

Monthly office hours for HRSN service providers

September 9, 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 | Updates

Hear updates and reminders related to the HRSN program from OHA and other partners.

3 | Office hours session

Get questions answered by OHA subject matter experts.

4 | Upcoming opportunities

Check out available resources and upcoming trainings.

Updates





Update on Waiver Evaluation

Waiver Evaluation Overview

- 1115 Demonstration waivers, which allow Oregon to provide Health-related social needs services (HRSNs), must have independent evaluation
- Evaluation plans based on CMS requirements and input from interested parties in Oregon
- [Evaluation design](#) approved by CMS in December 2024; interim report available roughly Q1 2027 and final report in late 2029, both reports only available once approved by CMS

HRSN Evaluation Objectives

To explore and assess:

- Implementation of HRSN policies, promising practices, lessons learned
- Impacts on HRSNs
- Impacts on use of health care, and health and well being
- Impacts on health inequities

Overview of HRSN evaluation questions

Implementation

- Key entities, roles, and partnerships
- Implementation facilitators and barriers
- Facilitators and barriers to beneficiary participation
- Strategies and promising practices for screening, service delivery, and case management
- Role of Designated State Health Program (DSHP) funds for infrastructure development; integration of demonstration with existing programs
- Changes in availability & investment in social services outside the demonstration

Outcomes & Impact

How does the demonstration affect:

- Use of HRSN services
- Rates and severity of health-related social needs
- Inequities in health-related social needs
- Use of health care (preventive and acute care) and inequities in use of care
- Beneficiaries' physical and mental health outcomes, and inequities in those outcomes

HRSN Evaluation Approaches



- Interviews with HRSN beneficiaries
- Interviews and online discussion boards with CCOs and HRSN Service Providers
- Interviews with OHA Staff
- Interviews with health care providers



- Analysis of Medicaid claims on receipt of HRSN services and health care utilization
- Analysis of CCO flexible services data



Survey for
HRSN
beneficiaries



Document review
and environmental
scan

Some highlights from key entities so far*

- High community need for HRSN services, particularly rent & utility support and home changes for health devices
- A significant learning curve for HRSN and Medicaid systems and the benefits of tailored support, training, and technical assistance
- Community Capacity Building Funds (CCBF) have been valuable for capacity building both initially and as conditions change
- The importance of collaboration, flexibility, and trusting partnerships
- HRSN services can make a real difference for beneficiaries

Upcoming CCO & HRSN Service Provider Engagement

September 22 – October 13, 2026

Online discussion boards

- For **front-line and operational** HRSN staff at CCOs or HRSN providers
- Asynchronous, participate at any time
- Respond to questions and to other participants' posts
- Pseudonyms to protect participant identity

Register [here](https://tinyurl.com/3c2j7f97) (<https://tinyurl.com/3c2j7f97>)

Mid-October to mid-December 2026

Key informant interviews

- For **HRSN management / leadership** at CCOs or HRSN providers
- Virtual (Teams) or phone interviews with a CORE staff person
- Select staff will receive email or phone call invitations to participate

HRSN Evaluation Timeline Overview

	2025		2026				2027				2028				2029
Element	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
OHP member interviews															
OHP member survey															
Key entity discussion boards															
Key entity interviews															
Healthcare provider interviews															
Claims and other administrative data analysis															

Interim report to CMS ↑

Summative report to CMS ↑

Connect with CORE



Lisa Angus (she/her/hers)
Program Director
Lisa.Angus@providence.org

Aisha Gilmore (she/her/hers)
Project Manager
Aisha.Gilmore@providence.org



Visit CORE's Website & Blog

- providenceoregon.org/core
- blog.providence.org/center-for-outcomes-research-education





Update on Community Information Exchange

Unite Us/Connect Oregon CIE opportunity

Open Card HRSN providers will soon have the option to use Unite Us for Open Card HRSN referrals (starting late 2026/early 2027)

- HRSN providers working with CCOs could use Unite Us with Acentra
- Can support Healthier Oregon transition
- Will be **optional**

OHA is now in contract with Unite Us (August 2026) allowing many partners to use it for free

- OHA will work with partners on a staged rollout and workflow development

Questions? [OHA's CIE website](#) or CIE.info@odhsoha.oregon.gov

CIE training opportunities

Upcoming trainings

- September 23 (10-11:30 a.m.): Unite Us General Training/Office Hours
- October 20 (10-11:30 a.m.) and October 21 (10-11 a.m.): Unite Us Train the Trainer
 - Sign up required by **September 21**
- November 4 (10-11 a.m.): Unite Us Closing Cases Webinar
- December 2 (9-10:30 a.m.): Unite Us Insights Webinar

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

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

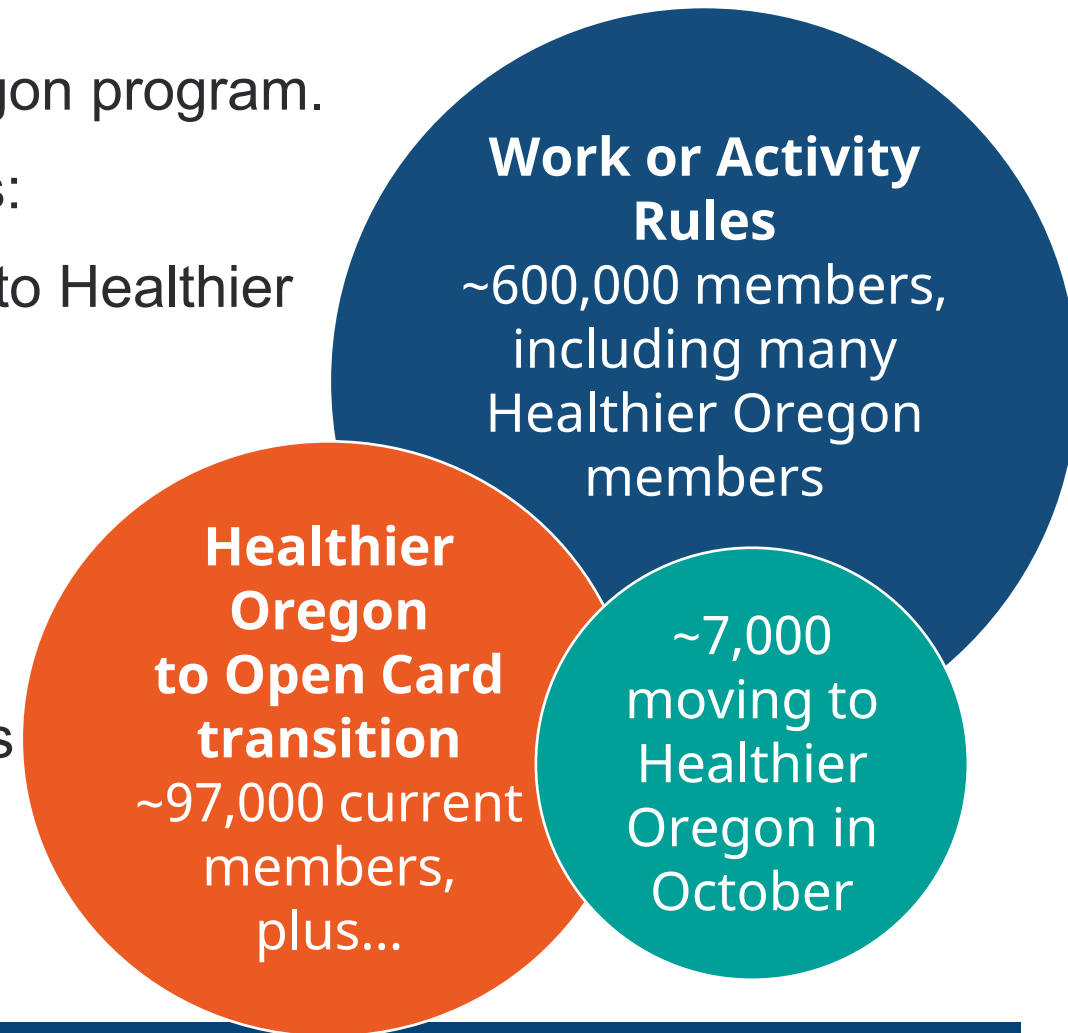
****If there is interest, OHA will coordinate to develop support for HRSN providers using Findhelp**



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



HRSN Rent/Utility Services in Progress for Healthier Oregon Members

- The estimated number of Healthier Oregon members who have received incomplete (less than 6 months) rent/utility benefits is around 350.
- We will be updating this estimate in mid-September to include Healthier Oregon members who are receiving the Fruit & Vegetable and Pantry Stocking benefits.

Source: HRSN rent/utility claims, as of August 8, 2026

Approach: Conservative, aiming to identify the largest possible number of members who may transition. This may include members who became ineligible to finish the rent benefit for other reasons (e.g., address change).



Continuity of Care Strategies for Healthier Oregon Transition



Strategy 1: Supporting CCOs in making referrals for multi-month HRSN benefits to providers who can continue services through the transition.



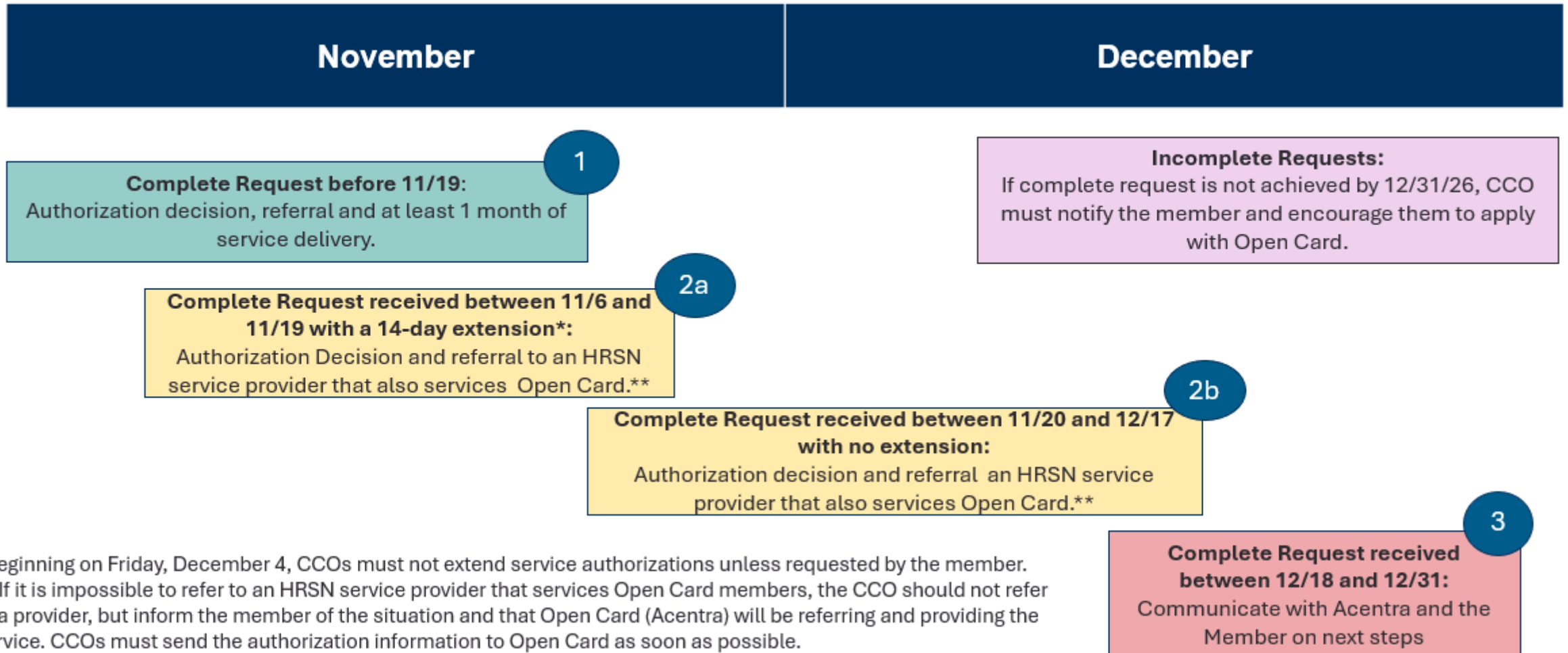
Strategy 2: Reach out to HRSN providers who have served CCO Healthier Oregon members and encourage Open Card provider enrollment to maintain continuity of care for members they are serving.

Continuity of Care: Strategy 1

Strategy 1: Supporting CCOs in making referrals for multi-month HRSN benefits to providers who can continue services through the transition

- Multi-month benefits that start after July 1, 2026 could extend into 2027.
- CCOs play a critical role in member stability by ensuring that members are referred to providers who can serve them through and beyond January 1, 2027.
- For this strategy, HRSN providers do not need to be currently actively serving Open Card members, but they do need to be fully enrolled and onboarded to the Open Card provider network and willing to work with Acentra and bill Ayin.
- OHA HRSN team has shared with CCOs a monthly list of Open Card providers who have a signed TPA and are onboarded with Acentra and Ayin.

Healthier Oregon HRSN Request Processing Timeframes



Continuity of Care: Strategy 2

Strategy 2: Reach out to HRSN providers who have served CCO Healthier Oregon members and encourage Open Card provider enrollment to maintain continuity of care for members they are serving.

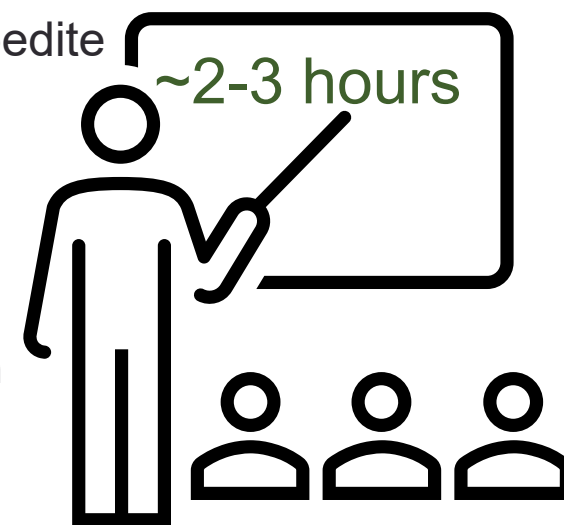
- After January 1, 2026, you can only be reimbursed for serving Healthier Oregon members if you are enrolled as an Open Card HRSN service provider.
- If you are ***not*** enrolled as an Open Card provider, your Healthier Oregon clients will be assigned to a new provider.
- HRSN providers are welcome to join the Open Card network. Enrollment includes meeting the provider qualifications in OAR 410-120-2030, signing the Trading Partner Agreement (TPA), and onboarding with Acentra and Ayin.
- If you enroll as an Open Card provider, you will not be required to take on additional Open Card referrals beyond the members you already serve through a CCO. We understand capacity varies, and Acentra will work collaboratively to support HRSN service providers.

Consider joining the Open Card network

Step 1 – If you are already an HRSN provider for a CCO, OHA may be able to do an Open Card/fee-for-service conversion:

Email the information below to Provider.Enrollment@odhsoha.oregon.gov and put **Healthier Oregon - HRSN** in the subject line. OHA will work with you to expedite Open Card enrollment. You'll need to provide this information:

- Medicaid provider ID number
- Contact name, phone number and email address
- A copy of HRSN provider readiness assessment (if available)
- A brief description of the services rendered. For example, HRSN nutrition, outreach & engagement, housing, and/or climate.



Step 2 – For all interested organizations:

OHA will connect you to Acentra or you can reach out directly to HRSNproviders@acentra.com to complete the following steps so that you can be fully onboarded and set up to accept HRSN Open Card referrals for the transition. This includes signing the Trading Partner Agreement, confirming provider qualifications, and onboarding.



Healthier Oregon Transition Provider Focus Group Recap

Recap from HRSN Provider Focus Groups

During the Healthier Oregon transition focus groups, providers shared they would like:

- **Streamlined invoicing processes** to reduce manual data entry and improve claim status visibility.
- **Reduced authorization delays** to prevent interruptions in rent, utility, and other HRSN services during transitions.
- **Strengthened continuity of care** by improving transfer of authorizations, referrals, and provider coordination.
- **Improved communication and transparency** for providers regarding member transitions and operational processes.
- **Clear, accessible member education** using plain language and culturally and linguistically appropriate materials.
- **Access to community information exchange (CIE)** for Open Card members to simplify tracking and managing referrals.
- **Example scenarios and workflows** showing how providers and health plans will handle payment for services that span the CCO to Open Card transition.

Open Card Authorization: 6 Month UPL Process Change

- Effective September 7, housing authorizations may be approved for up to 6 months, not to exceed the upper payment limit (UPL).
- Providers will receive a provider agreement and authorization notification from Acentra (same process as right now).
- Acentra will continue to review member OHP eligibility monthly.
- Provider is still responsible for reviewing member FFS eligibility prior to rendering services.
- Monthly bills and proof of payment must be submitted to Acentra before claims can be submitted to Ayin.
- Acentra will review and track expenditures each month.
- Providers will be notified when documentation is reviewed and claims may be submitted to Ayin.
- Prompt submission of bills and receipts will help prevent reimbursement delays.

HRSN Outreach & Engagement Benefit Cap

- Reminder that the Outreach & Engagement benefit cap of 30 hours is per OHP member, per 12 months, per health plan.
- This means members transitioning to Open Card will have their benefit cap reset to 30 hours of Outreach & Engagement.

Oregon Administrative Rule (OAR) [410-120-2005](#) Table 7(3) Service Unit Limit:

“Up to 120 units (30 hours) per Member per health plan every 12 months over the lifetime of the demonstration (ends September 30, 2027).”



Other HRSN Updates

Proposed HRSN Rule Changes

We are revising Oregon Administrative Rules (OARs) and held a Rules Advisory Committee (RAC) last month. During this RAC, we discussed proposed rule changes, including:

- Updating HRSN service authorization timeframes from 7 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.

Public Comment Period for HRSN Rules

- We will have a [public hearing](#) on Tuesday, September 15, from 1 – 1:45 p.m.
 - A public hearing is different than a Rules Advisory Committee. We will not be reviewing or discussing the rules text; this is an opportunity for anyone to provide verbal feedback on the rules changes.
- You can submit public comment on these proposed rule changes between **September 1 – 21, 2026**. To submit public comments, email HRSN.Program@oha.oregon.gov.
- The updated rule text is available on the [secretary of state website](#).

Revisiting HUD & HRSN Memo (June 25, 2025)

Policy Clarification for HRSN and HUD Housing Supports

- OHA's guidance from HUD is that Section 8/Housing Choice Voucher participants may receive one-time rental arrears and utility arrears but may not receive forward rent.
- OHA and HUD have not provided guidance on HRSN and Tax Credit or Low-Income Properties. We advise members to communicate with their landlords directly to confirm if the landlord accepts third-party rental assistance.
- All HUD assisted members are eligible for Tenancy and Outreach & Engagement services.
- HRSN assistance is not to be counted as income for HUD eligibility or tenant rent calculation.

HUD and HRSN (July 2025)

**“Can you clarify what services can be offered to HUD voucher recipients?
Can clients get HRSN rental assistance if they receive Section 8 or subsidized rent?”**

Answer:

If the individual meets all HRSN eligibility criteria, HCV recipients may receive HRSN rent and utility assistance for rent and utility **arrears**. HCV recipients may also be eligible for HRSN tenancy services, home modifications, home remediations and home changes for health.

***HCV** stands for “HUD’s Section 8 Housing Choice Voucher.”

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.**

- [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](#)