Monthly office hours for HRSN service providers

November 18, 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 | **Healthier Oregon Transition**
Hear updates and reminders about the HRSN program from OHA.

3 | **1115 OHP Waiver Renewal Application Follow-up**

4 | **HRSN Office Hours**
Get your HRSN questions answered by OHA subject matter experts.

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



Healthier Oregon Transition

Healthier Oregon Transition: CCO Expectations (1/5)

Following HRSN request processing timeframes in OAR:

- CCOs must adhere to service authorization and delivery timeframes in OAR 410-120-2020. This rule has been updated to include more detailed and specific transition of care requirements (effective October 28, 2026).
- CCOs should send referrals for Healthier Oregon members to HRSN service providers who are enrolled with Open Card and able to serve Open Card members.

Healthier Oregon Transition: CCO Expectations (2/5)

- **Complete requests received on or before November 19:** CCOs are required to either approve or deny the request.
  - If the CCO **approves** it, the CCO must refer the member to an HRSN service provider who is also in network with Open Card if possible and make sure the member has received at least one month of services.
  - If the CCO **denies** it, the CCO must send the member an official notice explaining their decision.

Healthier Oregon Transition: CCO Expectations (3/5)

- **Complete requests received between November 20–December 17:** CCOs are required to either approve or deny the request.
  - If the CCO **approves** the request, they must send a referral to a provider who can also serve OHP Open Card members through the transition. It is possible services may not start before January 1, 2027 .
  - If the CCO **denies** the request, they must send a written notice to the member explaining why.
  - If the CCO **can't find a provider** who serves OHP Open Card members, they must:

    Tell the member they can't complete the referral

    Explain that OHP Open Card (through Acentra) will take over the referral, and

    Send the member's approval information to Acentra as quickly as possible.

Healthier Oregon Transition: CCO Expectations (4/5)

- **Complete request received between December 18–31:** CCOs are not required to make the authorization decision per the timeframes required in OAR 410-120-2020. However, the CCO should still try to review what the member submitted.
  - If the CCO can't approve or deny the request, they must send it to the OHP Open Card health plan (Acentra) who will make the decision. The CCO must also let the member know when they do this so the member knows who will be following up with them. The Open Card health plan (Acentra) will process requests they receive within 14 days.

Healthier Oregon Transition: CCO Expectations (5/5)

- **Incomplete request requirements:**
  - For incomplete requests, CCOs must:
    - Comply with OAR 410-120-2010,
    - Provide good faith efforts to assist the member in achieving a complete request, and
    - Refer the member to an HRSN Outreach & Engagement provider if needed.
  - If complete request is not achieved by **December 31**, CCOs must:
    - Notify the member that their request is incomplete and
    - Encourage them to request HRSN service authorization with OHP Open Card (Acentra).

Dates CCOs are sharing HRSN data on Healthier Oregon members

HRSN data is due:

- **November 2**
- December 7
- December 22
- January 6

Data captured includes members with HRSN service authorizations, referrals, requests.

In the files due **November 2:**

- 11 CCOs submitted HRSN roster files
- 4 CCOs did not have Healthier Oregon members to report on

Recap from HRSN Provider Focus Groups (1/2)

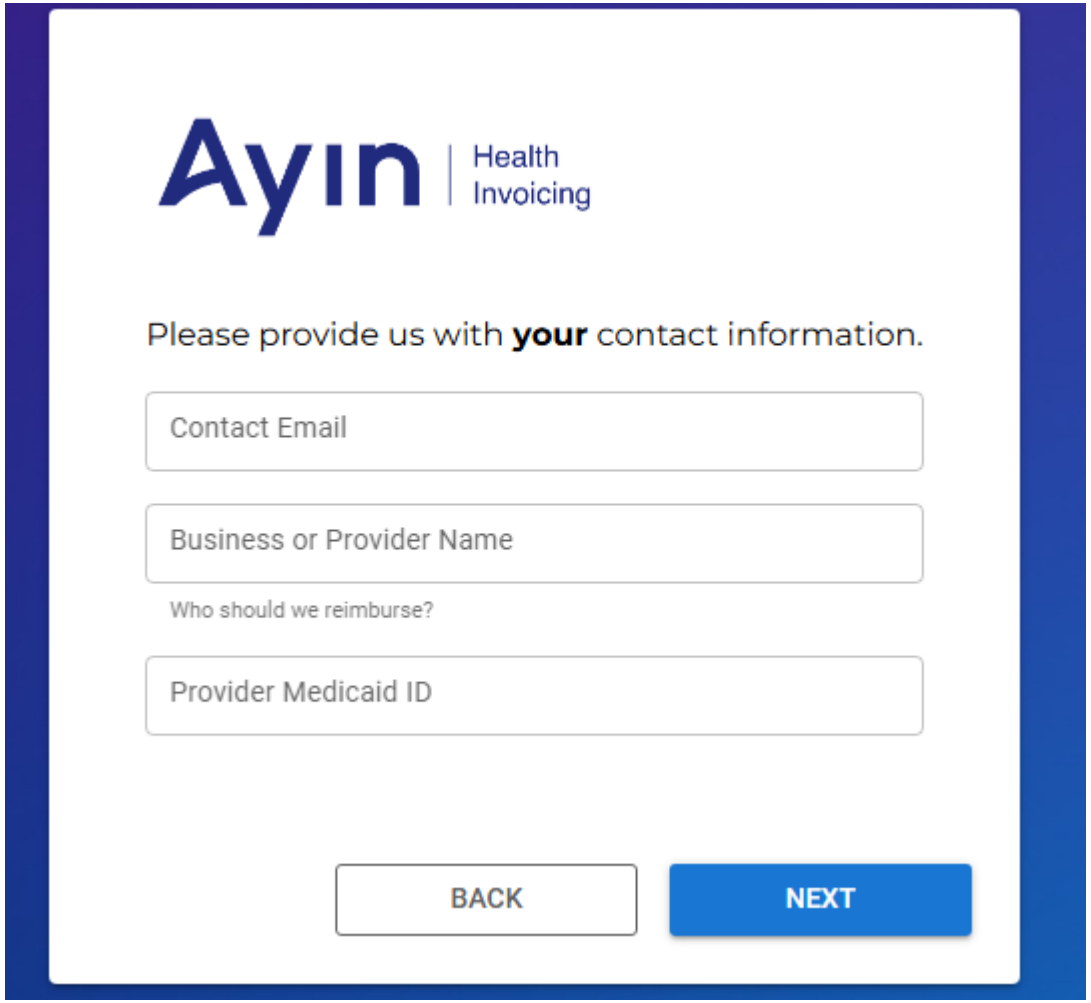
Feedback Theme	Progress
Streamlined invoicing processes to reduce manual data entry and improve claim status visibility.	Ayin updated the HRSN invoicing portal to remove data fields for *provider name* and *address* to reduce administrative burden. (11/16)
Reduced authorization delays to prevent interruptions in rent, utility, and other HRSN services during transitions.	Acentra updated the Open Card authorization process for rent and utility financial assistance to allow more upfront flexibility when working with members' unique billing scenarios.
Strengthened continuity of care by improving transfer of authorizations, referrals, and provider coordination.	The OHA HRSN team supports CCOs and Acentra and has provided guidance and information throughout the process.

Recap from HRSN Provider Focus Groups (2/2)

Feedback Theme	Progress
Clear, accessible member education using plain language and culturally and linguistically appropriate materials.	The HRSN team is working collaboratively with the Healthier Oregon transition workstreams to include HRSN information in overall notices or provide HRSN-specific information.
Access to community information exchange (CIE) for Open Card members to simplify referral workflows.	Open Card providers can sign up for Unite Us now to be ready for Healthier Oregon member transition workflows early Dec and anticipated mid/late Dec for all HRSN referrals. *does not include invoice and payments functionality
Example scenarios and workflows showing how providers and health plans will handle payment for services that span the CCO to Open Card transition.	OHA HRSN team developed utility scenarios to assist providers in understanding (11/18)

Ayin Invoicing Portal Update

Ayin updated the HRSN invoicing portal to remove data fields for **provider name** and **address** to reduce administrative burden.



Open Card providers can join Unite Us now!

Sign up to start using Unite Us with Acentra for Open Card referrals in December (optional)

Early Dec: Healthier Oregon HRSN referrals

Mid/late Dec: Expand to all HRSN referrals

October: Open Card providers started hearing from Unite Us

November-December: Information sessions, office hours, and trainings from Unite Us

If you are interested and did not receive an email, contact Unite Us and include “Open Card” in the subject line: **oregon@uniteus.com**

Unite Us Office Hours and Trainings for Open Card

Office hours

- Wed, Nov 18 from 1–2 p.m. | Register
- Thu, Nov 19 | 11 a.m.–12 p.m. | Register

Trainings

- Mon, Nov 30 from 11 a.m.–12 p.m. | Register
- Tue, Dec 8 from 1–2 p.m. | Register

- For enrolled or enrolling Open Card providers
- Connect with Acentra at HRSNproviders@acentra.com to learn more

If you are interested but did not receive an email, contact Unite Us and include “Open Card” in the subject line: **oregon@uniteus.com**



Healthier Oregon Transition: Billing for Utilities

Utility Billing & Invoicing: Healthier Oregon Transition (1/2)

Billing best practices during the transition period

- Maintain normal practices and procedures when submitting December/January invoicing
  - The date of service chosen should be consistent with the other months' dates of service.
  - Please refer to the HRSN Billing Guide or your health plan for more information.

Note: Utility dates of service (DOS) can refer to either:

- a single date in a date range that the utility service period took place; or
- the due date for payment of the utility bill.

Utility Billing & Invoicing: Healthier Oregon Transition (2/2)

Billing best practices during the transition period

- Date of service on or **before** 12/31/26 is billed to CCO.
- Date of service on or **after** 1/1/27 is billed to Open Card.

Note: If the CCO provider is not in-network as an Open Card provider, they cannot bill tenancy services for the member provided after 12/31/26.

For example, if the member has a utility bill with the date of service on or before 12/31/26 and the CCO provider receives the bill in 2027, the CCO provider may pay the utility bill but may not submit invoices for tenancy services for the time spent paying the utility bill unless they are in-network with Open Card.

Utility Services

Billing during Healthier Oregon Coverage Change

December 2026

Last month of CCO coverage for CCO enrolled Healthier Oregon members. Bills received with a date of service in December or earlier should be submitted to the member's CCO for reimbursement.

January 1, 2027

Healthier Oregon member coverage changes to Open Card on 1/1/27.

January 2027

Utility bills received in January with a date of service before Jan 1, 2027, should be submitted to the member's previous CCO for reimbursement. This includes any months that were divided from a multi-month bill and have a date of service in 2026.

January 2027

Any utility bills with a date of service Jan 1, 2027, or after can only be submitted to Open Card for reimbursement. This includes any months that were divided from a multi-month bill and have a date of service in 2027. ***Must be an Open Card enrolled HRSN Provider.***

Tenancy Services

Billing during the Healthier Oregon coverage change

December 2026

Last month of CCO coverage for CCO enrolled Healthier Oregon Members. Tenancy services rendered in December should be submitted to the member's CCO.

January 1, 2027

Healthier Oregon Member coverage changes to Open Card on 1/1/27.

January 2027

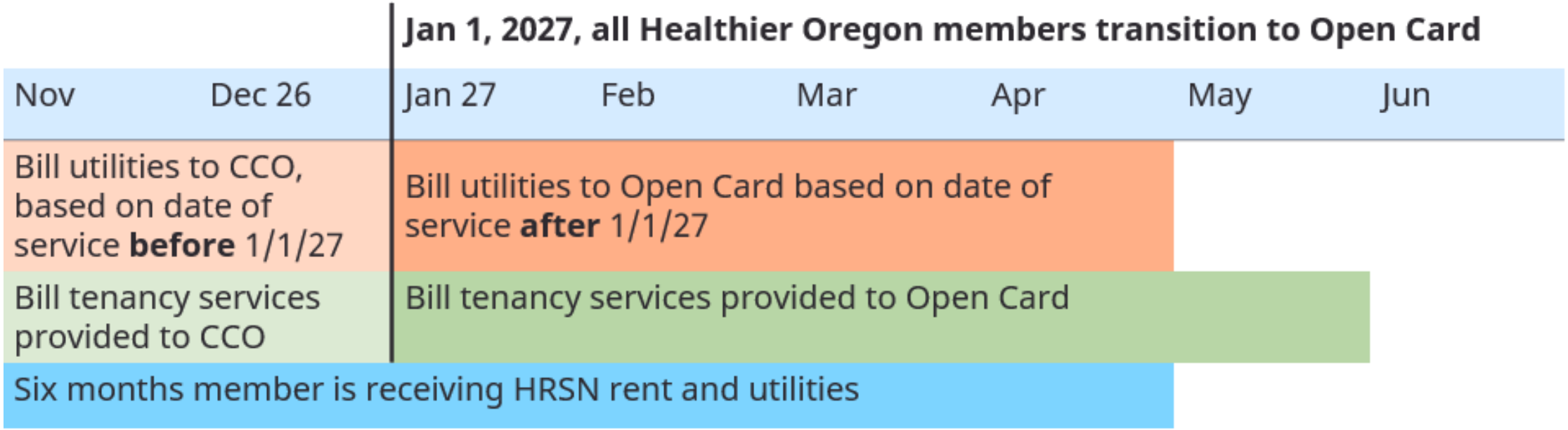
Tenancy services with a date of service on or before December 31, 2026 must be submitted to the member's previous CCO for reimbursement.

January 2027

Tenancy services with a date of service January 1, 2027 or later can only be submitted to Open Card for reimbursement. **This includes time spent paying the member's December date of service bills.**

Must be Open Card enrolled HRSN Provider

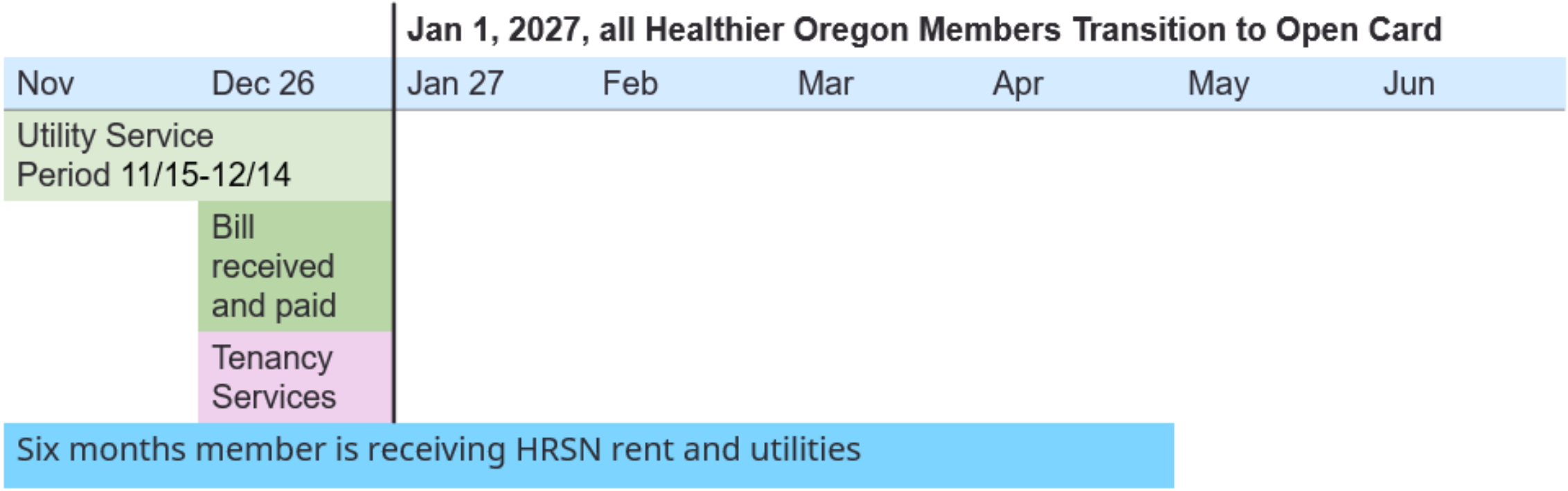
Example of Healthier Oregon coverage change billing



Member approved for 6 months of HRSN utilities by a CCO starting Nov 2026. Coverage changes to Open Card on Jan 1, 2027.

If the provider is using a date of service with the first date in the service period, they will use that same method every month. Any bills with dates of service in 2026 get billed to the CCO, any bills with a date of service in 2027 get billed to Open Card.

Healthier Oregon coverage change: Example scenario 1

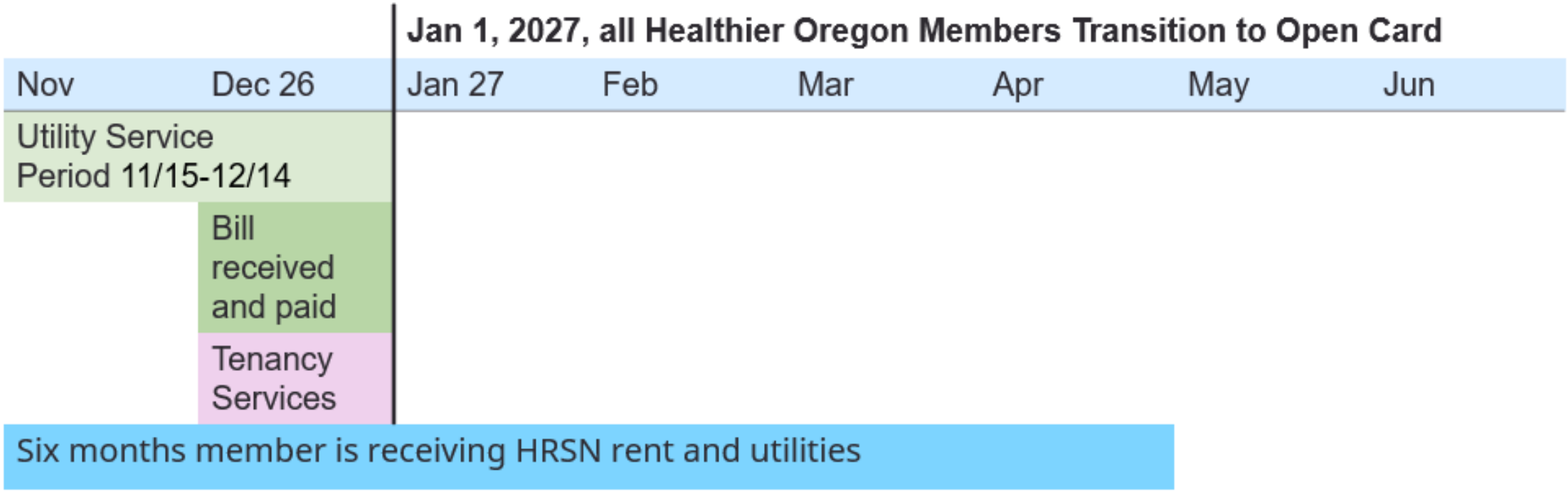


Scenario 1

The water service period is 11/15-12/14. The bill is sent to the member in December with a due date of 12/30.

The HRSN provider has been using the **first date in the service period** as the date of service for all bills. This bill is part of **November's** utilities billed to the **CCO**. The Housing Tenancy provided to process this bill would be billed to the CCO with a date of service in December.

Healthier Oregon coverage change: Example scenario 2

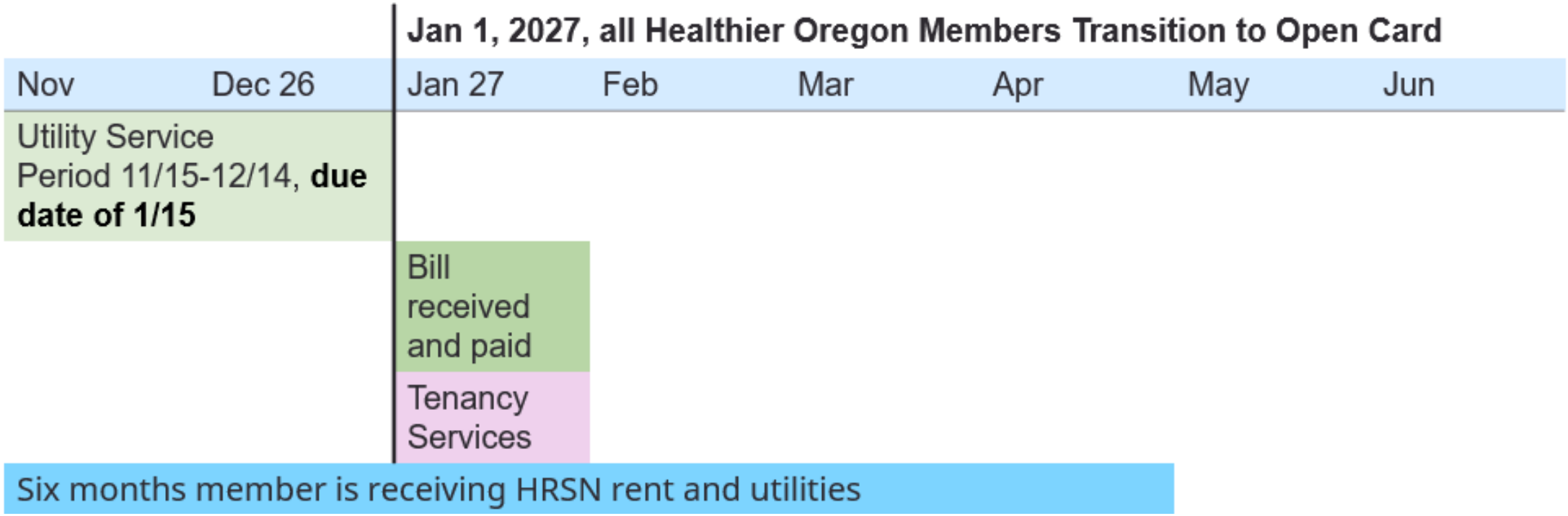


Scenario 2

The water service period is 11/15-12/14. The bill is sent to the member in December with a due date of 12/30.

The HRSN provider has been using the bill's **due date** as the date of service for all bills. This bill is part of **December's** utilities billed to the **CCO**. The Housing Tenancy provided to process this bill would be billed to the CCO with a date of service in December.

Healthier Oregon coverage change: Example scenario 3

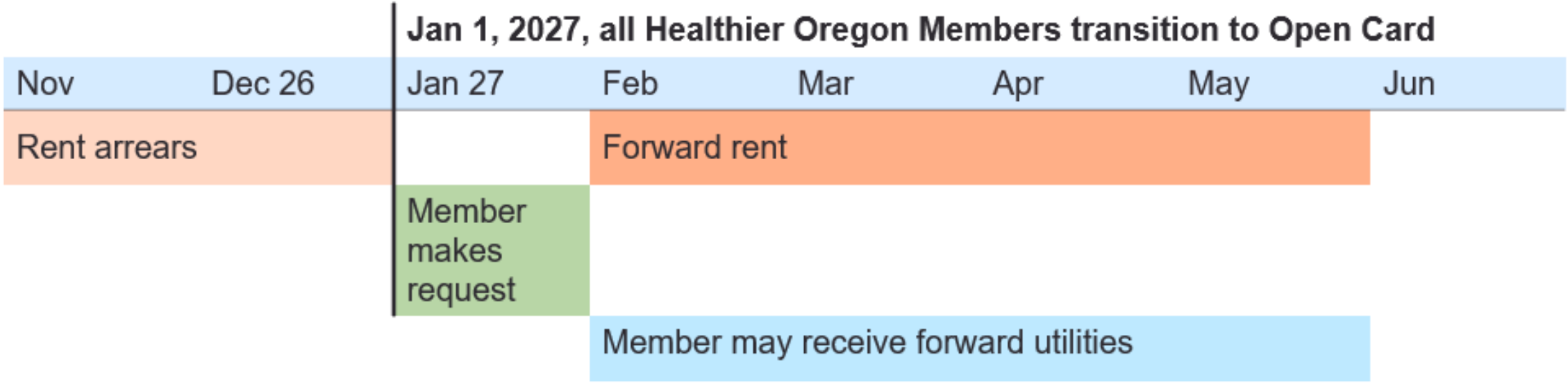


Scenario 3

The water service period is 11/15-12/14. The bill is sent to the member in January with a due date of 1/15 as bills often have 2-4 weeks to pay before the due date

The HRSN provider has been using the bill's **due date** as the date of service for all bills. This bill is part of **January's** utilities. It would be billed to Open Card. The Housing Tenancy would be billed to Open Card with a January date of service.

Healthier Oregon coverage change: Example scenario 4



Scenario 4

In January, the member requests assistance with rent. They have two months of arrears from Nov and Dec and need 4 months of forward rent.

Since the HRSN service request occurred after the member transitioned to Open Card, **all** invoices for reimbursement will be submitted to Open Card, and all service billed with dates of service on or after 1/1/27.

In this example, the billing dates of service for each month of rental arrears would be 1/2/27 and 1/3/27, respectively.

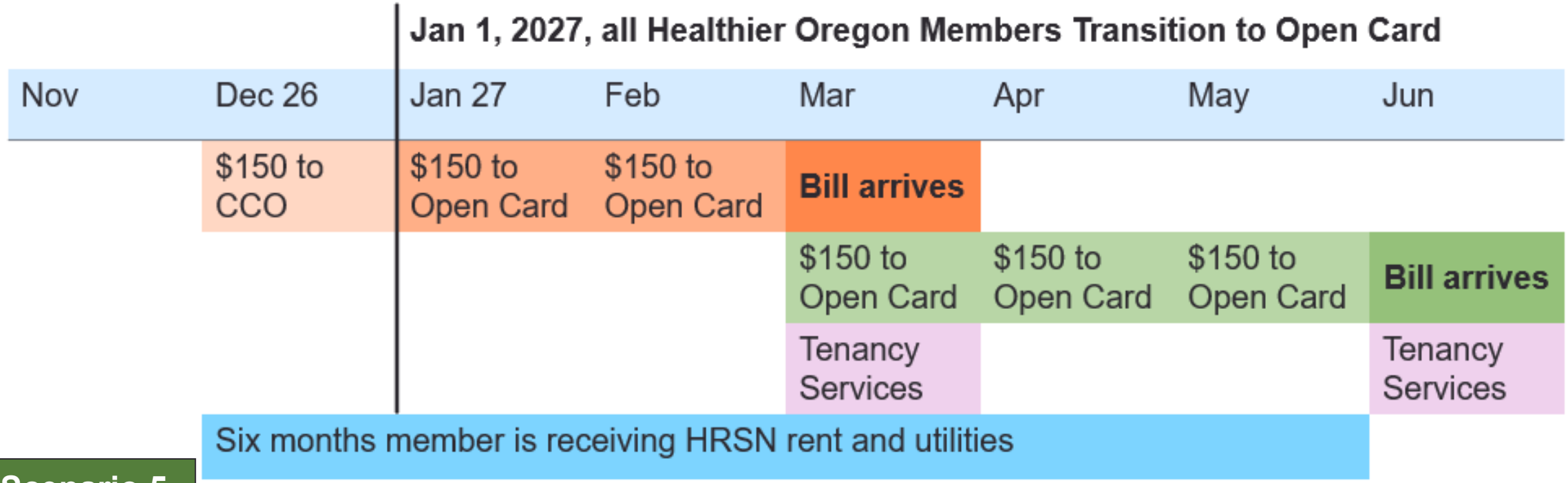
Utilities – Quarterly Bill

Question: How should providers submit a quarterly utility bill that crosses the Jan 1, 2027, transition date?

Answer:

- If a bill covers a 3-month period, providers can divide the bill into 3 individual monthly submissions as usual.
- Any month's bill with a date of service in 2026, using the same method as previous month's bills, should be billed to the CCO the member was assigned to.
- Any month’s bills with a date of service after Jan 1, 2027, should be submitted through Open Card for reimbursement.

Healthier Oregon coverage change: Example scenario 5

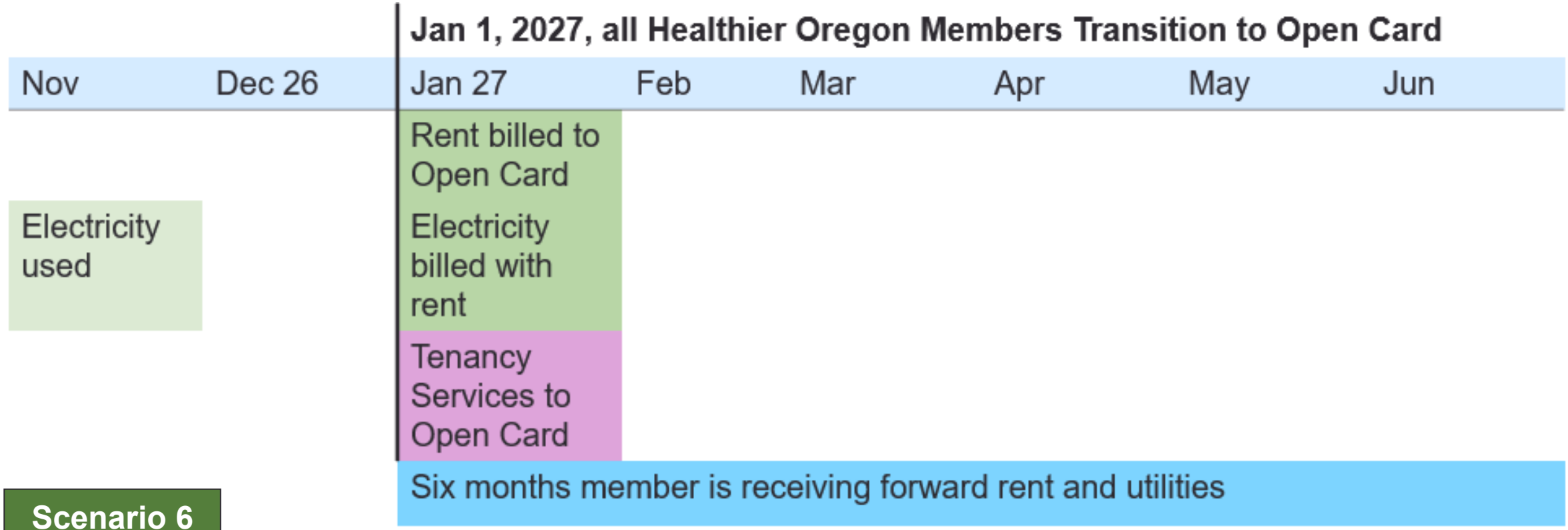


Scenario 5

Member is approved in December by the CCO for 6 months forward rent and utilities. They receive a quarterly utility bill in March that covers December through February and costs $450.

For a 3-month period, billing should be split into individual monthly invoices. The bill for Dec-Feb is split; Dec is billed $150 to the CCO, while Jan and Feb is billed to Open Card, two claims of $150 each. The next quarterly bill is all billed to Open Card. Tenancy Services are billed in March and June for the processing of these payments.

Healthier Oregon coverage change: Example scenario 6



Scenario 6

Member is approved for rent and utilities starting in January. The landlord bills the electricity used in a previous month with January rent.

The electricity used in Nov is billed with Jan rent. For landlord billed utilities that are billed as part of the rent, the date of service can be for the same month as the rent it's billed with. They have a date of service in January and are billed to Open Card

Consider joining the Open Card network

- Connect with Acentra at HRSNproviders@acentra.com to learn more about joining the Open Card network and take the first steps towards enrollment.
- Organizations will need 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 the Trading Partner Agreement
  - Confirm provider qualifications
  - Onboard with Acentra and Ayin

1115 OHP Waiver Renewal Application Follow-up

Draft 27-32 1115 OHP Renewal Application

Public Comment Period Now Open

Posted to webpage

- The **Draft 2027-2032 1115 Oregon Health Plan Waiver Application** has been posted to the **27-32 Waiver Renewal Application** Webpage along with the formal **Public Notice** sent via Gov Delivery on Nov. 9, 2026.

Email notification from OHA HRSN team

- HRSN Providers and other partners also received **an email** notification on Nov. 9, 2026, indicating the draft was posted and that the 30-day public comment period is open.

1115 OHP Waiver Renewal: Public Comment Reminders

Written Comments

Written comments can be sent by email or mail. **All written comments should be postmarked or emailed by December 9, 2026.**

- Email: 1115Waiver.Renewal@odhsoha.oregon.gov
- Mail: Attention: 1115 OHP Waiver Renewal, 500 Summer St NE E35, Salem OR 97301

Public Meetings

Verbal comments can be provided at either of the public meetings. You can find details on how to join on our website.

- Medicaid Advisory Committee: Dec. 2, 2026, 9:05 – 11:55 a.m. (virtual)
- 1115 Waiver All Come Webinar: Dec. 4, 2026, 9:05 – 11:55 a.m. (in-person and virtual)

1115 OHP Waiver
Renewal vs. Wind-Down vs. Future Implementation

Waiver Renewal Application	*Current Waiver* Wind-Down	*Future Waiver* Implementation
Process involves OHA asking CMS to either continue, discontinue, or modify existing waiver authorities. OHA's application broadly outlines proposed services and eligibility. All requests cannot be implemented until final CMS approval is received. **Important:** for the requested authorities in the application, CMS may: • Approve, • Deny (or defer/not issue a decision), or • Require additional restrictions or conditions.	Some services OHA may not be able to continue even if a temporary extension of the currently implemented waiver terms is granted by CMS. **Important:** CMS has been clear that no DSHP funds are available during a temporary extension period, removing a key funding source for YSHCN and HRSN services. Wind-down planning will continue to occur in partnership with implementation partners as OHA receives additional information on budget.	**Important:** the future Waiver implementation phase will not begin until *after* OHA receives final approval from CMS via the written Special Terms and Conditions (STCs). During the implementation phase of the Waiver, OHA will be able to work with implementation partners to address questions including: • Rates for services • The specifics on eligibility criteria for services *(e.g., the list of applicable clinical conditions)* • Specific ways that we plan to operationalize the benefit *(e.g., nutrition benefits via a card or box)*

Summary of HRSN Provider Feedback

Waiver Renewal Application Feedback

HRSN Service Providers shared concerns regarding:

- Narrowing eligibility for housing services given the current need (specifically, for those with chronic illness, disability, and people experiencing domestic violence)
- Provider ability to continue services without Community Capacity Building Funds (CCBF).
- Provider ability to continue services without rate increases for tenancy services/O&E.

Currently Implemented Waiver Wind-Down Feedback

In response to potentially continuing some HRSN housing services (rent, utilities, tenancy) into Quarter 4 of 2027 (Q4)

- General interest and willingness from some providers to continue services for currently implemented eligible groups in Q4 2027
- Request to have at least 6 months advance notice of service end-dates.

HRSN Provider Q&A (1/4)

Waiver Renewal Questions	OHA Answers
Why was the decision made to focus on the high-risk pregnancy group?	• Housing instability is directly linked to missed well child visits, disruptions in early care, poorer maternal mental health, and worse birth outcomes. Targeted rent assistance during this period can strengthen maternal health, infant development, and early childhood stability—creating an opportunity to maximize impact with limited resources and flexibility. • This targeted approach complements Oregon's broader investments in maternal and child health. It aligns with state priorities, bolsters statewide efforts to improve postpartum care and maternal mental health, and supports Governor Kotek's work to sustain maternity services, especially in rural communities.
What is the eligibility criteria for HRSN O&E?	• The requested eligibility for HRSN O&E will align with the HRSN Nutrition and HRSN Housing benefits.

HRSN Provider Q&A (2/4)

Current Waiver Wind-Down Questions	OHA Answers
Who will be communicating any changes or key dates to members?	• OHA will develop communication materials for providers, members, and other partners to use.
What are timelines for claims submission for services provided before the Waiver period ends but submitted afterward?	• OHA will provide specific information about operations (such as the last date of service delivery, service referral, and payment) when we have this information.
What are the last dates for HRSN service authorizations, referrals, and service delivery for each HRSN service?	• OHA will provide advance notice when services are ending when this has been decided.
What happens if someone is in the middle of service delivery when the waiver ends, or if they are waiting in queue for approval or a referral?	• Wind-down planning will continue to occur in partnership with implementation partners as OHA receives additional information on budget.

HRSN Provider Q&A (3/4)

Future Waiver Implementation Questions	OHA Answers
Will the rates for tenancy be increased?	• The answer to this and similar questions will depend on our negotiations and final approval from CMS. • Examples: rates, eligibility, service scope and definitions.
What are the projected number of individuals served under the requested authority?	• This will depend on our negotiations with CMS on the definition of 'high-risk pregnancy' and 'at-risk of homelessness'. • Since the start of the benefit through the first quarter of 2026, more than 1,400 pregnant or post-partum members received HRSN rent and utilities assistance.
Can we make improvements or changes to operations or processes for HRSN services work?	• OHA is committed to learning from experiences implementing HRSN and other waiver services to improve future operations. • Future operations are dependent on CMS approval and program scope in the future Waiver terms and conditions.

HRSN Provider Q&A (4/4)

What additional questions do you have regarding:

- Waiver renewal
- Current waiver implementation wind-down
- Future waiver implementation

All feedback should be submitted via public comment so it can be reviewed collectively with other public commentary and be part of the official record to CMS.

2026 HRSN Office Hours Feedback



Planning for 2027

Let us know what you'd like to see in 2027

- Topics you'd like to hear about
- Best time of day
- Types of support you'd prefer

Ways to share your input

- Zoom poll
- Survey Monkey

surveymonkey.com/r/2026HRSNEval

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



★ December 9 registration **from 8:30 – 10 a.m.**

More information about 2027 sessions coming soon.

Previous HRSN provider trainings, and all 2026 office hours dates, are available on the HRSN Provider Training webpage.

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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

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