

Monthly office hours for HRSN service providers

June 10, 2026



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 | **Nutrition benefits update**
Learn about eligibility requirements and administering the Pantry Stocking and Fruit & Vegetable benefits.

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

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

HRSN Updates



RAC notice

We are currently 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 days 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](#).

Nutrition Benefits Update





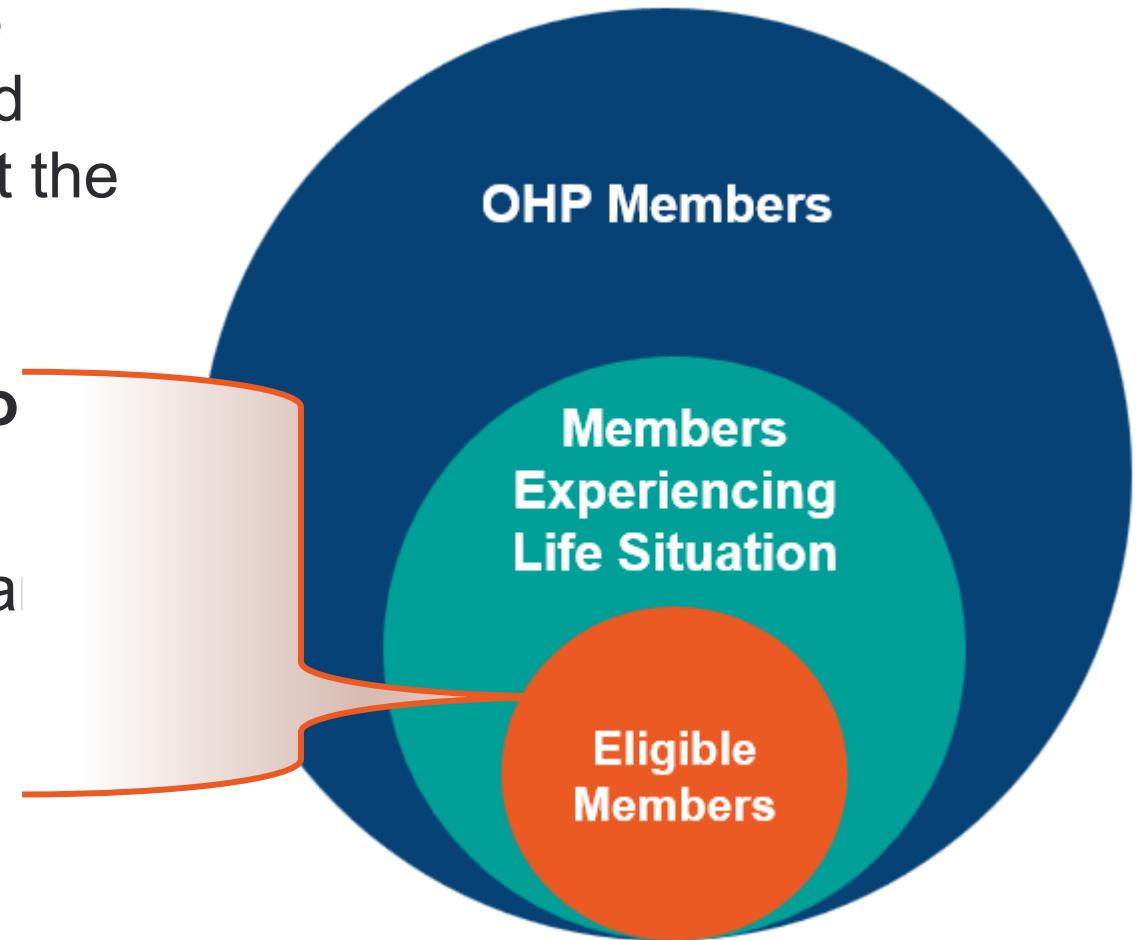
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Eligibility for OHP Nutrition Benefits

Overview: OHP Nutrition Benefit Eligibility

To qualify for OHP Nutrition Benefits, the individual **must be an OHP member** and meet certain requirements, including that the member:

1. Is experiencing a **certain life situation**
2. Has a **qualifying health condition**
3. Has **low or very low food security** at the time of application
4. Meets any other **service-specific requirements**.



1: Qualifying Life Situations

1

Qualifying life situations include:

- Being an OHP member with Young Adult with Special Health Care Needs (YSHCN) benefits.
- Having left a mental health or substance use disorder treatment facility in the past 12 months.
- Having left incarceration (such as jail or prison) in the past 12 months.
- Being in the Oregon child welfare system (foster care) now or in the past.
- Going from Medicaid-only benefits to qualifying for Medicaid plus Medicare.
- Experiencing homelessness.
- At risk of becoming homeless.

2 & 3: Qualifying Health and Social Conditions

2

Health Conditions

Members must meet at least one of the following:

- A complex behavioral health need
- A developmental disability need
- A complex physical health need
- Difficulty with self-care and daily activities
- Experience with abuse or neglect
- Use emergency rooms or crisis services often
- Pregnant or gave birth in the past 12 months
- Child under 6 years of age
- Adult 65 years of age or older
- Young Adults with Special Health Care Needs (YSHCN)

3

Social Condition

Member must be experiencing **Low Food Security** or **Very Low Food Security**.

4. Benefit-Specific Eligibility

4

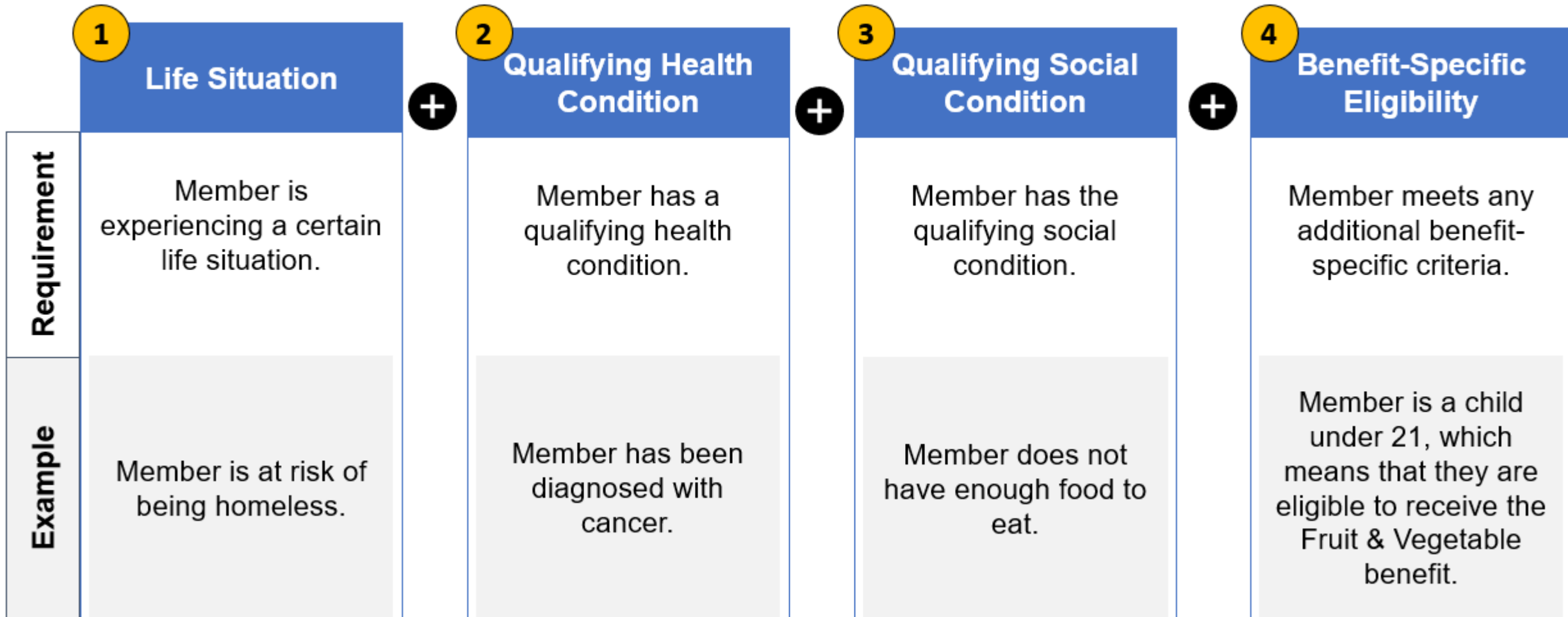
Pantry Stocking

- Members must be:
 - **A child under 21,**
 - **YSHCN,**
 - **or pregnant.**
- Members **must not:**
 - **Reside in institutional settings** that must provide residents with meals.

Fruit & Vegetable Benefit

- Members **must not:**
 - **Reside in institutional settings** that must provide residents with meals.

Full Nutrition Eligibility Framework



For additional details on member eligibility, please see OAR 410-120-2005.



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OHP Nutrition Benefits

Centering Food as Nourishment

1. Help connect to family or cultural traditions
2. Lessen isolation
3. Show your love
4. Build memories
5. Help you reconnect with your body's cues
6. Improve your physical, mental health and well-being

Nutrition is much more than calories and nutrients.

OHP Nutrition Benefits for Qualifying Members

Launched January 1, 2025



Medically Tailored Meals

Prepared meals for up to 6 months delivered to members with specific health-related conditions.



Assessment for Medically Tailored Meals

Assessment with a Registered Dietitian Nutritionist (RDN) to develop a nutrition care plan.



Nutrition Education

Helps members understand how to choose healthy foods and beverages.

Launching July 1, 2026



Pantry Stocking

Provides members with a portion of their recommended daily food for up to 6 months. Foods can be fresh, frozen, dried, pureed, or canned.



Fruit & Vegetable Benefit

Provides fruits, vegetables, and herbs to members for up to 6 months. Fruits, vegetables, and herbs can be fresh, frozen, dried, pureed, or canned.

OHP Nutrition Benefit More Information

- HRSN programs are supplemental and limited duration benefits. It is strongly encouraged for members to engage with other food supports in their community, including programs like SNAP and WIC.
- HRSN program funds **must not** be used to pay for foods or food benefits acquired through USDA programs, other state, county or local funding, or donated sources.
- HRSN program funds **must not** be used for food supplied through The Emergency Food Assistance Program (TEFAP), Commodity Supplemental Food Program (CSFP), Disaster Assistance Programs, or Food Distribution Program on Indian Reservations (FDPIR).
- Members **must not** concurrently receive Medically Tailored Meals, Pantry Stocking, and Fruit and Vegetable Benefit.



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Administering the Pantry Stocking and Fruit & Vegetable Benefit

Fruit & Vegetable Benefit Service Description

The Fruit & Vegetable Benefit can be delivered through two different service delivery models.

	Fruit and Vegetable Box	Fruit and Vegetable Card
Allowable Purchases:	Fresh, frozen, dried, pureed, or canned fruits and vegetables. Herbs are also included.	
Service Model:	Fruit and vegetable box delivery or Community Supported Agriculture (CSA) program.	Voucher/token or prepaid card to be used only at a food retailer for allowable purchases.
Unit:	Per week at the individual (member) level	
Duration:	Up to 24 weeks across a 26-week (six-month) period	
Setting:	Delivered to the member's home or private residence or picked up from designated pick-up areas.	Purchase from approved food retailers or delivered to the member's home or private residence.

Pantry Stocking Service Description

Pantry Stocking can be delivered through two different service delivery models.

	Pantry Stocking Grocery Box	Pantry Stocking Card
Allowable Purchases:	An assortment of foods aimed at promoting improved nutrition for the member. Foods available through this service may be fresh, frozen, dried, pureed, or canned.	
Service Model:	Grocery box delivery or Community Supported Agriculture (CSA) program.	Voucher/token or prepaid card to be used only at a food retailer for allowable purchases.
Unit:	Per week at the individual (member) level	
Duration:	Up to 24 weeks across a 26-week (six-month) period	
Setting:	Delivered to the member's home or private residence or picked up from designated pick-up areas.	Purchase from approved food retailers or delivered to the member's home or private residence.

Direct Award Approach for FFS Network

To support a successful launch of Pantry Stocking (PS) and Fruit & Vegetable Benefit (F&V) for fee-for-service (FFS) members, OHA pursued a direct award procurement process due to:

Statewide Network Adequacy Needs

- OHA needed sufficient provider coverage across the state, including rural and underserved counties.

Compressed Implementation Timeline and Support Resourcing

- Launch required a streamlined process to ensure services were available on time. Direct awards enabled OHA to partner with providers prepared to operationalize services quickly, efficiently, and with limited support.

Preserving Member Choice

- OHA prioritized offering multiple service models to preserve member choice, which requires close coordination with providers.



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Member Journey Examples

Pantry Stocking (PS) Box Case Ex: Jordan

Background on Jordan:

- Jordan is 3 months pregnant.
- She has trouble obtaining enough food even though she receives SNAP.
- Jordan learns from her OB/GYN that her health plan may be able to provide additional food support.



1

2

3

4

5

Identification

- Jordan mentions to her OB/GYN that she has trouble obtaining enough food.
- The OB/GYN refers her to an HRSN Connector to discuss food support available through her health plan.

HRSN Request Submission

- Jordan would like the PS box benefit.
- The HRSN Connector helps her submit a service request to her CCO.

Service Authorization

- The CCO screens Jordan and determines she is eligible to receive the PS box benefit for 6 months.
- The CCO approves the service and refers Jordan to a PS box provider.

Service Delivery

- The PS box provider contacts Jordan to confirm her address and delivery preferences and begins service delivery.
- Jordan receives her first box one week later!

Ongoing Engagement

- The CCO develops a person-centered service plan to document Jordan's new benefit and checks in with her at least once during the 6-month period to see if it is meeting her needs.

Fruit & Vegetable (F&V) Card Case Ex: Cameron

Background on Cameron:

- Cameron recently turned 19 and lives by himself.
- He has a history of cycling through substance use programs and has several complex behavioral health conditions.
- Cameron skips meals sometimes to save money. When he has enough money for food, he purchases cheap fast food.
- Cameron’s friend tells him that his health plan can help him get more food.



1 Identification	2 HRSN Request Submission	3 Service Authorization	4 Service Delivery	5 Ongoing Engagement
<ul style="list-style-type: none"> • Cameron contacts his CCO to request food support. 	<ul style="list-style-type: none"> • With support from the O&E provider, Cameron submits a request to his CCO for the F&V card benefit. 	<ul style="list-style-type: none"> • The CCO screens Cameron and determines he is eligible for the F&V card benefit for 6 months. • The CCO approves the service and refers Cameron to a F&V card provider. 	<ul style="list-style-type: none"> • The F&V card provider contacts Cameron, who confirms he prefers a digital card. • The provider shares instructions for activating and using the digital card. • Cameron receives the card and begins purchasing fruits and vegetables! 	<ul style="list-style-type: none"> • The CCO develops a person-centered service plan to document Cameron’s new benefit and checks in with him at least once during the 6-month period to see if it meets his needs.



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Requesting Services

HRSN Nutrition Request Requirements

1. Member identification

OHP ID, or

Name and date of birth

2. Member contact information

3. Services requested

4. Attestation/agreement

Member signature, or

Confirmation by HRSN Connector or Service Provider

May help speed up the process to include other optional information if available, such as:

- ✓ HRSN Covered Population / Qualifying Life Situation
- ✓ Clinical Risk Factor / Qualifying Health Condition

Requesting HRSN Nutrition Benefits

Open Card Members:

- ✓ You can call 1-888-834-4304 or email ORHRSN@acentra.com.
- ✓ You can access the Nutrition Benefit Request form here:
<https://www.oregon.gov/oha/hsd/ohp/pages/nutrition.aspx> members or providers can download the Nutrition Request Form in an appropriate language.
 - Upon filling it out, email it to ORHRSN@acentra.com.

Coordinated Care Organization (CCO) Members:

- ✓ You can [call your CCO](#).
 - Their contact information can be found here:
<https://www.oregon.gov/oha/hsd/ohp/pages/coordinated-care-organizations.aspx>
- ✓ You can access the Nutrition Benefit Request form links for your CCO here:
<https://www.oregon.gov/oha/hsd/ohp/pages/nutrition.aspx>.

Food Resource List

- **SNAP** (Supplemental Nutrition Assistance Program) provides monthly food benefits to help people buy healthy food.
- **WIC** (Special Supplemental Nutrition Program for Women, Infants, and Children) offers healthy food, health screenings, nutrition education and breastfeeding support for pregnant people, new and breastfeeding people and children under 5
- **Oregon school nutrition programs** give children nutritionally balanced, low-cost or no-cost lunches each school day.
- **Meal programs for seniors:** The Aging and Disability Resource Connection lists free or low-priced local meal programs, including Meals on Wheels.
- **Local food pantries:** Call 2-1-1 or go to the [211Info](#) or [Oregon Food Finder](#) websites to find out more.
- **Flexible services:** OHP members enrolled in a CCO may be able to apply for food and nutrition support through flexible services programs. Flexible services are optional for CCOs and subject to availability. OHP members should contact their CCO directly for more information.
- **Other:** OHP members who aren't in a CCO can check with their [city or county](#) to see if they have any programs available.

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.

Upcoming Opportunities



2026 Office Hours Dates



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

- [July 8 registration](#)
- [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](#)