



Memorandum

To: Coordinated care organizations (CCOs)

From: OHA Health-Related Services program

Date: July 24, 2025

Subject: Update about Health-Related Services program name change in 2026

This is an update to the memo dated [June 27, 2025](#), in which the Oregon Health Authority (OHA) communicated its decision to change the name of the Health-Related Services (HRS) program in 2026. Based on feedback from CCOs, OHA determined it was necessary to adjust the new name for accuracy and clarity. As a result, the new name for the HRS program will be Flexible Services.

The decision to change the HRS program name is based on feedback from CCO staff, community partners, and Oregon Health Plan (OHP) members. The current name has caused confusion with the Health-Related Social Needs (HRSN) benefits recently introduced for some OHP members. OHA chose the name Flexible Services because many partners prefer it, and several CCOs already use similar terms.

This name change will not affect the services CCOs may report as spending to improve care delivery and member and community health. The change will take effect with the 2026 CCO contracts, and OHA will update all relevant rules and guidance documents to reflect this change.

This name change is a first step in program development efforts to improve member experience based on significant external input. More information about the name change and a collaborative process for program development going forward was shared during the [CCO Operations Collaborative](#) meeting on July 15.

If you have any questions or concerns, please contact the HRS team at health.relatedservices@oha.oregon.gov.