Monthly office hours for HRSN service providers

November 6, 2025

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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 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 | **HRSN external dashboard preview**
Learn about the HRSN external dashboard and its main content areas.

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

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

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

2026 Planning

- We’re looking forward to continuing to host HRSN office hours sessions for providers in 2026.
- Please take this quick poll to tell us what days, times, and topic areas work best for you.
- We’ll share 2026 dates soon.

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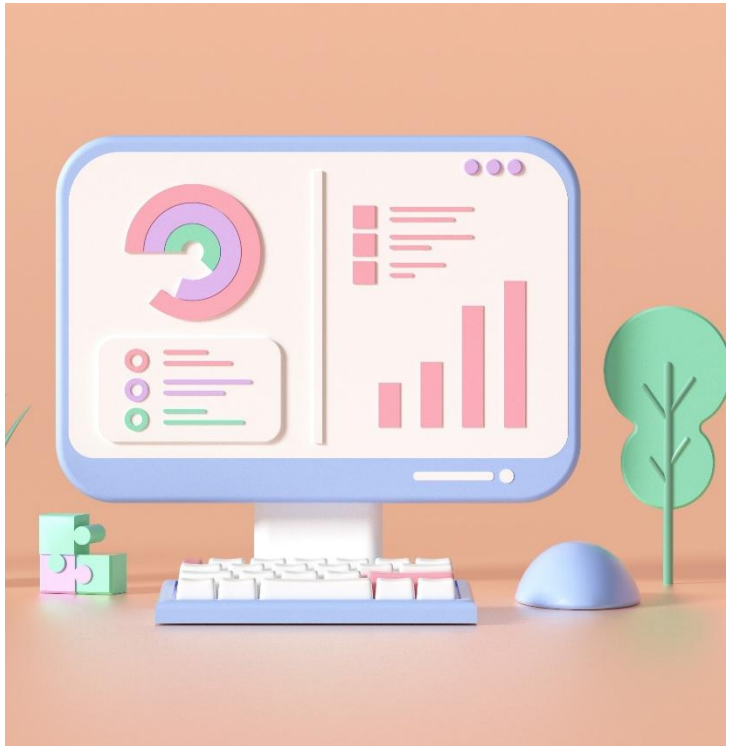
HRSN Dashboard Preview

Goal: Release Public-Facing Dashboard by Early 2026

The HRSN dashboard will be updated quarterly and have four main content areas:

1. **HRSN Covered Population**
   - What portion of OHP members are part of a group that could qualify?
2. **Members that received HRSN Services**
   - Age
   - County
   - READL data
3. **HRSN Services**
   - Service types delivered and trends over time
4. **HRSN Providers**
   - Providers delivering services
   - Provider list and service areas

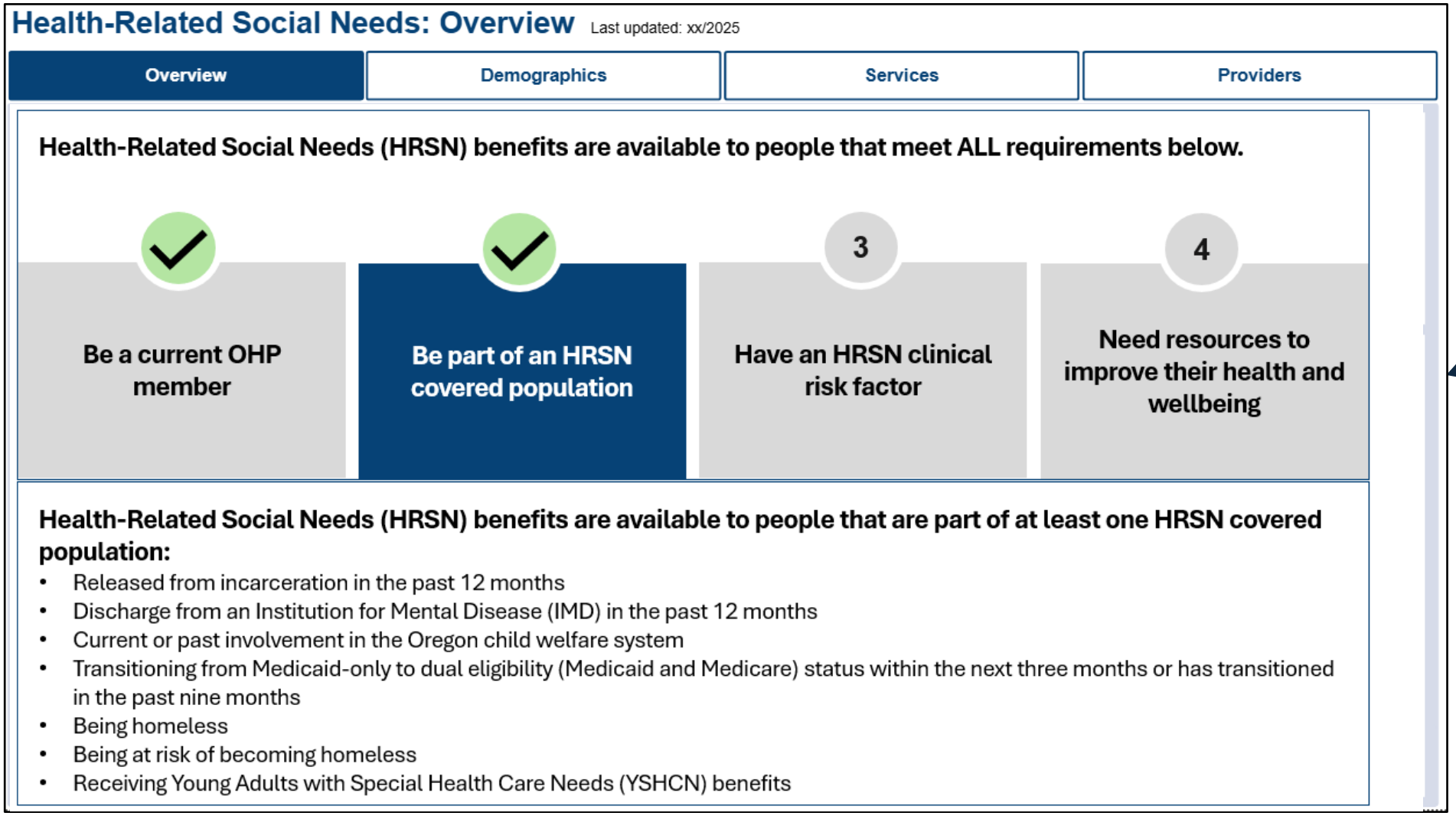


Keep in mind…

- HRSN is a new program and data is still developing.
- This dashboard will not have real-time data. All Medicaid data takes 3 months before we can publicly report it, and some HRSN data takes even longer.
- We care a lot about the privacy of members. All small numbers will be hidden.
- This is version 1 of the dashboard. We will have more updates in the future including adding additional data sources.
- This dashboard is still in review and some aspects might change.

Draft External HRSN Dashboard

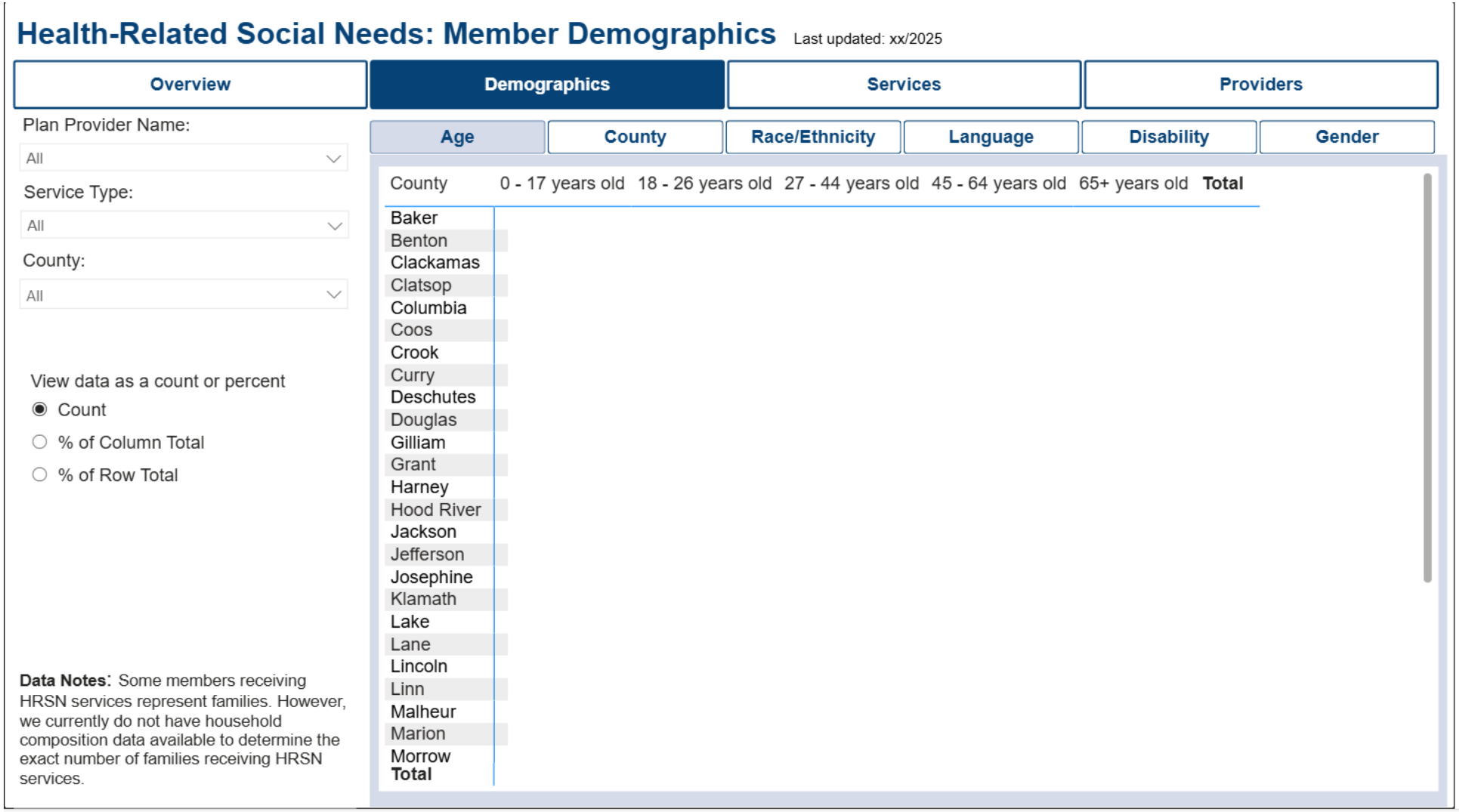
Overview and covered populations



We will keep service eligibility content **high level.**

Draft External HRSN Dashboard

Member demographics

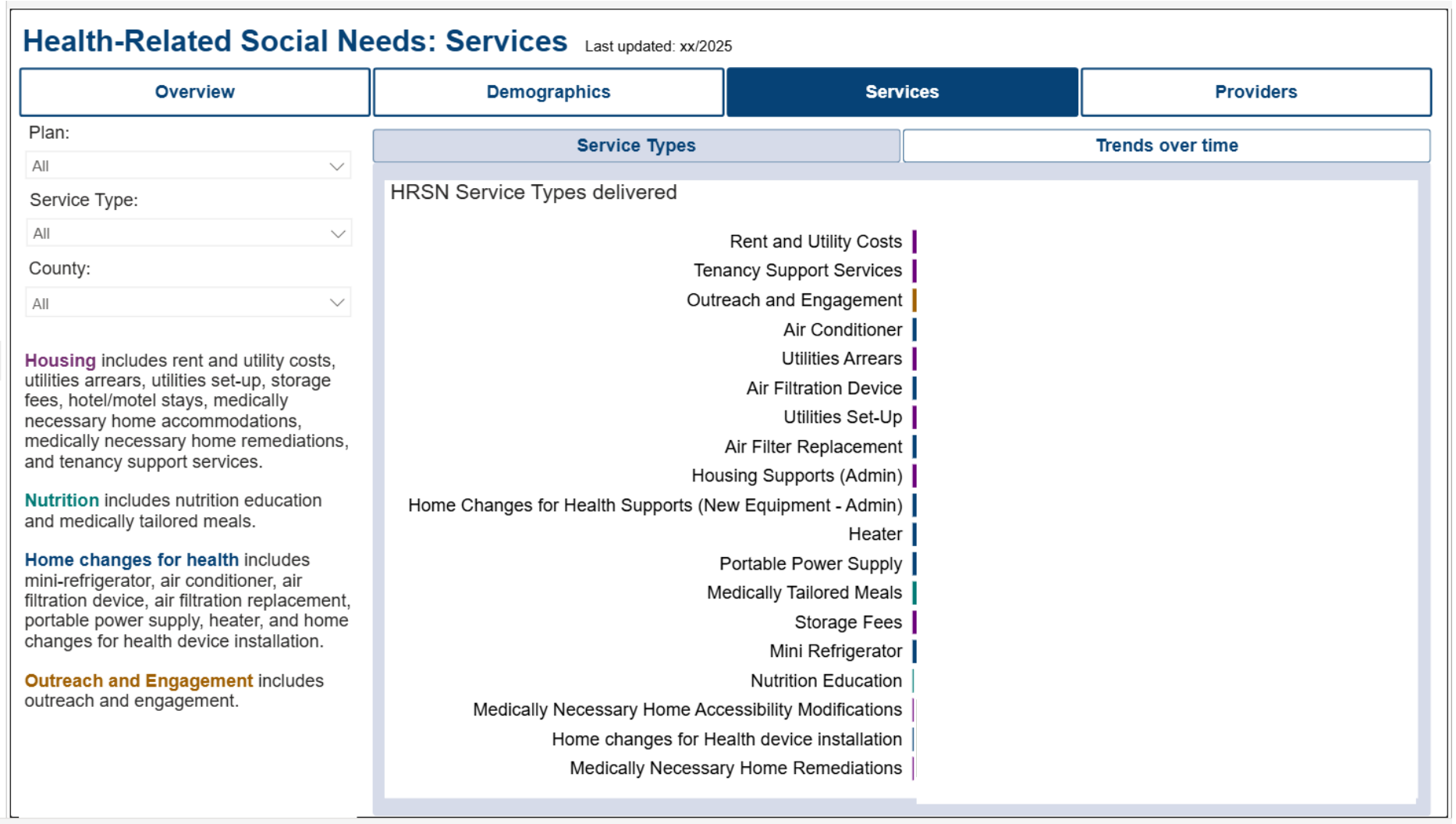


Demographics include:

- Age breakdown
- County
- Race/Ethnicity
- Language (including access)
- Disability (including disability group by age)
- Gender (Sex and Gender Identity)

Draft External HRSN Dashboard

Services



Draft External HRSN Dashboard

Services Over Time

Draft External HRSN Dashboard

Providers

Health-Related Social Needs: Providers

Last updated: xx/2025

Overview | Demographics | Services | **Providers**

Overall Stats

Registered HRSN providers

Providers delivering services

HRSN service providers are organizations that provide HRSN services, which include housing, nutrition, home changes for health, and outreach and engagement benefits. These providers can choose to provide one, two or all of these benefits to OHP members. In addition, HRSN service providers serve OHP members in a way that is culturally and linguistically appropriate, responsive and trauma-informed.

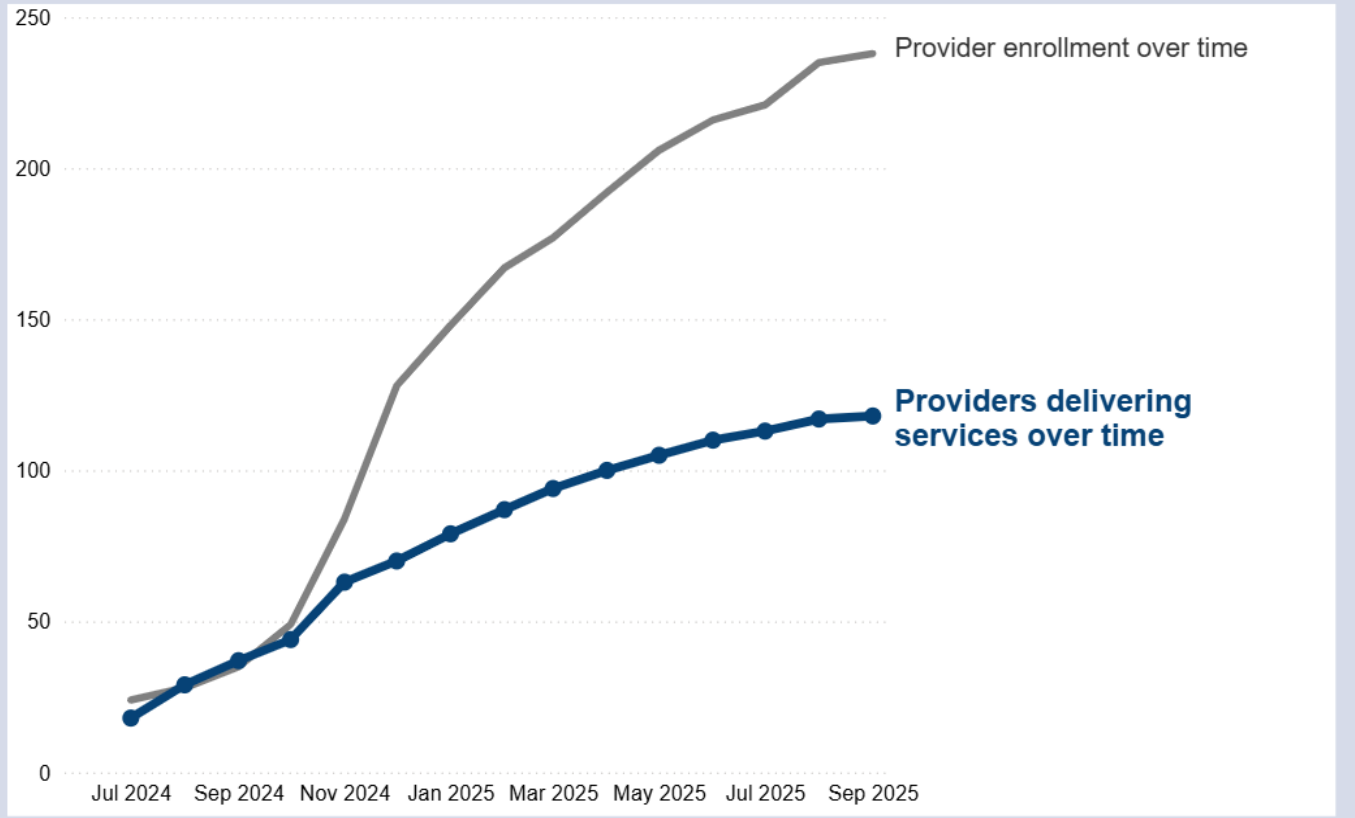
While many providers have registered in MMIS as HRSN providers, registration alone does not indicate active service delivery.

Data Notes:

1. Some providers who registered in MMIS as an HRSN provider, may not be actively delivering services.
2. Some providers may be actively delivering services but are not yet enrolled in MMS as HRSN providers.
3. Some providers enrolled more than once under the same name, duplicate entries have been removed for data consistency.

Data Source: MMIS, July 2024 – September 2025.

Provider Reach | Provider List



Draft External HRSN Dashboard

Provider List

Health-Related Social Needs: Providers

Last updated: xx/2025

Overview | Demographics | Services | Providers

Provider Reach | Provider List

Plan:

All

Service Areas:

Select a county to see providers that serve that county.

All

Service Type:

Select a service type to see providers offering that service.

All

Data Notes:

1. Some providers who registered in MMIS as an HRSN provider, may not be actively delivering services.
2. Out-of-state providers and CCOs are included because they can also provide services to members.
3. Some providers enrolled more than once under the same name, duplicate entries have been removed for data consistency.

Data Source: MMIS, July 2024 – September 2025.

List of providers delivering services

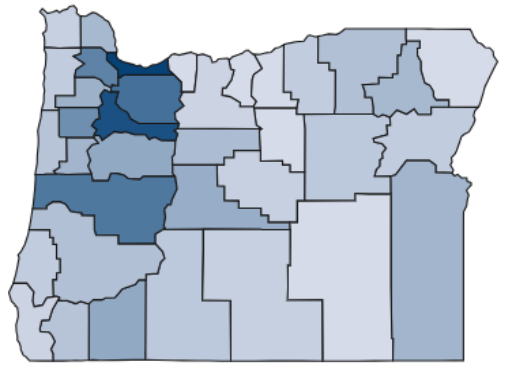
Includes only providers actively delivering services.

Provider Name	Service Areas	Plan

Providers delivering services

Map of provider service areas

A provider can serve more than one area.



Questions and discussion

Additional HRSN Updates

HRSN Outreach & Engagement Open Card Billing Follow Up

Issue: OHA heard from HRSN service providers that HRSN O&E standalone claims were being denied. This happened because there was no authorization on file, and the Open Card contractor did not have insight into whether these were covered HRSN members.

- You can bill O&E to Open Card if you are enrolled as an HRSN O&E service provider.
- You should not have claim denials for this issue as there is a workaround in place for the Open Card contractor to accept claims until an automated solution occurs.

If you do have any issues, please email ORHRSN@Acentra.com.

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HRSN Billing Updates

Fee Schedule Updates: Rent and Utility Financial Assistance

- New rates in effect beginning November 1, 2025.
- Service requests that were approved **before** November 1, 2025 will refer to the previous fee schedule, effective November 1, 2024–October 31, 2025.
- Service requests that were approved **on or after** November 1, 2025 will be subject to the updated rates, effective November 1, 2025.
- Starting November 1, 2025, MMIS will refer to the revised Upper Payment Limits (UPL) in the updated fee schedule, to determine if the entire paid amount submitted is reimbursable.

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HRSN Billing Updates

HRSN Tenancy and O&E Services Billable Activities

- As of 11/1/25, OHA **increased the rate** for HRSN Tenancy Services and HRSN Outreach & Engagement Services from $20 to $26 per 15-minute unit
- New flexibility for bundling HRSN Outreach & Engagement and Tenancy Services

Seven-day billing cycle walkthrough

Starting November 1, 2025, HRSN providers can combine (bundle) short service times across multiple days in a single calendar week (Sunday–Saturday). This will allow providers to meet the 8-minute minimum required to submit a claim for HRSN Outreach & Engagement and Tenancy Services.

How it works

- If a provider spends **less than 8 minutes** helping a member on any single day, they can **add up** those minutes across **multiple days in the same week** (Sunday to Saturday) to reach at least **8 minutes total** and submit a claim.
- **You can bundle time only if these are true:**
    - Both dates of service are for Outreach & Engagement Services **or** both dates of service are for Tenancy Services.
    - At least one day's service is **less than 8 minutes**.
    - All services happen **within the same calendar week** (Sunday to Saturday).
    - The **total time adds up to at least 8 minutes**.
    - Bundling is **necessary,** meaning you wouldn't get paid for those short interactions otherwise.

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New resource: Billing for O&E vs. Tenancy Services

This document was developed to help HRSN housing providers understand the difference between providing and billing for HRSN outreach and engagement and HRSN tenancy services.

Available in English and Spanish.

Examples of billable activities

Activity	Billable under HRSN O&E?	Billable under HRSN tenancy services?
Check if someone is enrolled in OHP and verify who their health plan is	✓ Yes	✗ No
Verify that a member is presumed HRSN eligible	✓ Yes	✗ No
Send HRSN requests to a member's health plan	✓ Yes	✗ No
Work with members to get the information needed to determine if they are eligible for an HRSN service	✓ Yes	✗ No
Connect members to social services (e.g. food services and programs, housing programs) and basic needs (e.g., showers, laundry, food, shelter)	✓ Yes	✓ Yes*
Assist members with getting identification and documentation needed to receive benefits and supports (e.g., social security card, birth certificate)	✓ Yes	✓ Yes*
Provide members with information and logistical support to connect with services such as medical, peer support, education, legal, eviction prevention	✓ Yes	✓ Yes*
Help members renew their OHP	✓ Yes	✗ No
Work with members to develop a housing plan (including reviewing, updating, and implementing the plan).	✗ No	✓ Yes*
Support members with enrolling in the local continuum of care's coordinated entry system	✗ No	✓ Yes*

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.

Resources

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

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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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Upcoming Opportunities

- **December 4**, 9:30–11 a.m.: Register for December 4
- **Previous HRSN provider trainings**, are available on the HRSN Provider Training webpage.

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