

Memorandum

To: Coordinated Care Organizations (CCOs)

From: Jessi Wilson, 1115 Waiver Strategic Operations Director

Date: November 15, 2024

Subject: HRSN Housing Service Authorization Timeline

Effective immediately through January 31, 2025, the Oregon Health Authority (OHA) is temporarily extending the service authorization timeline requirement for HRSN Housing Services.

Why is this happening?

Due to the current volume of HRSN housing requests and capacity of developing HRSN Service Provider networks, OHA is temporarily extending the allowable service authorization timeline described in OARs 410-120-2020 and 410-141-3835 by an additional 14 days to allow for additional time for CCOs to complete HRSN eligibility screenings. This extension applies only to HRSN housing services and to HRSN service requests received prior to February 1, 2025.

This means if an HRSN housing service cannot be authorized within 14 days following the receipt of an HRSN service request, the CCO may utilize an extension of up to 28 additional days, instead of the standard 14-day extension described in OAR 410-141-3835. CCOs must follow all other requirements for service authorizations in accordance with OAR 410-141-3835.

What should you do?

OHA understands these initial months require time to establish and ramp up HRSN housing benefits in partnership with community organizations, and OHA expects CCOs are mitigating barriers to service authorization through further development of HRSN Service Provider networks and refinement of workflows and communications. CCOs should describe their plans to address service authorization barriers in their Housing Readiness Plan due to OHA January 10, 2025, specifically in the HRSN Service Authorization and HRSN Service Provider Network sections.

CCOs should also amend communications to Members to clarify it may take up to an additional 28 days to determine their eligibility for housing services.

To better understand progress in the early months after benefit launch, in January, OHA will be asking CCOs for housing approval data from November and December. CCOs should be prepared to report on:

- Housing services delivered (high level counts, similar to the level of detail of the monthly surveys for climate benefits)
- # housing service denials for not being part of a covered population
- Average time to approve housing services and/or # of services not approved within 28 days (i.e., not approved within the typical approval timeline).

Questions?

If you have questions about this temporary policy 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.