

Monthly office hours for HRSN service providers

October 14, 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
- 3 | Community information exchange
- 4 | Healthier Oregon transition.
- 5 | Office hours session
- 6 | Upcoming opportunities

HRSN Updates





HRSN OAR & Guidance Updates

HRSN OAR updates

Changes in temporary rule (effective 5/1/2026) being made permanent:

- Changed timelines for service authorization from 7 to 14 days with possible 14 day extension
- Pantry Stocking and Fruit & Vegetable benefits offered as individual-level benefit
- Updates on housing benefit to include clarification that:
 - Forward utilities may only be paid during the duration of the rent benefit
 - Utilities do not have to be paid consecutively
 - Incorporating Department of Urban and Housing Development (HUD) and HRSN memo into rule

Additional changes to OAR:

- Added language around transition of care expectations for Healthier Oregon transition
- Allowing remaining HRSN rent assistance to be transferred to another HRSN-eligible member of a household when someone passes away while receiving HRSN rent assistance

Billing Guidance: Member Incarceration or Death (1/2)

Issue

- When an OHP member becomes temporarily incarcerated or dies, providers often do not know right away.
- Providers verify OHP eligibility up to 10 days before the first of the month and pay rent or utility assistance in good faith.
- MMIS updates with incarceration or death information and backdates OHP eligibility, resulting in denied/recouped claims for dates of service member is no longer on OHP.
- This could lead to unreimbursed claims for providers who followed all HRSN guidance and rules, and a loss of continuity of care for members.
- This issue only occurs when the date of service falls within the backdated ineligibility period (for example, rent payments made within 10 days before the first of the month or on the first of the month). It is not an issue when the loss of OHP eligibility happens later in the month.

Billing Guidance: Member Incarceration or Death (2/2)

Solution

- OHA is implementing a policy to cover no more than one month of HRSN rent and utility financial assistance during short-term incarceration or after a member's death.
- General funds (state-only funds) will be used to pay for services during the incarceration or after the date of death, while federally matched funds (HRSN Program) will be applied to all eligible days.

Example Scenario 1

- On **6/21/2026**, a member's OHP eligibility was verified in MMIS by their case manager and services were authorized and sent to the provider.
- The provider rendered and paid for housing-related services for July 2026, with a date of service **7/1/2026**.
- MMIS later backdated the member's eligibility to **6/4/2026** due to death causing the July claim to deny.
- Under previous guidance, services would not be reimbursed to the provider.
- Under the new policy, OHA can now reimburse the provider for the month of July.

Example Scenario 2

- On **6/22/2026**, the member's OHP eligibility was verified by an HRSN housing provider and rental assistance was approved and paid, with a date of service **7/1/2026**.
- On **6/23/2026**, eligibility was updated to show that the member lost OHP coverage due to incarceration starting **6/19/2026** and remained ineligible through **7/8/2026**.
- Under previous guidance, HRSN housing assistance could not continue due to the member being ineligible on the date of service, and the provider could not be reimbursed for the July claim.
- Under the new policy, the month of July can be covered by general funds for the days the member was incarcerated (7/1 – 7/8), and HRSN program funds for the days the member was no longer incarcerated/on OHP (7/9 – 7/31).

Next Steps

- OHA will release updated FAQs and billing guidance with more details in early November, including the steps to take to get reimbursed if you have experienced these types of scenarios.
- In the meantime, if you encounter any of these scenarios or have questions, please email HRSN.Program@oha.oregon.gov



Community Information Exchange (CIE) and Open Card

Open Card providers join Unite Us now!

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



Next week: Open Card providers will start hearing from Unite Us



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

If you are interested and have not received an email by October 23, contact Unite Us and include “Open Card” in the subject line: oregon@uniteus.com

Unite Us Information Sessions for Open Card

- Wednesday, November 4 [registration](#) (11 a.m. – 12 p.m.)
- Thursday, November 5 [registration](#) (11 a.m. – 12 p.m.)
- Tuesday, November 10 [registration](#) (1 – 2 p.m.)
- Thursday, November 12 [registration](#) (2 – 3 p.m.)

Stay tuned for office hours and training dates

If you are interested and have not received an email by October 23, contact Unite Us and include “Open Card” in the subject line: oregon@uniteus.com

Reminder: Other CIE trainings

Visit the [HIT Commons training webpage](#) to sign up and view recordings of past trainings

- November 4 (10–11 a.m.): Unite Us Closing Cases Webinar
- December 2 (9–10:30 a.m.): Unite Us Insights Webinar

Ongoing direct technical assistance (TA)

- If you or your organization are interested in direct Unite Us TA email Michael Thomas at michael@tetralync.com to learn more

If there is interest, OHA will coordinate to develop support for HRSN providers using Findhelp

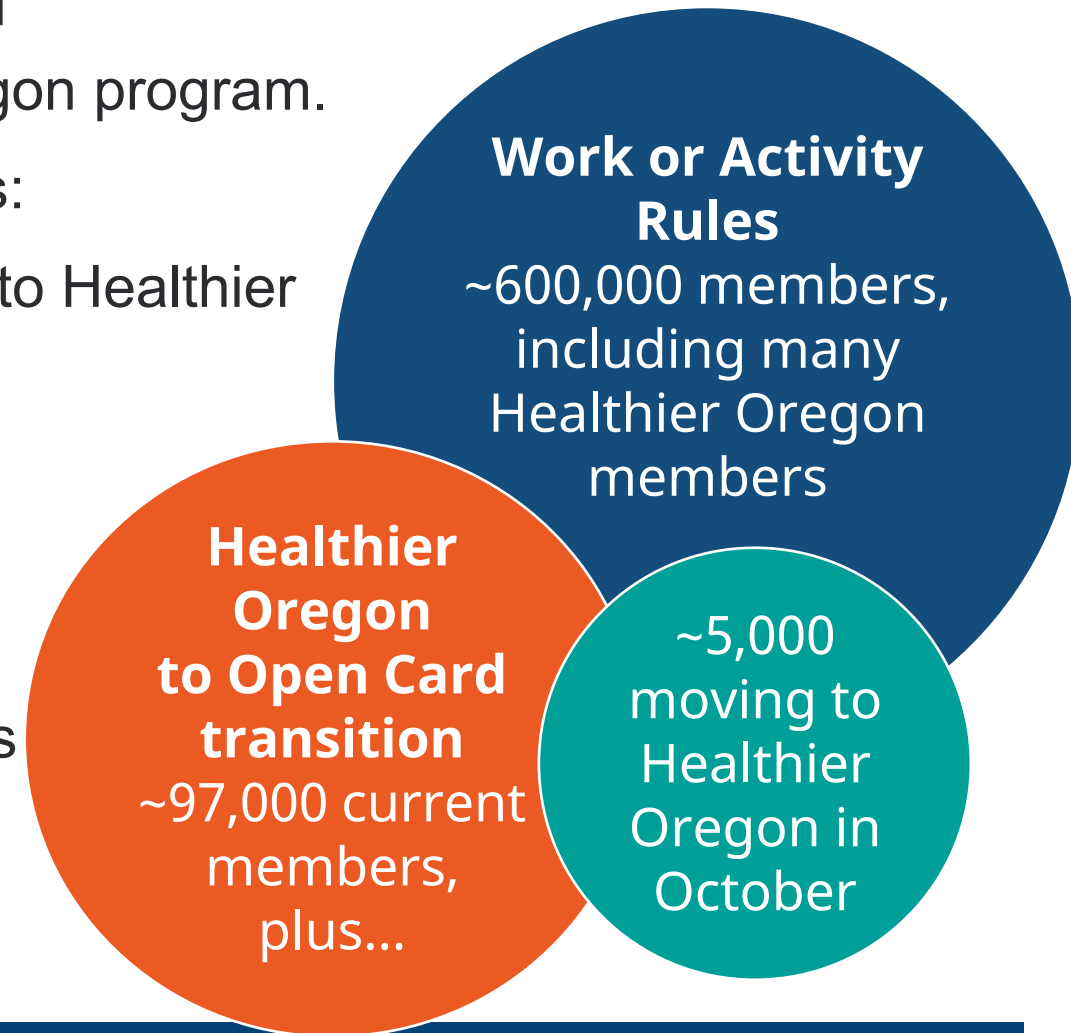




Healthier Oregon Transition

Federal changes affecting Healthier Oregon

- Due to updated federal rules, Oregon is required to make changes to OHP and the Healthier Oregon program.
- Three key changes will affect some non-citizens:
 - **October 2026:** Some non-citizens will move to Healthier Oregon
 - **January 2027:** Healthier Oregon members will transition from CCOs to Open Card
 - **January 2027:** New work or activity rules will apply to some Healthier Oregon members
- Learn more at OHP.Oregon.gov/HR1



Goals and Focus Areas for HRSN

Goal: Ensure Healthier Oregon members transitioning to Open Card receive seamless care for HRSN services.

HRSN team is collaborating with Acentra, CCOs, and providers on focus areas:



Communications and Talking Points



Data Exchange Process Development



Provider Network and Engagement

Status Update: Communication Materials

The HRSN team is preparing several resources to support members, health plans, and other partners in their communication efforts ahead of launch.

Communications Materials	
Resource	Release Date
Public-facing Healthier Oregon talking points in collaboration with larger transition efforts	September 2026
HRSN-specific flyer for Healthier Oregon members in English and Spanish	October 2026
Provider and CCO talking points for HRSN	November 2026
Additional HRSN member communications in alignment with other Healthier Oregon Transition notices	October & December 2026

Support by OHA HRSN Team to Health Plans

The OHA HRSN team supports CCOs and Acentra and expects to provide further guidance and information throughout the process.



Minimum data set requirements and processes for data exchange.



Workflows and additional support on community information exchange platforms as well as secure file transfer with OHA.



Guidance on HRSN request processing timeframes in OAR.

Data Exchange Workflows

- CCOs are required to exchange data starting November 2 with Acentra.
 - This will allow Acentra time to begin administrative work on member cases.
 - Note that Acentra cannot work with or communicate with transitioning members prior to January 1.
- Most data will be exchanged data via secure file transfer.
- Supporting documentation and information such as the lease agreement or other screening will be available in the Uploads tab of Unite Us.

Data exchange: CCO to Open Card

	Mid-Service Delivery	Authorized (No Service Delivery Yet)
All HRSN authorizations	Name of recipient & Medicaid ID	Name of recipient & Medicaid ID
	Diagnosis code(s) (clinical risk factor)	Diagnosis code(s) (clinical risk factor)
	Procedure code (service)	Procedure code (service)
	Modifiers (service)	Modifiers (service)
	Dates of service authorized	Dates of service authorized
	HRSN service delivery information (e.g., receipts of payment)	n/a
	Current HRSN service provider	Current HRSN service provider
Housing-specific elements	Home changes for safety scope of work and vendor information	Home changes for safety scope of work and vendor information
	Utility bills	n/a
	Lease, rental agreement, or rent verification form	Lease, rental agreement, or rent verification form
Nutrition-specific elements	Registered Dietitian (RD) Assessment and Nutrition Care Plan (if new provider)	Registered Dietitian (RD) Assessment and Nutrition Care Plan (if new provider)

CCO Expectations for Healthier Oregon Transition (1/3)

- **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 and able to serve Open Card members.

CCO Expectations for Healthier Oregon Transition (2/3)

- **Notices of Adverse Benefit Determination (NOABD):**
 - This transition does not require issuing NOABDs, or Notice of Denials, for HRSN services Healthier Oregon members now receive. These services are not ending.
 - Instead, CCOs must communicate to members that OHP Open Card will cover and coordinate HRSN services beginning Jan. 1, 2027.

CCO Expectations for Healthier Oregon Transition (3/3)

- **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).

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 is updating the HRSN invoicing portal to remove data fields for <i>provider name</i> and <i>address</i> to reduce administrative burden. More information on this coming soon.
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.	Unite Us will be available for Open Card provider referrals in December. *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 is developing utility scenarios to assist providers in understanding, coming in November

Join the Open Card provider 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

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



Upcoming session: 1115 OHP Waiver Renewal Updates for Providers

On October 28, we'll host a special HRSN service provider office hour to share an **update on the proposed 1115 waiver renewal application**. Please note that we will limit attendance for this session to *HRSN service providers only*. This session will not be recorded.

- October 28, 9 – 10 a.m. [Register for the Zoom meeting](#) (Registration closes on October 27 at 5 p.m.)

We will limit attendance for this session to active HRSN service providers *only*.

2026 Office Hours Dates



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

- [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](#)