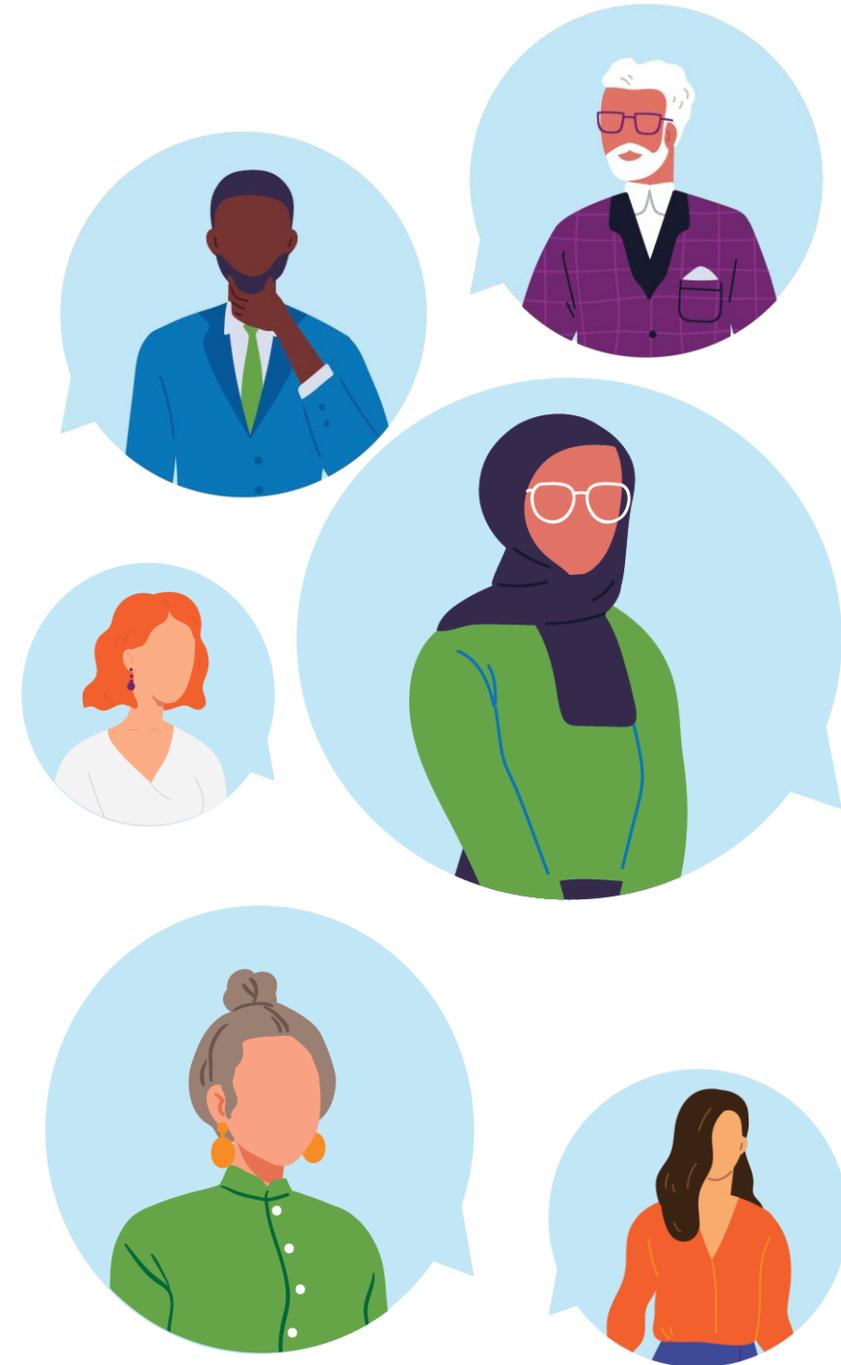


Monthly office hours for HRSN service providers

March 11, 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 | **Updates and follow-up**
Hear updates and reminders about the HRSN program from OHA.

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

4 | **Upcoming opportunities**
Learn about upcoming trainings.

HRSN Data Dashboard



OHA SHNAP works with HRSN data

- The Social Health Needs and Analytics Projects (SHNAP) team provides data support for implementing Oregon's Medicaid 1115 Waiver.
- Key responsibilities and projects:
 - Collecting HRSN specific data deliverables
 - Analyzing HRSN data for internal uses
 - Publishing HRSN analytics for public use
 - Supporting Providers to better utilize HRSN data

Over 122 providers have delivered HRSN benefits from program launch through September 2025

- HRSN providers serve every county in the state.
- Over 18,000 members received one or more HRSN benefit
- The most common services delivered are:
 - Tenancy support services
 - Outreach and engagement
 - Rent and utility payments
- 55% of HRSN benefit recipients report having one or more disabilities, compared to 24% from the general OHP population.

The new HRSN Dashboard is now live!

A simple, user-friendly data dashboard on the OHA Data about Medicaid Health-Related Social Needs Benefits webpage

The screenshot shows the Oregon Health Authority website. The header includes the OHA logo and navigation menus for 'About OHA', 'Programs and Services', 'Oregon Health Plan', 'Health System Reform', 'Licenses and Certificates', 'Public Health', and 'Jobs'. A breadcrumb trail leads to 'Health-Related Social Needs Benefits'. The main content area is titled 'Health-Related Social Needs Benefits' and includes a 'Welcome' section with a paragraph explaining the dashboard's purpose. Below this are four buttons: 'Dashboard', 'Filters and Definitions', 'About the Data', and 'General Information'. A 'Questions about the dashboard?' section provides contact information and links to a survey and other HRSN data. A 'Dashboard' section contains instructions for using the tool. At the bottom, a 'Health-Related Social Needs' navigation bar has five tabs: 'About HRSN', 'Population Eligibility Estimates', 'Member Demographics', 'Benefits', and 'Providers'. The 'About HRSN' tab is currently selected.

This dashboard covers:
Broad HRSN eligibility
HRSN service utilization
Member demographics
HRSN service Providers

[View the dashboard.](#)

This dashboard can't answer every question about HRSN

- This dashboard is *not* appropriate for understanding HRSN benefits for specific members or tracking live data.
- The provider information is not suitable as a provider directory
- At this time, it will not include the following data:
 - Denials, appeals, or grievances
 - Months of rent of units of services
 - HRSN spending
 - HRSN Service Provider contact information
 - Health outcomes

What types of questions can be answered with the dashboard?

- Are my organization's priority population(s) receiving HRSN benefits?
- Are other providers serving the same geographic areas?
- What HRSN benefits are most used in my region?
- Is there a community your organization works with that isn't highly represented in the data that could benefit with more outreach?
- What languages do HRSN recipients speak in my region?

This is the first version of the HRSN dashboard

- New features will be added, and phased in over time
- Viewers can send feedback about the dashboard via a [survey](#) that will be linked in the dashboard webpage



OREGON
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Live Demo

HRSN Updates



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>



Data Sharing

- OHA only shares personal information with federal agencies when required by law.
- Enrolling in the HRSN program does not mean an OHP member is **more** likely to have their data shared.
- A federal court ruled that starting January 6, 2026, CMS may start sharing limited information with Immigration and Customs Enforcement (ICE) about people who are not “lawfully residing” in the United States.
- OHA has several contacts, support centers, and tools that may help you and the people you serve learn more and make informed decisions.

Learn more in this [data sharing information sheet](#).



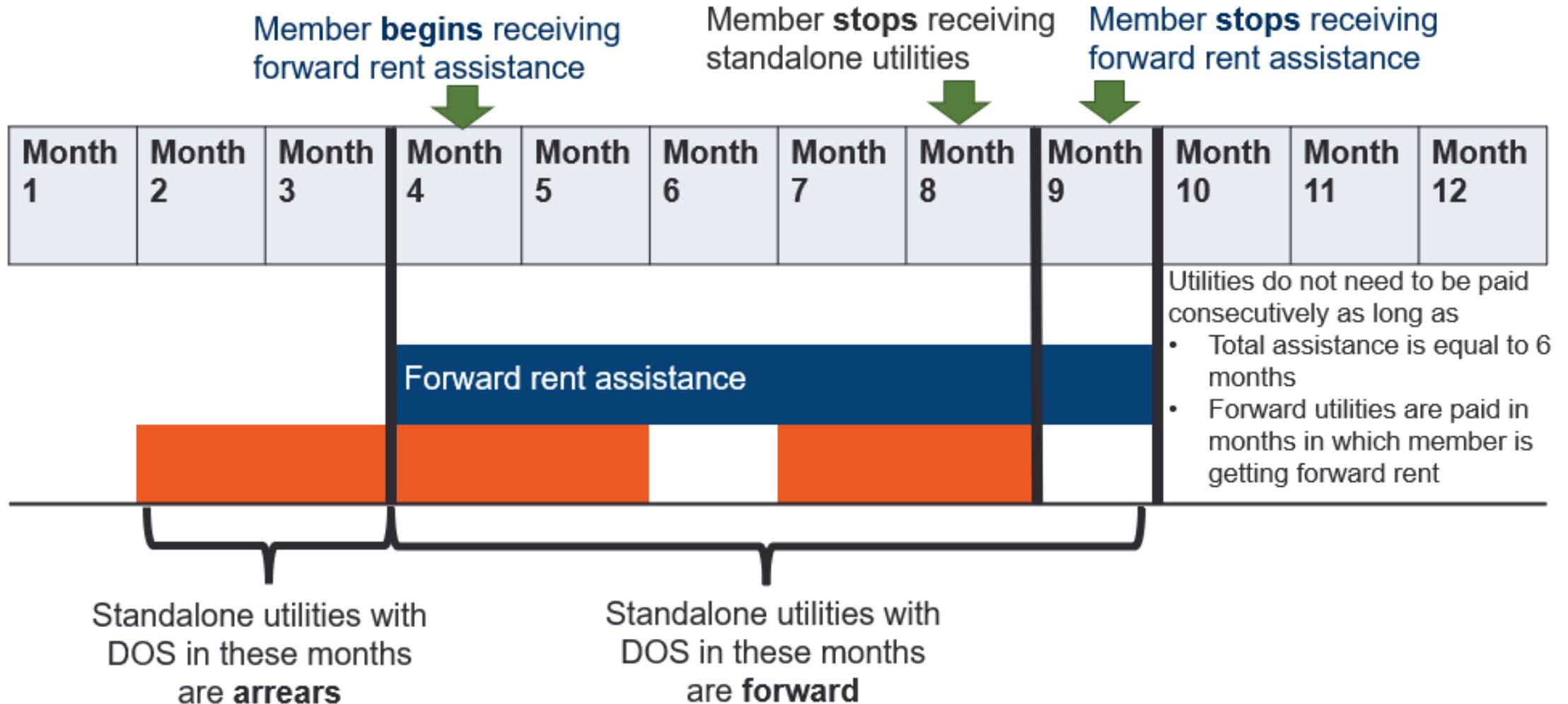
Service Authorizations for HRSN

- HRSN services are available to Oregon Health Plan (OHP) members because of Oregon's [current Medicaid 1115 Demonstration waiver](#).
- OHA's authority for HRSN services ends on the same date as the current Medicaid waiver: September 30, 2027.
- As a result, **health plans must not authorize or provide any HRSN services for dates of service (DOS) after September 30, 2027.**
- OHA is developing its Medicaid waiver renewal strategy for the next five-year cycle, which will be for October 1, 2027, through September 30, 2032.

Non-consecutive utilities

- Rental assistance must be consecutive; however, utilities do not need to be paid in consecutive months
- Utilities can be paid in any month that the member is receiving forward rent assistance, provided that:
 - The total rent and utility payments do not exceed the UPL
 - The total amount of months of utility payments do not exceed 6 months
- Members should be informed about how much utility assistance they can receive to make informed choices about their benefit.

Example Timeline: Non-Consecutive Utilities



Utility Bills Q&A (1 of 3)

1) Can a utility bill be paid if the member's name is not on the bill?

Yes. If the Member or parent/Member Representative's name is not on the utility bill, the Member or parent/Member Representative must submit documentation to verify that the address for service completion is the Member's primary address. The following are accepted forms of residency verification:

- Member's Medicaid address of record,
- A lease signed by both the landlord and the Member,
- HRSN Verification of Landlord/Tenant Relationship and Rent Owed Form signed by both the landlord and the Member,
- A written agreement signed by both the and Member with the components outlined in the HRSN Rent and Utility Financial Assistance service description,
- State issued program ID or license,
- Official letter from third party showing the Member's name and residence address, or
- Government issued library card.

Source: [OAR 410-120-2005](#)



Utility Bill Q&A (2 of 3)

2) What if the utility company does not provide a bill?

HRSN rent and utility assistance cannot be used to pay a utility expense that does not include a bill.

3) How do we process a payment when a utility company will not accept check payment?

Please refer to your organization's policies. We encourage you to explore using a company credit card or pre-paid credit card if this is in alignment with your organization's policies.

If you are unable to pay a utility bill due to your organization's policies (e.g., unable to utilize a pre-paid credit card), you are required to notify the member of your inability to pay due to impossible circumstances with the utility company. Additionally, you should do one of the following and document your efforts:

1) Utilize O&E or Tenancy to connect Member to other utility assistance providers (not HRSN benefits) or 2) Notify the CCO and ask about their ability to support the Member in an alternative way (e.g., through flex funds)

Once this has been communicated and documented, the HRSN provider is not required to take further action.

Utility Bill Q&A (3 of 3)

4) How do we pay a utility company that will not accept third party payment?

If the utility vendor is not engaging in the process, HRSN service providers cannot make the payment on behalf of the Member. In this circumstance, the HRSN service provider or the CCO must inform the Member of the inability to make the payment. Once this has been communicated, the HRSN service provider nor the health plan is required to take further action.

5) Can HRSN utility fees pay for modem rentals?

Yes. We understand many internet providers include a **modem rental** in the monthly bill. This is not considered purchasing a device (which is prohibited) and is allowed as the **rented modem is necessary** to deliver the internet utility benefit. HRSN funds may cover the portion of the monthly bill that covers rental fees for the modem. Note that the **purchase of devices** including phones and smart watches and payment for television streaming services are not allowed utility costs.

Utility Scenario: Doubled-up Households (1 of 4)

Defining Households

- The Alvarado and Jimenez families share a **three-bedroom rental** home in Hillsboro.
- Both families are listed on the rental agreement which does not specify division of rent and utility obligation.
- The Alvarado family has three members and self-attests that they occupy two bedrooms and pay two thirds of household expenses including rent and utility payments.
- The Jimenez family has two members and self-attests that they occupy one bedroom and pay one third of the household expenses including rent and utility payments.
- **Each family qualifies as a separate “household”** based on Medicaid Eligibility Determination Group (EDG) OAR 410-200-0015.

Utility Scenario: Doubled-up Households (2 of 4)

Division of Utility Assistance

- Both households share the same utility accounts for phone, internet, and electricity.
- All three utility bills are in the Alvarado household's name.
- The Jimenez household should follow the guidance found in OAR [410-120-2005](#), Table 5(k)
"The following are accepted forms of residency verification:
 - Member's Medicaid address of record;
 - A lease signed by both the landlord and Member with the components outlined in the HRSN Rent and Utility Financial Assistance service description;
 - HRSN Verification of Landlord/Tenant Relationship and Rent Owed Form signed by both the landlord and Member;
 - A written agreement signed by both the landlord or equivalent entity) and Member with the components outlined in the HRSN Rent and Utility Financial Assistance Service description;
 - State issued program ID or license;
 - Official letter from third party showing the Members name and residence address; OR
 - Government issued library card."

Utility Scenario: Doubled-up Households (3 of 4)

- **HRSN Eligibility**
- Rosie Alvarado is eligible for HRSN Rent and Utility Assistance.
- Caroline Jimenez is eligible for HRSN Rent and Utility Assistance.
- **Documents Required for Service Eligibility**
- Rosie and Caroline separately submit their shared lease to their HRSN provider along with a copy of the landlord's completed W-9.
- Rosie and Caroline separately submit copies of their utility bills to their HRSN provider.
- **Upper Payment Limit (UPL) Determination**
- The UPL for each household is based only on the number of bedrooms occupied by that household:
 - Alvarado household UPL based on two bedrooms.
 - Jimenez household UPL based on one bedroom.

Utility Scenario: Doubled-up Households (4 of 4)

- **Division of Utility Assistance**
- Utility assistance should be proportionally allocated between the two households based on bedroom occupancy:
 - The Alvarado Household's HRSN provider will pay 2/3 of the total utility bills, up to the two-bedroom UPL in Hillsboro.
 - The Jimenez Household's HRSN provider will pay 1/3 of the total bills, up to the one-bedroom UPL in Hillsboro.

Member credit for rent

- Eligible members can receive up to six months of HRSN rent support. This may include rent arrears and forward rent.
- Forward rent must be paid consecutively (i.e. no breaks in months of rent support).
- If there is a delay in rent payment that results in members paying an HRSN obligated month of rent themselves, we encourage members and providers to work with the landlord. The landlord may be willing to apply the member (tenant) paid rent to a future month, allowing HRSN rent support to remain consecutive.

Example Scenario: Member credit for rent

- Joe is having surgery in March and will need six months for recovery and rehabilitation.
- Several weeks before surgery, Joe asks his CCO for HRSN rent support (March – August).
- On February 28, Joe's HRSN rent request has not yet been authorized by his CCO.
- On March 2, Joe's CCO authorizes six months forward (March – August) HRSN rent assistance and refers Joe to an HRSN provider.
- On March 3, to avoid late fees, Joe pays his full rent for March.
- On March 4, Joe meets with his HRSN provider and says he has already paid March rent.
- Joe and the HRSN provider contact the landlord and ask that the rent Joe paid on March 3 be applied towards September's rent.
- Joe's landlord applies the rent Joe paid on March 3 to Joe's rent for September, the month after Joe's HRSN rent support has concluded.
- Joe's HRSN provider begins paying rent, beginning in March.

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.

Upcoming Opportunities



2026 Office Hours Dates



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

- [April 15 registration](#)
- [May 13 registration](#)
- [June 10 registration](#)
- [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](#)