

# Monthly office hours for HRSN service providers

September 10, 2025



# 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 | 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.

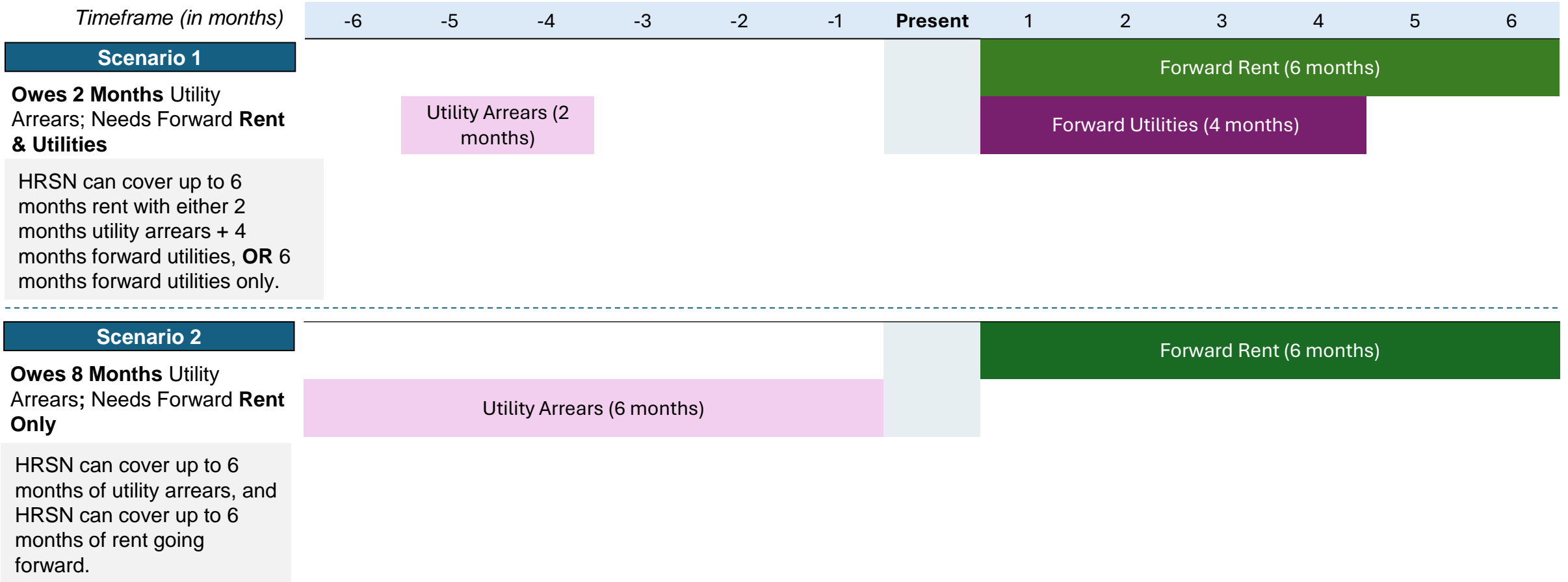
# Updates and follow-up



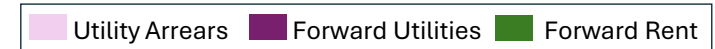
# Reminders

- OHA encourages all HRSN providers to check any HRSN-authorized member's eligibility every month.
  - This is especially important when paying for services such as rent that are monthly payments.
- HRSN rental and utility financial assistance is limited to 6 months.
  - 6 months was the CMS approved timeframe for OHA's 1115 OHP Demonstration Waiver

# HRSN Housing services: Rent and Utility Timeline Examples

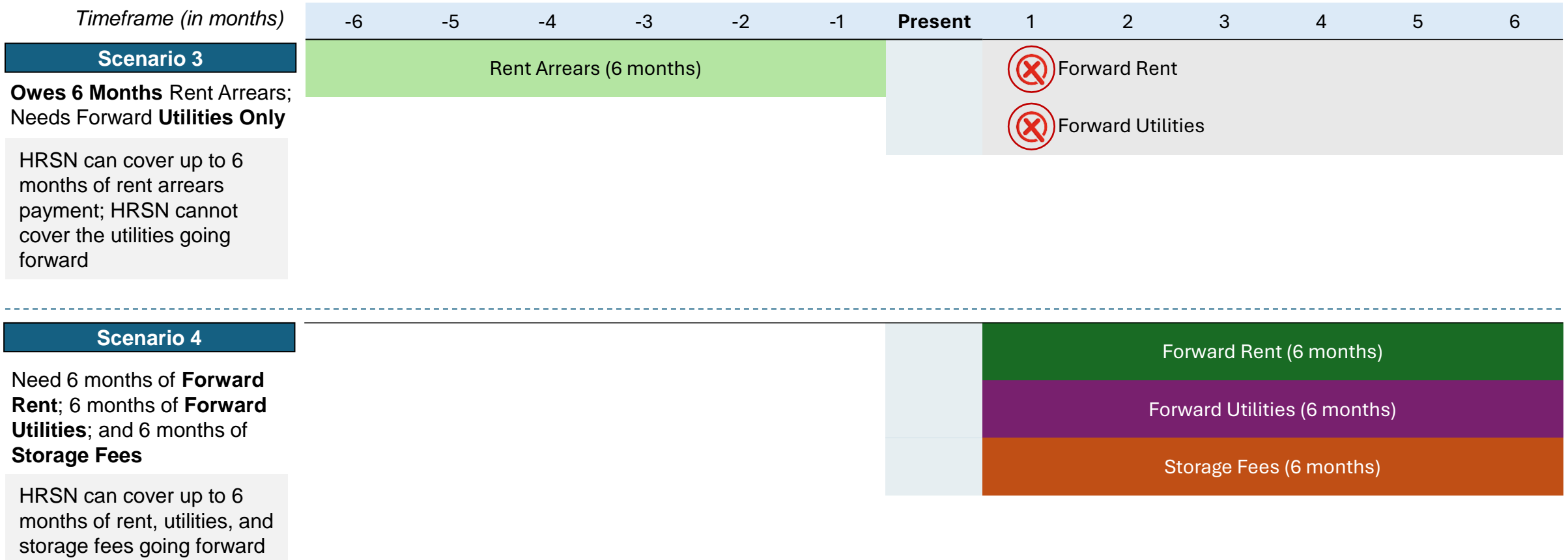


Arrears payments must have a date of service on or after May 1, 2024)



Examples based on Appendix H of the CCO Guidance (Nov 2024).

# HRSN Housing Supports: Rent Arrears and Storage Fee Examples



Arrears payments must have a date of service on or after May 1, 2024)



Examples based on Appendix H of the CCO Guidance (Nov 2024).

# In July, we asked for your feedback on:

## **Separating rent and utilities on the fee schedule**

- Partner feedback requested OHA to look at simplifying billing for rent and utilities, many options considered.
- During an HRSN office hour, 14 of 18 (78%) of HRSN provider organizations requested **no change**.
- OHA is not considering this change at this time.

## **Time needed for implementing possible HRSN eligibility changes**

- Many organizations were able to implement by November 1, 2025.
- OHA is looking to implement January 1, 2026, pending public comments and feedback from the Rules Advisory Committee (RAC).

## **Adjusting rates in the HRSN fee schedule**

- Overwhelming response to increase rates for tenancy services and O&E.



# HRSN Tenancy and O&E Services Updates

- OHA is increasing the rate for HRSN Tenancy Services and HRSN Outreach & Engagement Services.

**Current rate: \$20 per unit**

Procedure Code	Modifiers	Service Description	Unit <sup>1</sup>	OHA Maximum Allowable Unit Costs	Rate <sup>2</sup>
T1017: Targeted case management, each 15 minutes	U1: HRSN Waiver Program UD: Outreach and Engagement	Outreach and Engagement by CBO or HRSN Provider <sup>3</sup>	Per 15 Minutes	\$20.00	\$20.00
H2015: Comprehensive community support services, per 15 minutes	U1: HRSN Waiver Program UA: Education and Training	Tenancy Support Services	Per 15 Minutes	\$20.00	\$20.00

**Effective November 1, 2025: \$26 per unit**

Procedure Code	Modifiers	Service Description	Unit <sup>1</sup>	OHA Maximum Allowable Unit Costs	Rate <sup>2</sup>
T1017: Targeted case management, each 15 minutes	U1: HRSN Waiver Program UD: Outreach and Engagement	Outreach and Engagement by CBO or HRSN Provider <sup>3</sup>	Per 15 Minutes	\$26.00	\$26.00
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# HRSN Rent and Utilities Updates Part 1

As of November 1st, 2025, HRSN Rent and Utilities rates have been updated to reflect the HUD 2025 Fair Market Rent (FMR). The prior rates were based on 2024 FMR.

## Current Rates

Code	Modifiers	Service Description	Unit <sup>1</sup>	OHA Expected Unit Costs				
				Region A <sup>2</sup>	Region B <sup>2</sup>	Region C <sup>2</sup>	Region D <sup>2</sup>	Region E <sup>2</sup>
H0043	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Rent and Utility Costs	Per Day	\$63.57	\$49.64	\$40.18	\$34.29	\$28.39
H0043	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Rent and Utility Costs	Per Day	\$72.32	\$65.18	\$50.00	\$41.96	\$35.00
H0043	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Rent and Utility Costs	Per Day	\$100.36	\$91.79	\$70.36	\$59.11	\$49.29
H0044	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Rent and Utility Costs	Per month	\$1,780.00	\$1,390.00	\$1,125.00	\$960.00	\$795.00
H0044	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Rent and Utility Costs	Per month	\$2,025.00	\$1,825.00	\$1,400.00	\$1,175.00	\$980.00
H0044	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Rent and Utility Costs	Per month	\$2,810.00	\$2,570.00	\$1,970.00	\$1,655.00	\$1,380.00

## Effective 11/1 Rates

Code	Modifiers	Service Description	Unit <sup>1</sup>	OHA Expected Unit Costs				
				Region A <sup>2</sup>	Region B <sup>2</sup>	Region C <sup>2</sup>	Region D <sup>2</sup>	Region E <sup>2</sup>
H0043	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Rent and Utility Costs	Per Day	\$62.50	\$51.25	\$43.04	\$36.43	\$29.82
H0043	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Rent and Utility Costs	Per Day	\$71.43	\$67.32	\$55.18	\$45.00	\$36.96
H0043	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Rent and Utility Costs	Per Day	\$97.86	\$94.29	\$76.79	\$63.04	\$51.79
H0044	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Rent and Utility Costs	Per month	\$1,750.00	\$1,435.00	\$1,205.00	\$1,020.00	\$835.00
H0044	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Rent and Utility Costs	Per month	\$2,000.00	\$1,885.00	\$1,545.00	\$1,260.00	\$1,035.00
H0044	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Rent and Utility Costs	Per month	\$2,740.00	\$2,640.00	\$2,150.00	\$1,765.00	\$1,450.00

# HRSN Rent and Utilities Updates Part 2

These updated rates will apply to all new authorizations starting 11/1. Any Members approved before 11/1 will continue with the UPL they were authorized for.

## Current Rates

Code	Modifiers	Service Description	Unit	# Bedrooms	OHA Expected Unit Costs				
					Region A <sup>2</sup>	Region B <sup>2</sup>	Region C <sup>2</sup>	Region D <sup>2</sup>	Region E <sup>2</sup>
T2035	U1: HRSN Waiver Program	Utilities Arrears	Per month	0-1	\$712.00	\$556.00	\$450.00	\$384.00	\$318.00
				2	\$810.00	\$730.00	\$560.00	\$470.00	\$392.00
				3	\$1,124.00	\$1,028.00	\$788.00	\$662.00	\$552.00
T2035	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Utilities Set-Up	Per Instance	0-1	\$946.00	\$790.00	\$684.00	\$618.00	\$552.00
T2035	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Utilities Set-Up	Per Instance	2	\$1,044.00	\$964.00	\$794.00	\$704.00	\$626.00
T2035	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Utilities Set-Up	Per Instance	3+	\$1,358.00	\$1,262.00	\$1,022.00	\$896.00	\$786.00

## Effective 11/1 Rates

Code	Modifiers	Service Description	Unit	# Bedrooms	OHA Expected Unit Costs				
					Region A <sup>2</sup>	Region B <sup>2</sup>	Region C <sup>2</sup>	Region D <sup>2</sup>	Region E <sup>2</sup>
T2035	U1: HRSN Waiver Program	Utilities Arrears	Per month	0-1	\$700.00	\$574.00	\$482.00	\$408.00	\$334.00
				2	\$800.00	\$754.00	\$618.00	\$504.00	\$414.00
				3	\$1,096.00	\$1,056.00	\$860.00	\$706.00	\$580.00
T2035	U1: HRSN Waiver Program U2: 0-1 Bedroom Unit	Utilities Set-Up	Per Instance	0-1	\$934.00	\$808.00	\$716.00	\$642.00	\$568.00
T2035	U1: HRSN Waiver Program U3: 2-Bedroom Unit	Utilities Set-Up	Per Instance	2	\$1,034.00	\$988.00	\$852.00	\$738.00	\$648.00
T2035	U1: HRSN Waiver Program U4: 3+ Bedroom Unit	Utilities Set-Up	Per Instance	3+	\$1,330.00	\$1,290.00	\$1,094.00	\$940.00	\$814.00

# In August, we asked for your feedback on:

## Narrowing pathways for HRSN requests:

- Due to the high volume of HRSN requests and feedback from health plan partners, OHA is considering removing fax and mail as **required** methods for requesting HRSN services.
- This means CCOs may accept these forms, but are not required.
- Community information exchange is not required but is used by all 16 CCOs.
- Open Card does not use community information exchange at this time.
- Methods CCOs and Open Card would still be required to accept are:
  - In person
  - Email
  - Phone

# Narrowing Pathways Poll Results

- Most providers used **electronic form submission** (76%).
- 7% of providers (or members they serve) use mail to submit HRSN requests.
- Fax is the least used method at 4%.

What methods do you, or the members you serve, use to submit HRSN rental assistance requests? [check all that apply]	
Number of respondents	45
Electronic form submission (Unite Us or findhelp)	76% (34)
Email	40% (18)
Phone	16% (7)
In person	14% (6)
Mail	7% (3)
Fax	4% (2)
Other (did not specify)	4% (2)

OHA is continuing to gather feedback on this proposal. More to come!

# Proposed: HRSN Tenancy and O&E Services

- OHA is considering allowing HRSN Tenancy and Outreach & Engagement Services to be billed on a weekly basis.
- Providers will also be able to add up minutes throughout the week to reach the minimum threshold (8 mins) for tenancy services and O&E.
  - This means providers could call a member on day 1 (e.g., 2 minutes), and the member could call back on day 3 and receive services or provide information (e.g., 6 minutes).
  - The HRSN service provider could then bill for 8 minutes of services getting them to 1 unit.

**This would require HRSN service providers to document and track these services a little differently. You would track over the course of the week, then bill all units for that week on the last date of service.**

# RAC update

- **We held a Rules Advisory Committee on September 5 and talked about proposed updates like:**
  - Updating and adding definitions for HRSN nutrition and housing services
  - Requiring written notices for HRSN rent assistance authorization
  - Requiring a lease agreement for HRSN rent and utilities requests
  - Requiring CCOs and Open Card to reach out on incomplete requests
  - Modifying required methods for how CCOs receive HRSN requests
  - Modifying clinical risk factors for HRSN rent and utility financial assistance

**If you couldn't make it, you can still provide feedback during the public comment period from October 1–21. Contact [Shawna.A.Care@oha.oregon.gov](mailto:Shawna.A.Care@oha.oregon.gov) for more information.**

# OHA want to hear your experiences providing HRSN benefits

- These stories deepen our understanding of HRSN benefit impact
- We will share an online form to collect provider and member stories
- Please share any firsthand experiences you have had and member stories which you have consent to share.





# Office hours



# Q&A Tips

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- 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



# 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](#)

# Upcoming Opportunities

- ★ **October 15, 11 a.m.–noon:** [Register for October 15](#)
  - November 6, 10–11 a.m.:** [Register for November 6](#)
  - December 4, 10–11 a.m.:** [Register for December 4](#)
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- ★ **Previous HRSN provider trainings,** are available on the [HRSN Provider Training webpage](#).



# 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>

