Zoom Tips

Use the chat function to submit your questions.

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- It will be shared with participants after the presentation.

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For live interpretation, please click on the "Interpretation" button and choose either English or Spanish.

Today's Agenda

1 | **Welcome and introductions**
Overview of the learning collaborative goals.

2 | **OHA updates and follow-up**
Hear updates from OHA and revisit questions from the previous session.

3 | **Case management and referral systems**
Overview of community information exchange and Acentra in supporting HRSN services.

4 | **Frequently asked questions**
Review answers to frequently asked questions and Q&A session.

5 | **CIE technical assistance needs and next steps**
Discuss what CIE technical assistance topics would be helpful and learn about upcoming trainings.

Learning collaboratives goals

1. Create a supportive space for collaboration between OHA and HRSN service providers.
2. Exchange best practices for delivering HRSN benefits.
3. Address challenges and find solutions to overcome them.
4. Identify technical assistance needs for HRSN service providers.

We encourage you to have your cameras on, if possible!

Community Capacity Building Funds (CCBF) update

HRSN CCBF Grant Program

HRSN Community Capacity Building Funds (CCBF) are resources to support organizations (e.g., community-based organizations, social service agencies and others) to become HRSN service providers. HRSN CCBF funds are managed through coordinated care organizations (CCOs).

These funds support organizations that intend to become HRSN providers to develop what they need to participate in the Medicaid delivery system and deliver HRSN services to eligible OHP members. Funds are also available to entities who will support the provision of, but not directly provide, HRSN services (e.g., "hub" or "convener" entities).

2025 Key Dates

Applications open: **April 1-May 30**
Go to the CCO CCBF website for the region you are applying to. Those are listed on OHA's CCBF web page

Submit Application and Budget to the CCOs: **By May 30** ⭐

Notices to grantees: **September**

Grantees will get funds: **September-October**

HRSN outreach & engagement and tenancy services update

HRSN tenancy services and O&E clarification

- **Time spent with a member by different staff members** within an organization, or across different interactions, within the same day **can be included** in the same invoice for HRSN Tenancy or Outreach & Engagement Services.

- **For example:**
  - *Staff member A* leaves a voicemail for a member that takes three minutes, including documenting the call.
  - Later that day, the member calls back and *staff member B* talks with them for five minutes.
  - The organization can bill one unit of HRSN Tenancy or Outreach & Engagement Services since the time spent in one day added up to at least 8 minutes.

Outreach and engagement services reminders

Effective June 1, 2025: Time HRSN service providers spend on documentation will be payable under O&E and Tenancy Services.

- Documenting is payable if it is for **one unique member** on **one date of service.**

- CCOs or OHA will pay for up to 30 hours of O&E per member every 12 months per health plan.

- There is **no authorization required** for OHP members that are **presumed eligible** (meaning they are part of a covered population, have a HRSN clinical risk factor, and need O&E services).

  - This is different from Tenancy Services which requires an authorization and has different eligibility criteria (see next slide).

To learn more, please see the HRSN O&E Factsheet or OAR 410-120-2005.

HRSN O&E services: What you can bill for

Activities you CAN bill for:	Activities you CANNOT bill for:*
Activities where the HRSN service provider is directly engaging with the Member or working on the Member's behalf	• Activities not listed in OAR • Activities not contributing to Member's health or well-being
Examples: • Identifying and verifying CCO or Open Card Enrollment • Verifying HRSN eligibility • Assisting Member with preparing documentation for an HRSN request, filling out a request form, or sending it to the Member's CCO/Open Card • Connecting the Member with other resources, such as legal resources, or providing information about resources • Supporting HRSN housing requests such as gathering lease agreements and advocating with landlords • **Documentation of services including outcomes and follow up**	**Examples:** • Time spent billing for services • Creating invoices ***These activities, or time spent on these activities, should not be included in the time billed (15-minute code, T1017 from the fee schedule)** Reference: OAR 410-120-2005, Table 8

HRSN Tenancy Services: What you can bill for

Activities you CAN bill for:	Activities you CANNOT bill for:
Activities where the provider is directly engaging with the member or working on the member's behalf	• Activities not listed in OAR • Activities not contributing to Member's health or well-being • Tenancy services not authorized by the health plan
Examples: • Creating and implementing a housing plan • Assisting member in gathering documents for a housing application • Providing resources and support to help a member stay housed • Advocating on behalf of a member with their landlord • Connecting a member with other resources, such as legal resources, to help keep their housing • Providing a member with service support, such as participating in Person-Centered Service Plan meetings • All coordination and information sharing with a member's CCO or Open Card care coordination teams • **Documenting services, including outcomes and follow up**	**Examples:** • Time spent billing for services • Creating invoices ***These activities, or time spent on these activities, should not be included in the time billed (15-minute code, T1017 from the fee schedule)** Reference: OAR 410-120-2005, Table 4

Should I bill for O&E or tenancy services?

When should HRSN providers bill for tenancy services?

- If an OHP member has **been authorized for tenancy services,** we suggest billing for tenancy services instead of O&E because there is no annual limit for tenancy services.

When should HRSN providers bill for O&E services?

- When the OHP member does not need, want or qualify for HRSN tenancy services, and needs help connecting to other resources, **or**

- If the member needs help requesting HRSN housing services and getting documentation before they are authorized for tenancy services (like advocating with the landlord, gathering a lease agreement or other required documentation for the HRSN housing request).

Prior authorization:

- Outreach and engagement services: Does not require prior authorization

- Tenancy services: Does require prior authorization from a member's health plan.

Closed Loop Referrals Using Community Information Exchange (CIE)

Different ways to support OHP members

Depending on where an OHP member lives, and who manages their care, HRSN service providers may use different methods to:

- Request HRSN services
- Refer members to HRSN services
- Provide case management
- Submit invoices and get payment

OHP Open Card and individual CCOs each have their own way of managing care for OHP members

Community Information Exchange (CIE)

Partners can use CIE technology to share information and connect people to the services and supports they need. CIE includes:
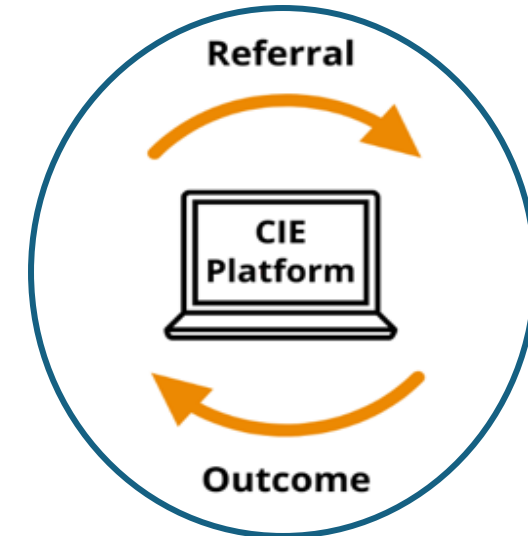
- Closed loop referrals
- Shared resource directory
- OHP member consent to the use of technology
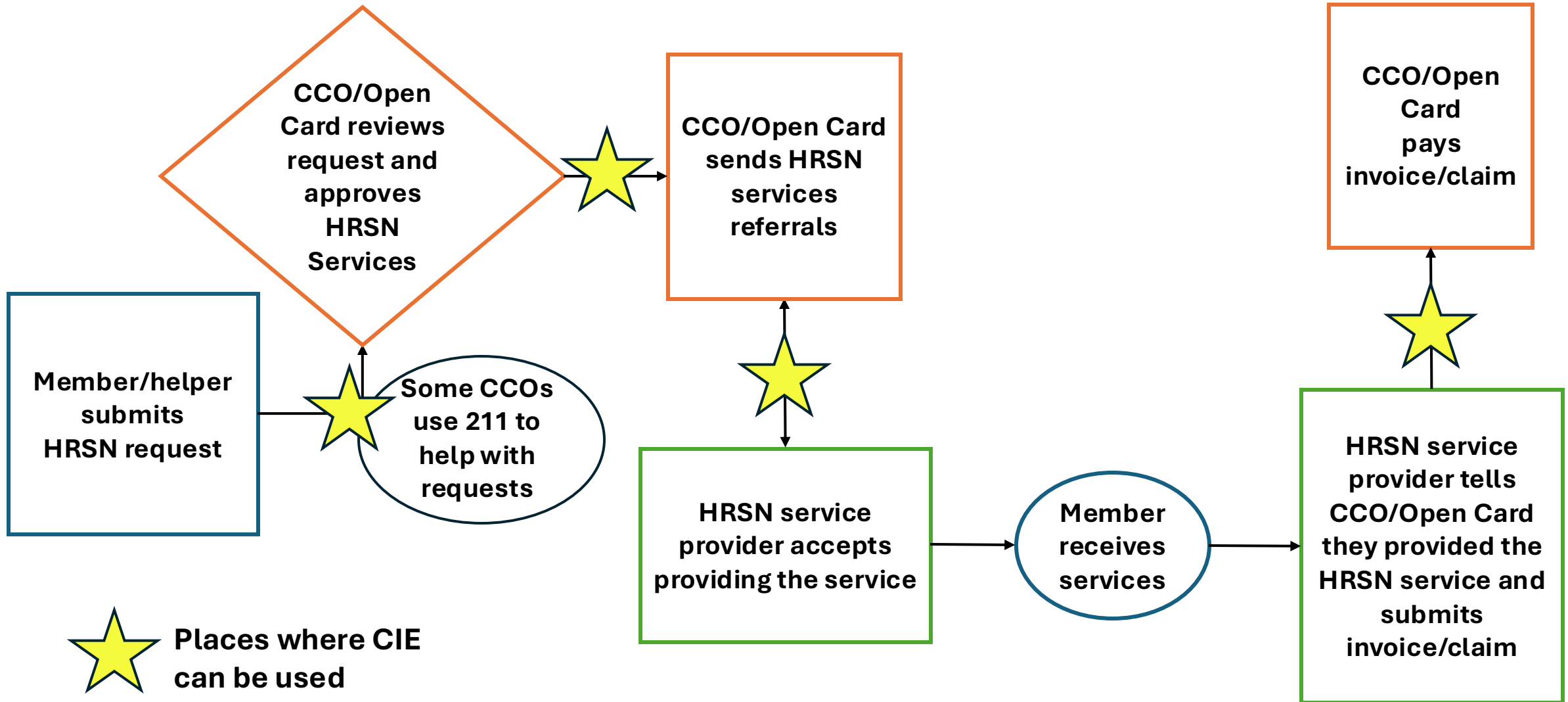
There are two CIE vendors in Oregon:

- Unite Us also called Connect Oregon
- Findhelp known in Klamath County as Healthy Klamath Connect

CIEs are tools that *some CCOs* use to share HRSN information among partners

- CIE workflows vary among each CCO

HRSN care coordination workflow with CIE

CCO/Open Card reviews request and approves HRSN Services

CCO/Open Card sends HRSN services referrals

CCO/Open Card pays invoice/claim

Member/helper submits HRSN request

Some CCOs use 211 to help with requests

HRSN service provider accepts providing the service

Member receives services

HRSN service provider tells CCO/Open Card they provided the HRSN service and submits invoice/claim

Places where CIE can be used

Open Card/fee-for-service Acentra Health

Acentra Health

Acentra Health is a contractor that supports OHA, HRSN service providers and Ayin end to end to ensure a closed loop process for Open Card members.

Recruitment	Enrollment	Resources	Referrals	Coordination	Closed Loop Process
Acentra recruits providers and community-based organizations for HRSN services with CCOs and OHA.	Acentra supports provider enrollment for the HRSN program.	Acentra connects providers to OHA and Ayin processes to serve members. Acentra connects Open Card members to medical and social needs services.	Acentra coordinates referral submissions via email and our Open Card website for screening and service coordination. Referrals can be submitted by members, providers, family, or other entities serving Open Card members.	Acentra outreaches to HRSN providers and members for service coordination, authorizations, and eligibility determinations for the HRSN program serving Open Card members.	Acentra has a digital process for member consent and provider service agreement. Delivery confirmation is captured in the plan of care within our internal care management system.

In the future, Acentra plans to use CIE as another way to do closed loop referrals.

Contact info: Acentra

For more information, HRSN providers can:

- **Email:** HRSNProviders@acentra.com.
  - A member of the Provider Relations Team will contact you to assist in technical and enrollment processes.

- **Call:** 1-800-562-4620
  - Ask to speak to a provider enrollment specialists.

- **View** trainings and resources:
  - https://ohpcc.acentra.com/hrsn/
    - Under the "Provider" tab.

Frequently asked questions

Contact info: Findhelp

Art Lopez, Vice President, Business Development,
Findhelp, alopez@findhelp.com

Contact info: Unite Us/Connect Oregon

Gina Maraist she/her,
Customer Success Executive, Unite Us,
gina.maraist@uniteus.com

For assistance with Unite Us training, workflow, and more email: oregon@uniteus.com

FAQ: Client confidentiality in CIE

How does CIE help keep member information secure?

- **Findhelp** will never sell data acquired from members and is diligent about ensuring per-referral and per-assessment consent, supporting a permission-based model. Each referral requires consent, so Findhelp ensures the right information is shared to the right people.

- **Unite Us** requires documented client consent before sharing a referral and allows clients to control what information they share and revoke consent at any time. The platform is compliant with HIPAA and leading security frameworks such as HITRUST. Unite Us features heightened protections for organizations that provide sensitive services or serve sensitive populations, ensuring that such referrals are visible only to the sending and receiving organizations.

FAQ: Referrals

How can providers use these platforms to connect members to other HRSN services?

- **Acentra:** Once a member is referred, they are screened for HRSN using standardized tools. The case management team then connects members to providers who can meet their specific needs and continues to monitor and support them.

- **Findhelp:** Once providers claim their listing on Findhelp, they gain access to a free suite of tools that allow them to make and receive referrals, verify eligibility, manage program listings and scheduling, create intake forms, submit reimbursement requests mapped to medical billing codes, and access reporting and analytics. Findhelp submits claims on behalf of providers (no additional billing workflows are needed) and providers receive payment directly, with the option to integrate into their existing case management systems via SSO Launch or Native Integration.

- **Unite Us:** HRSN providers can use Unite Us to submit HRSN requests for members of certain CCOs. Specific HRSN request pathways in the Unite Us platform vary by CCO. Please refer to the member's CCO's HRSN website for the most up to date guidance on HRSN request pathways in the Unite Us platform.

FAQ: Referrals

Is there a way to see a member's referral history before entering a new referral?

- **Acentra:** Currently there is not a way to see a member's referral history before entering a new referral through our website. You contact us at 1-800-562-4620 and we may be able to provide more details, such as previous referrals or benefit limits, depending upon individual circumstances.

- **Findhelp:** Yes, the Findhelp *Seeker Profile* gives a comprehensive view of the member's referral needs and intervention history. With member consent, Coalition Sharing supports a member's longitudinal social care plan to be accessed and shared across multiple entities. Seekers can also share individual referrals with any navigator through the platform.

- **Unite Us:** Yes, when clients choose to share their information with providers in the Unite Us network, users directly serving the client can view their client's referral and case history on the client's Face Sheet before making a new referral. Sensitive referrals are visible only to the sending and receiving organizations to protect client privacy.

Questions

Please put your questions in the chat for subject matter experts from:

- Acentra

- Findhelp

- Unite Us

- OHA

Discussion: Technical assistance needs for using CIE

Goal for today's discussion

Identify how to improve support for HRSN Service Providers' use of Community Information Exchange (CIE) technology, e.g.,:

- **Unite Us,** also called **Connect Oregon**
- **Findhelp,** also called **Healthy Klamath Connect** in Klamath county

Workflow	Infrastructure	Tools	Other

Community-based organizations (CBO) perspectives on CIE: Previous input

Benefits of CIE

- Avoids rescreening and re-traumatization of members
- Allows organizations to holistically view a member's needs
- Improves staff capacity and efficiency through streamlined communications
- Eases access to information and resources
- Promotes coordination between organizations

Challenges to CIE use

- Capacity and resource constraints
- Staffing issues: limited staff time, staff turnover, lack of dedicated IT staff
- Technology challenges
- Financial constraints

Technical assistance for CBOs: Previous input

Areas for support related to CIE use

- Consent
- Data privacy and sharing
- Ways to improve data accuracy
- How to reduce administrative burden

Technical assistance (TA) gaps and needs

What do you need help with to use CIE?

What TA topics and content are priorities?

What format and settings would work best for priority topics?

Community Capacity Building Funds (CCBF)

Applications accepted by May 30

Find CCBF application links by CCO

How CCBF can help offset costs for you to use CIE (e.g., Unite Us/Connect Oregon or Findhelp/Healthy Klamath Connect)

- Send HRSN requests and get HRSN service referrals in CIE (example: participating in CIE)
- Onboarding and training staff to use new, modified, or existing CIE technology
- Invoice for HRSN benefits in CIE (examples: setting up interfaces with CCOs; buying or modifying billing/accounting software or CIE)

For more detail on CCBF see OHA's CCBF website.

OHA CIE contacts and resources

CIE questions and information
- OHA CIE team: CIE.info@odhsoha.oregon.gov

CIE resources
- CIE Opportunity for HRSN Service Providers and Community Partners
- Oportunidad de intercambio de información comunitaria (Community Information Exchange, CIE)
- CIE to Support Oregon's 1115 Medicaid Waiver Informational Brief

Next Steps

Ready to get started?

⭐ **Enroll as an HRSN provider with Open Card, a CCO, 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:
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)

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Upcoming Opportunities

⭐ **Register in Advance** for HRSN Service Provider Learning Collaborative Series:
  - [HRSN Service Provider TA Learning Collaborative 6/18](#)

⭐ **Previous HRSN provider trainings**, are available on the [HRSN Provider Training webpage](#).

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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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