

HRSN Service Provider Learning Collaborative: **Case management & care coordination part two:** **documentation & follow up**

June 18, 2025



Zoom Tips



Use the **chat 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 introduction**
Overview of the learning collaborative goals.
- 2 | OHA updates and resources**
Hear updates from OHA and learn about navigation resources.
- 3 | HRSN service provider spotlight**
Hear from Family Tree Relief Nursery about their workflows of using community information exchange.
- 4 | 2026 CIE proposed exceptions process**
Discuss 2026 CIE proposed exceptions process with OHA CIE team.
- 5 | Upcoming opportunities**
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!

Updates and resources



Billing updates

HRSN providers can now bill for time spent completing documentation about providing HRSN Outreach & Engagement (O&E) and Tenancy services. This refers to the codes on the [HRSN fee schedule](#): H2015 and T1017. We sent you this update by email on May 29.

What can you bill for with this change?

- Time spent documenting or recording information directly related to providing HRSN O&E Services and HRSN Tenancy Services.
- This includes time spent documenting outreach and engagement attempts and outcomes.

What is not billable with this change?

- Time spent billing a health plan for services.
- Time spent creating invoices.
- Time spent documenting before June 1, 2025 (no retroactive billing).

Billing updates (continued)

Billing reminders:

- One unit is 15 minutes. The minimum you can bill for as one unit is **eight minutes**. The maximum you can bill for is **six hours** (24 units) per day.
- Continue to use H2015 and modifiers U1 and UA for documentation time related to Tenancy Services and T1017 and modifiers U1 and UD for documentation time related to Outreach and Engagement.
- HRSN O&E has a benefit cap of 30 hours per Member, per year, per health plan.
 - This begins on the first date of service of HRSN O&E.

Note: connections to legal resources are covered through HRSN O&E and Tenancy Services, but **legal fees are not a covered service**. This includes court fees due to eviction proceedings.

HRSN Tenancy Services and O&E Benefit Cap

Because there is no member limit (cap) for HRSN Tenancy Services, we encourage you to use Tenancy Services for any member that has been authorized.

This frees up the HRSN O&E benefit for other activities, which does have a cap.

Reminder: To get paid for HRSN O&E and/or HRSN Tenancy services, you must:

- ✓ Be enrolled as an HRSN O&E provider or HRSN housing provider
- ✓ Have all agreements completed with OHA (Open Card member).
- ✓ Have all agreements completed with the member's CCO (CCO member).

How to find HRSN rules

Oregon's rules about HRSN eligibility and service descriptions are **OAR 410-120-2005**.

To find OAR 410-120-2005:

1. Visit the [Secretary of State](#) webpage.
2. Use the “**Quick search**” feature and type in “**410-120-2005**”.
3. View the attachments at the bottom of the page.
 1. [\[ED. NOTE: To view attachments referenced in rule text, click here for PDF copy.\]](#)



The screenshot shows the Oregon Secretary of State website. The header includes the Oregon logo and the text "Oregon Secretary of State Tobias Read". A navigation menu contains "Home", "Business", "Voting", "Elections", and "State A". The main content area is titled "Oregon Administrative Rules" and "Current Rules Search". There are three search options: "Browse By Chapter", "Quick Search By Rule Number", and "Rule Text Search". The "Quick Search By Rule Number" section is highlighted with a red box, showing a text input field with "410-120-2005" and a "Search" button. At the bottom, there is a button labeled "OARD Home".

How to look up if someone has OHP

You can use the [MMIS Provider Portal](#) to check if someone has OHP. You get access to MMIS when you enroll as an Open Card provider.

To learn more about using the Provider Portal:

- Review this [Provider Portal guidance document](#) to learn how to check eligibility.
- This document will show you:
 - What information you need from the individual to look them up.
 - What the different OHP benefit plans are and what they mean.
 - Where to find information about an OHP member's CCO enrollment.

Questions?

If you need help navigating the Portal, contact OHP Provider Services at 800-336-6016.

Service Provider Share-Out Family Tree Relief Nursery



Ashley Greiner, she/her,
Director of East Linn Therapeutic
Early Childhood Program



Merideth Schrepfer, she/her,
Director of Peer Mentor Services

Overview of Family Tree Relief Nursery (FTRN) services

- **Peer support services**

- Department of Human Services
- Linn County Alcohol & Drug
- Corrections
- Courts
- Community

- **Parent Education**

- **Family Support Program**

- **Therapeutic Early Childhood Program (TECP)**

- Classrooms
- Outreach
- Respite

HRSN and case management

- **HRSN services at Family Tree Relief Nursery** for InterCommunity Health Network (IHN) CCO members:
 - HRSN Outreach and Engagement
 - HRSN Tenancy Supports
- Case management
- What do we do with and for our clients?
- What is our process for client follow up?
- Messaging inside Unite Us with other service providers.
- How do we integrate Unite Us with FTRN internal processes.
- Successes and lessons learned using Unite Us.

HRSN and Unite Us enrollment

- **Intake and consent**
- **Search and enter client information**
 - IHN Number and Effective Date
 - Name, Address, Phone, Email
 - Best Day/Time to contact and Best Method to contact
- **Enroll in Social Care Coverage**
- **Open case in Unite Us**
 - Must be same date or after enrollment in Social Care Coverage
 - 30 hours (120 15-minute units)
 - 1 year

HRSN and Unite Us invoicing

- **Contracted services**
 - This is where case notes and invoices are created.
 - We can provide more information about this process upon request.
- **Invoicing**
 - Direct service staff create an invoice and send for review.
 - Supervisor/manager/director reviews invoice and submits.
 - Invoices are sent directly to payer.
 - Paid invoices are returned to Family Tree Relief Nursery as paid.
 - Payments made.
 - Program Engagement Manager tracks invoices and shares information with finance.

Administrative overview: Unite Us

- **Enrolling staff**
 - User levels
 - Referrals User vs Referrals Admin
 - Organization Admin
 - Payments and invoices
 - Staff submissions
 - Manager/Director Review and Submission to Payer
 - Return from Payer
 - Paid vs Rejected
 - Email Notifications

Questions?

Questions after today:

- Unite Us technology and enrolling in HRSN service
 - Wendy: gmorris@familytreern.org.
- Peer Support Services and Unite Us Case Management
 - Merideth: mschrepfer@familytreern.org.
- TECP and Family Support Services
 - Ashley: agreiner@familytreern.org.



Ashley Greiner, she/her,
Director of East Linn Therapeutic
Early Childhood Program



Merideth Schrepfer, she/her,
Director of Peer Mentor Services

Questions

Discussion: 2026 CIE exceptions process for HRSN Service Providers



Community information exchange (CIE)

Partners can use CIE technology to share information and connect people to the services and supports they need. CIE includes:

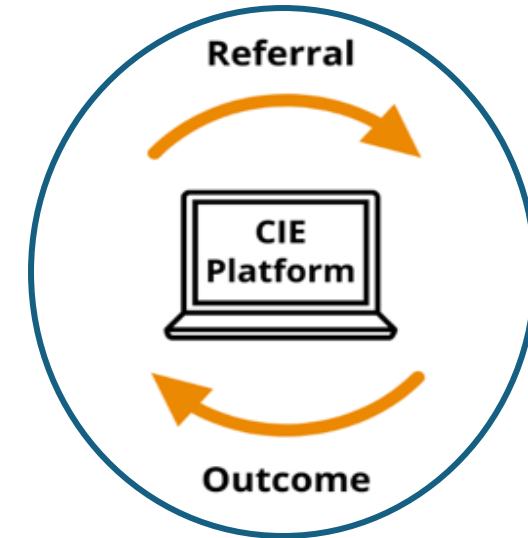
- Closed loop referrals
- Shared resource directory
- OHP member consent to the use of technology

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



CIE referrals for HRSN services

In 2026, some CCOs **might** require HRSN service providers to use CIE for closed loop referrals.



If a CCO requires CIE use, they **must allow** exceptions.

Goal for today's discussion

- Review considerations for HRSN service providers requesting an exception to CIE requirement
- Receive feedback on the **proposed** exceptions process

Proposed 2026 exceptions guiding principle

If CCO requirement to use CIE...



Note: Members can still opt out of having their information in CIE

Example exceptions process

HRSN provider submits CIE exception request form to CCO

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graph TD; A[HRSN provider submits CIE exception request form to CCO] --> B[CCO and/or a community advisory group reviews exception request]; B --> C[HRSN provider is notified by CCO of the exception or denial];
```

CCO and/or a community advisory group reviews exception request

HRSN provider is notified by CCO of the exception or denial

OHA role

- Provide template CIE exception request form
- Review CCO exceptions process on a yearly basis
- Require CCOs to report exceptions requests and outcomes
- Receive feedback about process or denials

Discussion

What do you think about this proposed exceptions process?

Is it helpful for OHA to support consistent processes across CCOs (e.g., template form, example process)?

CIE exceptions reasons may include if HRSN Service Provider:

- Experiences a combination of factors, like:
 - Serving a linguistically or culturally-specific population
 - Serving a geographic area with a provider shortage
 - Limited staffing makes using CIE too hard
- **and**
- Cannot overcome barriers to CIE with additional support available from CCO

Example exception scenario

Small housing CBO/HRSN Provider

- Two employees
- Only provider in the area serving a culturally-specific population

Exceptions considerations

- Limited staffing makes using CIE too hard
- Available support not enough to hire more staff
- Sole provider serving this population

Exception appropriate

- Requiring CIE would prevent CBO from providing HRSN Services

Discussion

Why might you need an exception to CIE use?

What types of support would you need to use CIE?

OHA CIE contacts & 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 a CCO, Open Card, or both:

- **CCO:** You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.
- **Open Card:** Visit the [Provider Enrollment webpage](#) to get started. We recommend viewing the [HRSN provider enrollment training materials](#).

★ 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](#)

★ NEW: HRSN Provider Journey

The [HRSN Provider Journey](#), a resource for providers, has been updated.

Upcoming Opportunities



- ★ **July – December 2025: Monthly office hours**
Registration information will be emailed out and posted to the [HRSN Provider Training webpage](#).
- ★ **Upcoming and past HRSN provider learning opportunities**
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>

