Notices for the public comment period will be posted on the [Oregon Health Plan Public Notices](#) page.

HRSN & Healthier Oregon



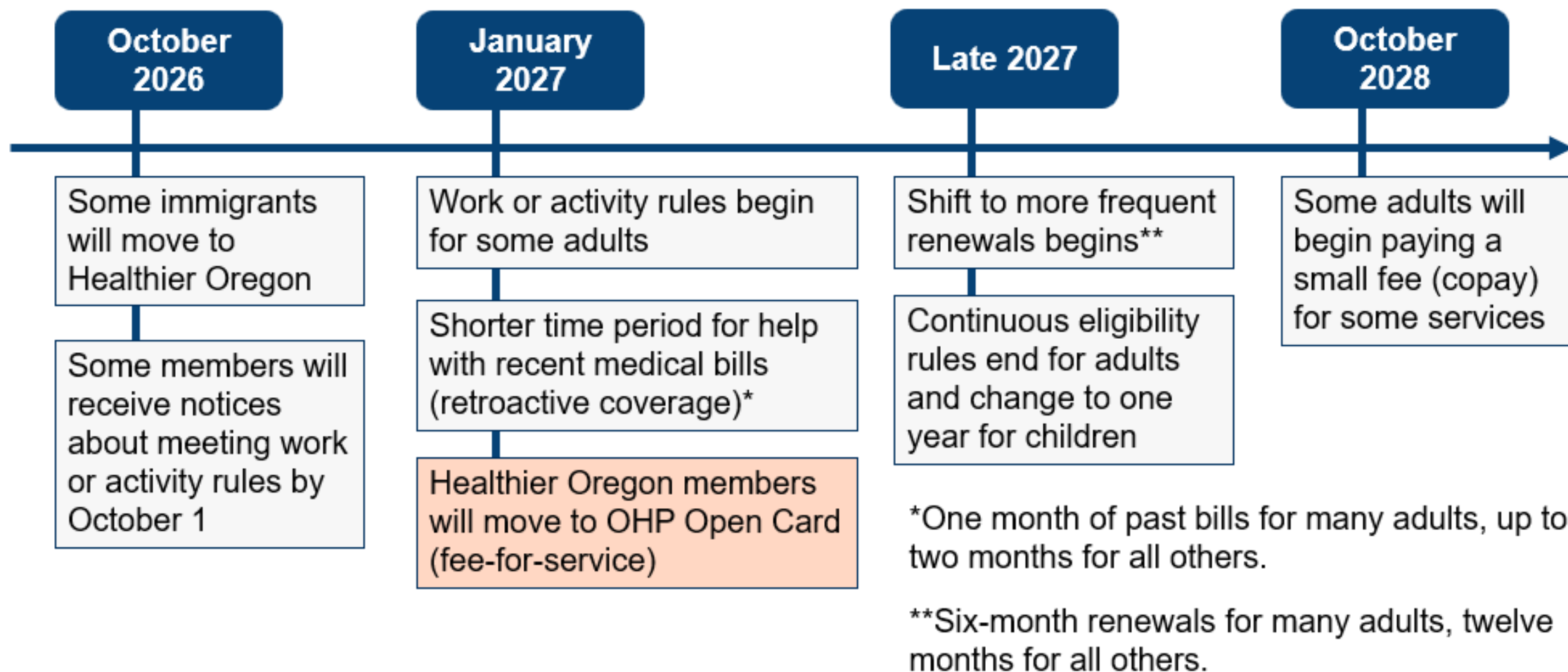
New federal rules require major changes

House Resolution 1 (HR1) and other federal changes will impact how, when, and where people in Oregon access health care and other critical services.

HR1 requires many changes, including:

- Introduction of OHP work or activity rules
- Changes to OHP non-citizen eligibility
- Changes to OHP retroactive coverage
- Introduction of copayments for some medical services
- More OHP frequent renewals
- Changes to provider taxes and state directed payments
- Changes to the Oregon Health Insurance Marketplace
- Changes to Supplemental Nutrition Assistance Program (SNAP), including introduction of work or activity rules

Timeline of changes to OHP



About Healthier Oregon and Open Card

Healthier Oregon is a mostly state-funded program that allows Oregon to offer full Oregon Health Plan (OHP) coverage to individuals, regardless of their immigration status.

OHP members may have their care managed by either **OHP Open Card**, a local coordinated care organization (CCO), or a mix of both.

Most OHP members get their care through a CCO.

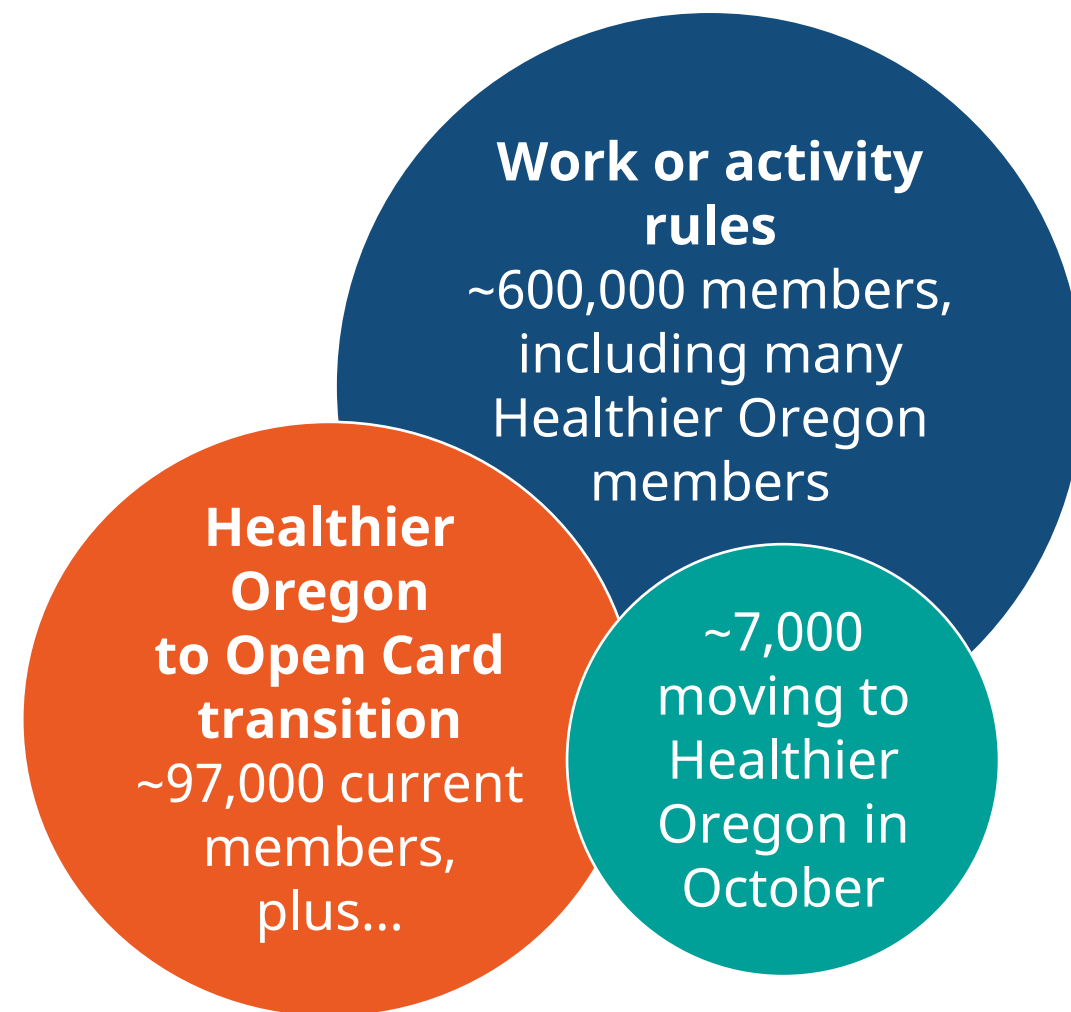
Currently, nearly 98% of Healthier Oregon members are in a CCO.



Three changes affecting Healthier Oregon

- Due to updated federal rules, Oregon must make changes to OHP that will affect some non-citizens.
- **Three key changes:**
 1. **October 2026:** Some non-citizens will move to Healthier Oregon
 2. **January 2027:** Healthier Oregon members will transition from CCOs to Open Card
 3. **January 2027:** New work or activity rules will apply to some Healthier Oregon members

Learn more at OHP.Oregon.gov/HR1



How you can stay informed

- Visit the HR1 web page: OHP.Oregon.gov/HR1
- Attend ODHS|OHA Forward Together [bi-monthly partner webinars](#)
- Attend Oregon Health Update bi-monthly office hours
- Via CCO weekly update, OCHE community partner update, Provider Matters, or Oregon Health News newsletters
- Participate in Healthier Oregon transition work sessions for CCOs, partners, and providers



HRSN Service Providers

Provider network & continuity of care (1/2)

Why continuity of care matters for HRSN:

- Some HRSN services are multi-month and time-limited, like rent assistance, utilities, tenancy supports, medically tailored meals, and pantry stocking and fruit and vegetable benefits.
- For members receiving housing or nutrition supports, a service gap can mean missing rent, accumulating late fees, risking eviction, or losing access to food.
- As Healthier Oregon members transition from CCOs to Open Card, keeping services uninterrupted is essential to maintaining their stability, safety, and well-being.

Provider network & continuity of care (2/2)

Our commitment:

- We want to partner with HRSN service providers to ensure continuity of care for every member they are serving.
- We want to make sure HRSN providers can maintain their trusted relationships with members through the transition.
- We want to make joining the Open Card network as simple and supported as possible.

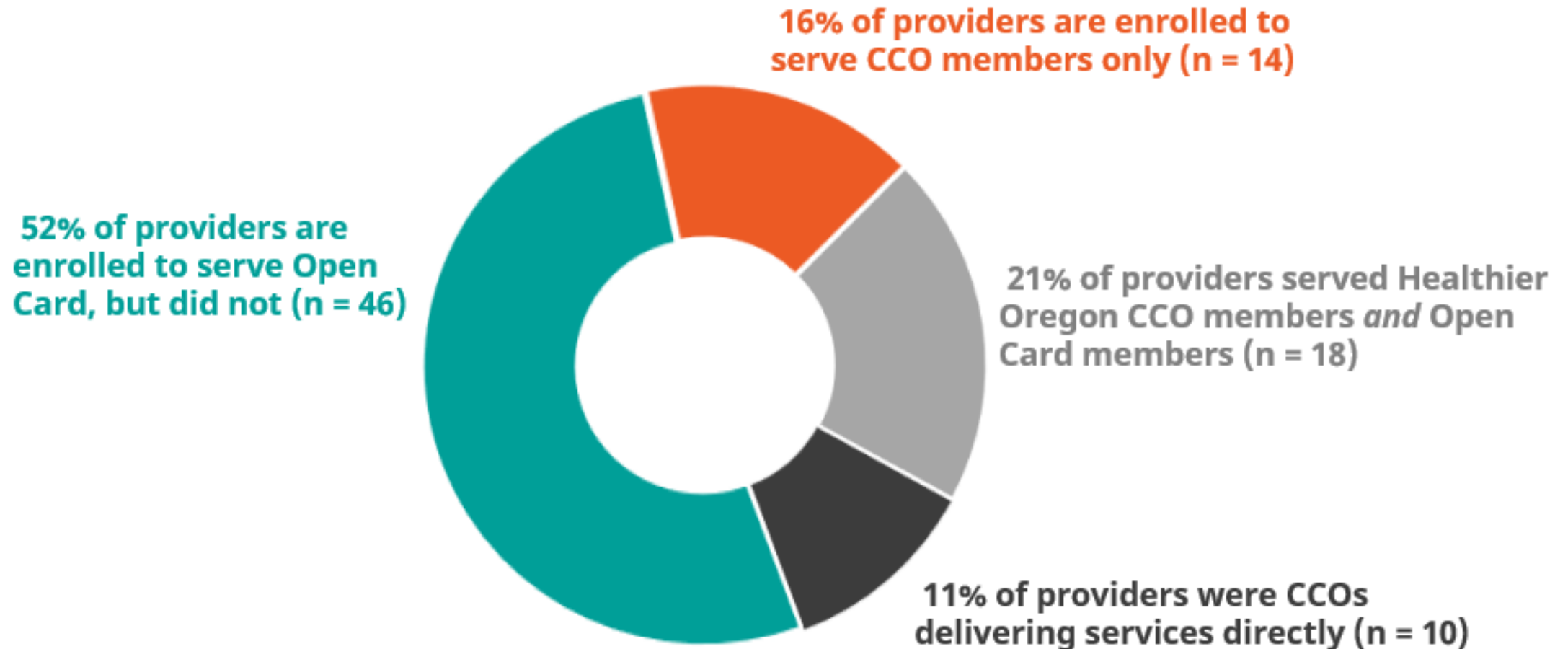


Provider Network Analysis: HRSN

HRSN service providers serving Healthier Oregon members

Status of service providers serving HRSN members	Implications
Serving CCO and Open Card members	Providers in this category should be able to continue to see Healthier Oregon members after they have transitioned to Open Card, and bill Open Card for those services.
Serving CCO members only, but enrolled to serve Open Card	Providers are enrolled to serve Open Card but are not active Open Card providers. Some providers may only have Open Card enrollment to facilitate direct access to the provider portal (rather than through a CCO). These providers may need additional support with billing Open Card.
Serving CCO members only, and enrolled to serve only CCO members	These “Encounter Only” providers are not enrolled to serve Open Card. To enroll as Open Card providers, they may need additional paperwork to process enrollment and support with billing.
CCOs only serving CCO members	CCOs can deliver HRSN services directly to members when an HRSN service provider is not available. CCOs can also become Open Card HRSN providers to continue services for members who transition.

Of the 88 HRSN providers service Healthier Oregon CCO members since March 2024:



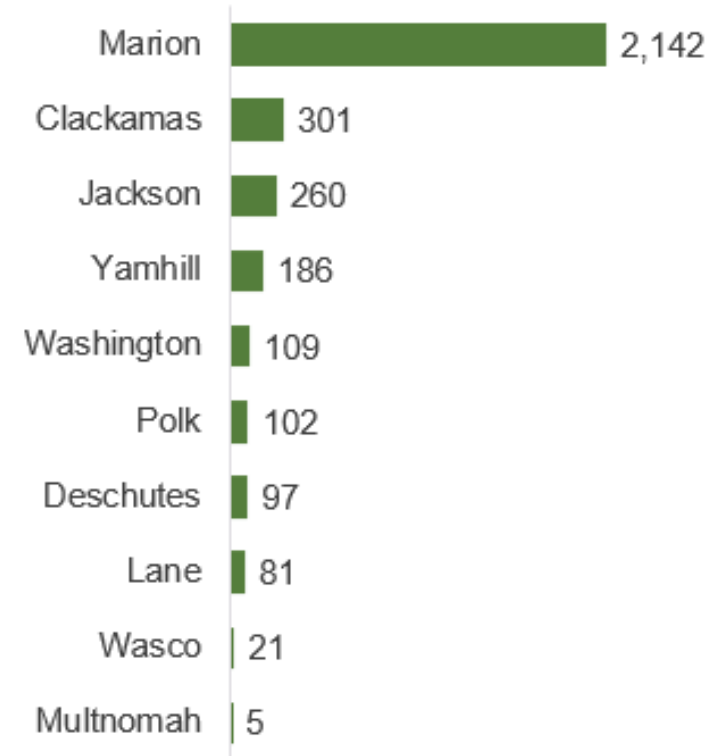
Based on 25K claims between March 2024 and end of April 2026 (based on billing ID). There are 88 providers who served 1,535 Healthier Oregon CCO members HRSN services through end of April 2026. Note that there are some providers that may have the same name but different Medicaid billing IDs.

MMIS claims data extracted 5/1/2026. Provider contract information received 4/8/26. TPA information from Acentra received 5/15/26.

HRSN services most used by Healthier Oregon members: Tenancy and O&E

HRSN Service	Services by providers enrolled to serve CCO members only*	Healthier Oregon service total
Tenancy Support Services	1,615	11,122
Outreach and Engagement	1,236	7,522
Rent and Utility Costs	347	3,091
Medically Tailored Meals	0	2,252
Utilities Arrears	59	257
Housing (Admin)		220
Utilities Set-Up	39	176
Air Conditioner	3	106
Home Changes (Admin)		89
Air Filtration Device	0	31
Heater	1	25
Air Filter Replacement	0	16
Storage Fees	4	7
Mini Refrigerator	0	5
Portable Power Supply	0	4
Total	3,304	24,923

Service location for services delivered by providers enrolled to serve CCO members only



* Encounter Only, excludes services delivered by CCOs. Only HRSN services delivered to Healthier Oregon members are visualized.



HRSN Provider Network & Continuity of Care Strategies

HRSN Provider Network & Continuity of Care (1/3)



Strategy 1: Outreach to HRSN providers serving CCO Healthier Oregon members and encourage Open Card enrollment to maintain continuity of care for members they are serving.



Strategy 2: Supporting CCOs in making referrals for multi-month HRSN benefits to providers who can continue services through the transition

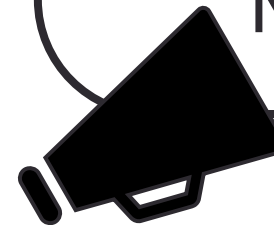
HRSN Provider Network & Continuity of Care (2/3)

Strategy 1: Reach out to HRSN providers serving CCO Healthier Oregon members and encourage Open Card enrollment to maintain continuity of care for members they are serving.

- HRSN providers who are not enrolled with Open Card by January 1, 2027, *cannot* continue being reimbursed for serving Healthier Oregon members. If you have Healthier Oregon clients, they will be assigned to a new provider.
- HRSN providers are welcome to join the Open Card network. Enrollment includes meeting the qualifications in OAR 410-120-2030, signing the TPA, and onboarding with Acentra and Ayin.
- **Enrolling in Open Card does not obligate HRSN providers to take on additional Open Card referrals** beyond the members they are already serving through a CCO. We understand capacity varies, and Acentra will work collaboratively to support providers.

CALL TO ACTION

Enroll as an
Open Card HRSN
Provider to
Continue Serving
Members



HRSN Provider Network & Continuity of Care (3/3)

Nutrition providers – Pantry Stocking and Fruit & Vegetable

- For Pantry Stocking and Fruit & Vegetable benefits, OHA has **contracted** with certain organizations to provide these services to Open Card members.
- At this time OHA cannot commit to providing **new** referrals to non-contracted Open Card providers for PS and F&V.
- Because of this, HRSN providers that enroll in the Open Card network to continue services for PS and F&V will likely **only serve Healthier Oregon members who they received a CCO referral for and who have transitioned to Open Card.**
- OHA will continue to monitor the Open Card HRSN nutrition provider network and may consider expanding in the future.



Consider Joining Open Card Network: Provider Status

Does not need action:

- Currently serving CCO and Open Card members
- Currently serving CCO members only, but enrolled in MMIS to serve Open Card and have met the qualifications in OAR 410-120-2030, signed a TPA, and onboarded with Acentra and Ayin

Needs action:

- Currently serving CCO members only, enrolled in MMIS to serve Open Card, but have not completed other steps towards being able to receive an open card referral (TPA, readiness, and onboarding)
- Currently serving CCO members only, and are enrolled to serve only CCO members (encounter-only)

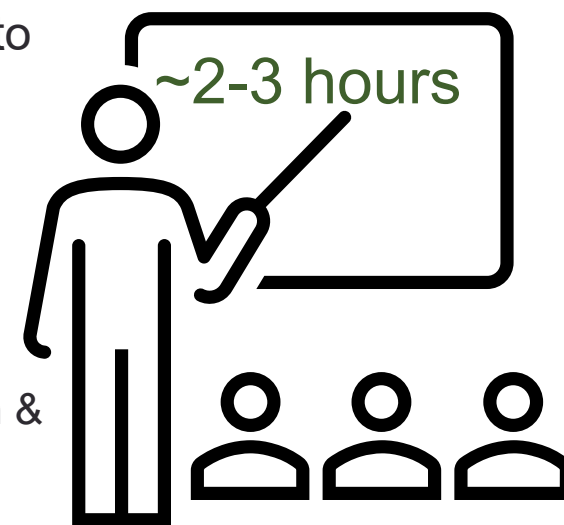


Consider joining the Open Card network

Step 1 – If you are already an HRSN provider for a CCO, OHA may be able to do a FFS conversion:

Email the below information to Provider.Enrollment@odhsoha.oregon.gov and put **Healthier Oregon - HRSN** in the subject line. OHA will work with providers to expedite enrollment next steps for the Open Card/fee-for-service HRSN provider network. You'll need to provide this information:

- Medicaid provider ID number
- Contact name, phone number and email address
- A copy of HRSN provider readiness assessment (if available)
- A brief description of the services rendered. For example, HRSN nutrition, outreach & engagement, housing, and/or climate.



Step 2 – For all interested organizations:

OHA will connect you to Acentra (and you can also reach out directly to HRSNproviders@acentra.com) to complete the following steps so that you can be fully onboarded and set up to accept HRSN Open Card referrals for the transition:

- Sign Trading Partner Agreement, confirm provider qualifications, onboarding.

HRSN provider network and continuity of care

Strategy 2: Supporting CCOs in making referrals for multi-month HRSN benefits to providers who can continue services through the transition

- Multi-month benefits that start after July 1, 2026 could extend into 2027.
- CCOs play a critical role in member stability by ensuring that members are referred to providers who can serve them through and beyond January 1, 2027.
- For this strategy, HRSN providers do not need to be currently actively serving Open Card members to use this method, but they do need to be fully enrolled and onboarded to the Open Card provider network and willing to work with Acentra and bill Ayin.
- OHA HRSN team has shared with CCOs a list of Open Card providers who have a signed TPA and are onboarded with Acentra and Ayin.

How HRSN providers can stay informed

Want to be contacted to learn more about enrolling as an Open Card provider to support this transition? Fill out this [survey](#) (use QR code).

Learn more:

- [OHP Provider Enrollment Webpage](#)
- [Acentra HRSN Webpage](#)
- [Ayin HRSN Webpage & Billing Guide](#)
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)
- Acentra: HRSNProviders@acentra.com
- OHA HRSN Program: HRSN.Program@oha.oregon.gov



Discussion questions

- Any questions? Feedback?
- What other strategies should OHA consider during this transition?
- How can OHA best partner with HRSN providers to ensure member-centered transitions?
- For HRSN providers that serve only CCO members, what support would make Open Card enrollment more feasible?

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 last month (1/3)

Question	Follow-up response
What should happen if a CCO approves six months of rent assistance, but the provider later learns the eviction will still occur?	CCOs should continue services provided that: • The member remains OHP eligible, and • The member's clinical and HRSN Covered Population information was accurate when the services were authorized (the member has experienced a change of circumstances post-authorization). If the CCO discovers that the member's information was not accurate at the time of the service authorization, they should deny the services and, if necessary, follow standard procedures for reporting fraud, waste, or abuse.
What is the process when new information arises after a benefit approval, particularly regarding eviction and non-payment?	If new information arises after authorization, the provider should notify the referring CCO. The CCO is responsible for reviewing the information and determining whether the authorization should continue, be modified, or be discontinued.

Follow-up from last month (2/3)

Question	Follow-up response
Is there a minimum rent payment required to maintain "consecutive months" of rental assistance?	No. There is no minimum rent payment required to maintain consecutive months of rental support.
How does HRSN support members on Section 8 with rental arrears?	Providers should refer to the HUD memo for the guidance OHA has received from HUD, available on the HRSN provider webpage under Providing HRSN Services .
Are children living in foster care or group homes eligible for housing-related HRSN services?	No. Children in foster care or group homes do not meet the HRSN definition of being at risk of homelessness and are therefore not eligible for HRSN housing-related supports.

Follow-up from last month (3/3)

Tenancy Services

- There were a few questions about tenancy services that we are still working on getting answers to.
- We are also interested in hearing about any barriers you may be experiencing getting additional tenancy services hours, despite them not being capped.
- We'll have time at next office hours to discuss tenancy services in more detail.

Upcoming Opportunities



2026 Office Hours Dates



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

- [August 12 registration](#)
- [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](#)