

Other formats and languages

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the HRSN Program at hrrsn.program@oha.oregon.gov or 503-580-0295 (voice/text). We accept all relay calls.

Memorandum

To: Coordinated care organizations (CCOs)

From: Jessi Wilson, 1115 Waiver Strategic Operations director

Date: April 30, 2026

Subject: Update to timeframe for making HRSN service authorization decisions

Oregon Health Authority (OHA) is providing guidance on the service authorization timeframe requirement for HRSN Services.

Starting May 1, 2026, and ending June 30, 2026, OHA is temporarily deferring enforcement of the 7-day requirement to make service authorization decisions for HRSN Services as specified in Oregon Administrative Rule (OAR) [410-141-3835\(12\)\(a\)\(A\)](#) and OAR [410-141-3835\(12\)\(g\)](#). This deferral applies to all HRSN service authorization requests that CCOs receive on or after May 1, 2026.

To allow CCOs additional time for screenings and allow members more time to respond to documentation or information requests, [OHA has revised OAR 410-120-2020, effective May 1, 2026](#). This temporary rule change will require CCOs to authorize or deny HRSN service requests within fourteen (14) days of receiving the complete HRSN Request. The updated rule language has been included below.

OAR 410-120-2020 (1) and (3) updated language, effective May 1, 2026:

1) If, after completing the HRSN Eligibility Screening in accordance with OAR 410-120-2015, an MCE or, as applicable, the Authority, determines the Member meets all of the applicable HRSN Eligibility criteria, the MCE or the Authority shall authorize the identified HRSN Services and provide the Member notice as expeditiously as the circumstances require in accordance with this rule, which must not exceed fourteen (14) calendar days following the receipt of the complete HRSN Request, with a possible extension of up to fourteen (14) additional calendar days if:

(a) The Member, the Member's representative, or provider requests an extension; or

(b) The MCE requests approval from the Authority, which must be accompanied by a substantiated need for additional information and an explanation of how the extension will be in the Member's interest.

(3) If, after completing the HRSN Eligibility Screening in accordance with OAR 410-120-2015, the MCE or, as applicable, the Authority, determines the Member does not meet all of the applicable HRSN Eligibility criteria, the MCE or Authority shall deny the requested HRSN Service and provide the Member notice as expeditiously as the circumstances require in accordance with this rule OAR 410-120-2020 and OAR 410-141-3835(12)(e), which must not exceed fourteen (14) calendar days (with a possible extension so long as the extension complies with (1)(a) and (1)(b) of this rule OAR 410-120-2020) following the receipt of the complete HRSN Request. Contractor shall document the reason for the denial.

Questions?

If you have questions about this guidance or the temporary rule change, 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.