

Date: May 2, 2025

To: Coordinated Care Organizations (CCOs)

From: David Inbody, CCO Operations Director

Jessi Wilson, 1115 Waiver Strategic Operations Director

Subject: Deferral enforcement extension for routine HRSN Housing Supports service authorization decision-making timeframe

The Oregon Health Authority (OHA) will continue to defer enforcement of the timeframe for CCOs to make decisions about routine service authorization requests for Health-Related Social Needs Services Housing-Related Supports (“HRSN Housing Supports”). This deferral applies to requests received by CCOs **through July 31, 2025**. This is an extension of the [previous deferral](#) that applied to requests received through April 30, 2025.

OHA made this decision due to the ongoing volume of housing requests, provider capacity, and the amount of time required to gather supporting documentation. OHA will not enforce any specific timeframe for routine HRSN Housing Supports service authorization requests received through the enforcement deferral date. The deferral applies to the entire timeframe, which consists of the initial 14-day period and the possible 14-day extension in cases where the CCO cannot make the decision within the initial 14-day period and notifies the Member that more time is needed. In all cases, CCOs are expected to process requests received through the deferral date as expeditiously as possible.

The timeframe for making decisions about routine HRSN Housing Supports service authorization requests is described in:

- Oregon Administrative Rules (OARs) [410-120-2020](#)(1) and (2) and [410-141-3835](#)(12)(a)(A) and (d) and

- Exhibit B, Part 2, Section 15, Paragraph h, Sub-Paragraph (1) in the [2025](#) CCO contract.

As stated in these authorities, CCOs must decide whether to authorize or deny routine HRSN Housing Supports service authorization requests, and notify the Member about the decision, within 14 days of receipt, with the possibility of a 14-day extension. CCOs are encouraged to utilize the extension for requests they are unable to review within the initial 14-day period.

As a result of this deferral, CCOs may deny routine HRSN Housing Supports service authorization requests solely based on not meeting service eligibility criteria. CCOs may not deny them solely due to expiration of the timeframe. OHA recognizes that CCOs may still deny service authorization requests if the timeframe expires and the necessary information to complete the eligibility determination cannot be collected despite reasonable attempts as described in 410-141-3835(12)(g)(A).

The enforcement deferral of the routine HRSN Housing Supports service authorization timeframe does not relieve CCOs of any other requirements relating to HRSN Housing Supports described in the applicable OARs and the CCO contract. Furthermore, the deferral does not extend to HRSN service delivery timeframes described in OAR 410-120-2020(13).

During the enforcement deferral period, OHA will gather more data from CCOs to help inform future expectations for the timeframe for routine HRSN Housing Supports service authorization requests. This will include another CCO housing survey to understand authorization timeframe trends. OHA will also be exploring ways to improve CCO communications to Members, which will include coordinating with individual CCOs on improvements to communications and service authorization timeframes.

Questions?

If you have questions, please contact Jessi Wilson, 1115 Waiver Strategic Operations Director at jessica.l.wilson@oha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.