

Oregon CCO Billing Guide

Health-Related Social Needs Services

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Overview & Purpose

HRSN Billing Guide for CCOs

Health-related social needs (HRSN) Services provide housing, nutrition, home changes for health, and outreach and engagement services to support eligible Members' health and well-being. HRSN Services are covered benefits under the Oregon Health Plan (OHP) and must be provided by Coordinated Care Organizations (CCOs) to eligible Members enrolled in CCO-A or CCO-B who need and want services. The services are foundational to health, intended to improve health outcomes during times of instability and transition, designed to increase health equity, and are assessed based on need. The State received approval from the Centers for Medicare & Medicaid Services (CMS) in September 2022 to provide these services as part of the OHP 2022 – 2027 [1115 Medicaid Demonstration Waiver](#).

HRSN Services are intended to support Members who have unmet health-related social needs with home changes for health, housing, and nutrition supports. There are also outreach and engagement (O&E) services to connect Members to these new supports and address other needs they may have. More details on all HRSN Services are included in CCO HRSN Guidance Document, included on the [CCO Contract Forms page](#).

The HRSN billing guide is for supporting CCOs in creating HRSN encounter claims that are submitted into the Oregon Health Authority (OHA) for payment through a non-risk contract. Prior to sending in encounters, CCOs are required to have paid the HRSN Service Provider for the HRSN service rendered.

CCOs are responsible for the development and submission of encounters to OHA. HRSN Service Providers are not required to submit claims directly to OHA or a CCO to perform HRSN services. CCOs may request documentation or invoices to match the billing guide to ensure encounters submitted to OHA meet the following specifications. This billing guide is meant for CCOs; however, this guidance can be used by CCOs to create their own billing guidance for HRSN Providers to submit invoices.

For answers to frequently asked billing questions, please see the CCO HRSN FAQ that is published on the [CCO Contract Forms page](#).

Section 1

Fee Schedule Overview

A fee schedule is a list of maximum rates to reimburse providers for specific services. The fee schedule outlines what OHA will reimburse for each HRSN service.

- If an HRSN Service Provider provides a service to an OHA Member enrolled in a Coordinated Care Organization (CCO), the CCO is responsible for reimbursing the provider according to the fee schedule.
- If an HRSN Service Provider provides a service to an OHA Member enrolled in Open Card, they will be paid directly from OHA, in accordance with the fee schedule.

Fee Schedule Development Process

Development of the fee schedule considered details specific to HRSN Services. This included: Service name, Service description, Frequency of service, Duration of service, Setting of service, and Provider type (education, etc.) or Vendor type.

These details are then assessed to determine whether there are already established Medicaid fees, established fees in other State agencies, or if new fee development is required.

Medicaid Fees

- Already established fees can be leveraged for services already covered elsewhere in Medicaid
- **Assessment**
 - Compare service descriptions to HRSN services
 - Compare unit definitions
 - Update pricing if needed (e.g., trend)

Other State Agencies

- Already established fees can be leveraged for services already offered through other non-Medicaid state programs and agencies
- **Assessment**
 - Compare service descriptions to HRSN Services
 - Compare unit definitions
 - Evaluate pricing differences and adjust if needed

New Fee Development

- Develop new rates for services not already offered through the Medicaid program or other State programs and agencies
- **Assessment**
 - Incorporate CCO and HRSN Service Provider input

- Examine available pricing in State
- Review other State program fees, if applicable
- Ground-up build-up of rates, where needed

HRSN Fee Schedules

The current HRSN Fee Schedules can be located on the [HRSN Service Provider webpage](#). While combined into one document, there are separate fee schedules for HRSN nutrition, housing, home changes for health, outreach & engagement, and CCO variable admin. Each fee schedule lists procedure codes, modifier(s), service descriptions, units, allowable costs or expected costs, and rates. Rates listed as “Actual cost, subject to maximum allowable” will have an upper payment limit (UPL) of 150% of the OHA Expected Unit Costs. For example, the UPL for Utilities Set-Up, 0-1 Bedroom, Region A is \$1,419 (\$946*150%). The HRSN housing fee schedule lists expected unit costs, by region, which were developed to be consistent with the U.S. Department of Housing and Urban Development (HUD) Fair Market Rents (FMR). Please note, not all rates include an UPL of 150% of the OHA Expected Costs; some rates list an “OHA Maximum Allowable Unit Cost”. For example, for Tenancy Services, there is a maximum of \$26 per unit¹.

¹ Reflects rate effective 11/1/25

Section 2

Billing Codes and Modifiers

Procedure Code Basics

1. **The American Medical Association's (AMA's) Current Procedural Terminology (CPT®)** is a uniform coding system consisting of descriptive terms and identifying codes used primarily to identify medical services and procedures furnished by physicians and other health care professionals for which they bill public or private health insurance programs.
2. **Healthcare Common Procedure Coding System (HCPCS)** is a set of healthcare procedure codes based on the AMA's CPT.
3. HCPCS codes are alpha-numeric and are divided into two primary levels and a third locally used level:
 - **Level I:** Comprised of CPT® maintained by the AMA.
 - **Level II:** Centers for Medicare & Medicaid Services maintains HCPCS Level II codes, including decisions about additions, revisions, and deletions to the codes.
 - **Level III:** Level III HCPCS codes are used locally. They are a combination of letters and numbers, always starting with the letter X or Z.

Procedure codes and modifiers are used in medical coding to provide additional information about a medical procedure, service, or supply. Although HRSN Services are not medical, procedure codes and modifiers are used to tell the story of the encounter with a Member.

Codes Overview for HRSN Services in the State

- **Procedure codes** are five characters (typically a letter and four numbers). The HRSN procedure codes were selected as they most closely fit with the described HRSN Service. For example, for monthly HRSN rent assistance, the procedure code is **H0044 – Supported housing, per month**.
- **Modifiers** are two characters (a letter and a number) appended to the procedure code. They provide additional information about the service without changing the meaning of the code. For example, for HRSN rent assistance, the modifiers identify the program (e.g., **U1 = HRSN waiver program**) and number of bedrooms of the rental unit (e.g., **U3 = 2 bedroom**).
- All HRSN service claims will have one procedure code and a minimum of one modifier.
 - In most instances, a service will utilize two modifiers.
 - For example, for HRSN rent assistance for a two-bedroom unit, the procedure code would be **H0044**, and the modifiers would be **U1** (HRSN waiver program) and **U3** (2 bedroom).

Oregon Health Authority's Process to Determine HRSN Codes

The coding specialists refer to Codify, a subscription-based resource through the American Academy of Professional Coders (AAPC).

1. Publicly available information is posted on the AAPC Knowledge Center forum regarding that code.
2. The coding specialists search key words that align with the HRSN service (i.e., food, rent, air conditioners) to determine which codes align well with the HRSN service.
3. The coding specialists then assess the HCPCS code description and compare it with the HRSN Service to make a recommendation. They also consider how the code references or does not reference a unit (15 minutes, per day, per month, etc.)
4. The procedure code is then selected by the State.

HRSN Billing Codes and Modifiers

For almost all HRSN services, the U1 modifier will be used to indicate that a service is specific to the HRSN program and must be the first modifier submitted on encounter claims. The use of this modifier will help OHA analyze data specific to HRSN and will help inform future decisions around this benefit.

- The exceptions to the U1 modifier being first are for code 99499 for CCO Variable Admin – Housing, code S5165 for Home Modifications, and code S5165 for Home Remediations, all Housing Services.
 - Claims for CCO Variable Admin for Housing Services should be submitted with U9 as the primary modifier, and U1 as the secondary modifier.
 - Claims for Home Modifications should be submitted with UB as the primary modifier, and U1 as the secondary modifier.
 - Claims for Home Remediations should be submitted with U9 as the primary modifier and U1 as the secondary modifier.

When filling out claims, HRSN service providers will include the procedure code, the U1 HRSN program modifier, and any additional modifier indicated on the fee schedule for each service rendered.

The following section lays out different scenarios for how HRSN rent and utilities may be billed. Please refer to the fee schedule for the most appropriate code and modifiers.

Section 3

Billing Code Scenarios: Rent and Utilities

Required by Oregon Administrative Rule (OAR) or HRSN Guidance:

- CCOs may authorize rent and utilities (forward or arrears) up to the UPL in order to account for the fact that utility bills may vary month to month. The claim sent to OHA should reflect the actual amount paid for the Member's rent and or/utility bills.
- To receive HRSN utilities (including forward utilities and set up fees), a Member must also be receiving HRSN rent assistance. HRSN utilities cannot be authorized as a standalone service.
 - Forward utilities and set up fees may only be received during months the Member is also receiving HRSN rent assistance. Forward utilities cannot exceed forward rent, but forward rent can be authorized without utilities.
 - In other words, forward (recurring) rent and utilities payments should have the same duration, or utilities should have a shorter duration.
 - Scenarios where the forward utilities have a shorter duration than 6 months include: 1) rental arrears were paid; or 2) forward utilities support is not needed.
 - Please refer to the [Appendix A](#) in this document to see example combinations for HRSN rent and utilities.
 - Utilities arrears (or past due) may be received for months in which the member was not receiving HRSN rent assistance; however, the member does currently need to be receiving HRSN rent assistance. HRSN utility arrears can be at the Member's current or previous address provided that it supports the Member to maintain their **current** housing.
 - Utilities are considered in arrears if their dates of service are **before** the Member began receiving forward rental assistance and thus cannot be attributed to a month in which the Member is receiving forward rent. Utilities with dates of service in the month(s) that the Member is receiving forward rental assistance are considered forward utilities. Forward utility assistance must not exceed forward rental assistance. For visual examples of forward vs. arrears utilities and potential timelines, see [Appendix B](#).
 - Note: Utility dates of service can refer to either A) a single date in a date range that the utility service period took place or B) the due date for payment of the utility bill; the date of service methodology selected should remain consistent across the total rent and utilities benefit for a given member.
 - Utility arrears that have been sent to collections are not eligible for coverage if the documentation for these arrears does not provide confirmation of the duration of past due amount.
- For additional information on rent and utilities services and eligibility, refer to [OAR 410-120-2005](#).
- Claims submitted that are above the UPL will only pay *up to* the UPL amount.

- Payment may be for past due rent up to six (6) months or forward rent for up to six (6) months, or some combination of past due and forward rent not to exceed a total of six (6) months.
 - Rent and utilities arrears cannot be paid prior to 6 months before housing services launched (services launched 11/1/2024 and arrears can be paid back as far as 5/1/2024).
 - Rent is considered in arrears (or past due) if it was due before the Member was authorized for rental services. Any rent that was not yet due at the time that services were authorized, regardless of whether it is late by the time of payment, is considered forward rent.

General Guidelines:

- In cases where the member has past due utility costs that have been added to the ongoing utility bills, and there is no way to separate the utilities arrears amount or month, these costs may be paid as a monthly payment for ongoing utility costs (forward utilities) and will be subject to the monthly UPL. This practice should be used only as a last resort and may result in a member's full utility bill not being paid due to reaching the monthly UPL. The preferred approach is to divide multi-month bills across different months, as described in [Example Scenario One](#) (below).
- In the case that the rent payment includes utilities (in other words, utilities are not provided as a separate line item on the lease or rent bill), consider this payment as rent only.
- Any landlord-billed utilities that appear on the rent ledger can be paid with the rent in the month that they are charged, provided that the utilities are on the rent ledger and their cost, when added to the Member's monthly benefit, do not exceed the monthly UPL. See the housing Date of Service section on page 14 for billing details. CCOs and Providers are responsible for making sure that no more than six months of utilities are covered.
 - For example, if a Member is receiving six months of **forward** rent and utilities from August - January and the landlord-billed water included with September's rent reflects a service period in June, then it would be allowable to include the water bill in September's rent payment, if water is on the rent ledger for September. The payment for water would be considered part of the month of September's rent and utilities benefit and providers would need to ensure that the Member does not receive more than six months of water utility supports (across utilities arrears and forward rent and utilities billing).
 - If the Member is receiving utilities arrears from June - August and forward rent and utilities from September – November, the landlord-billed water would still be considered part of September with a September date of service, provided that the Member's utilities benefit does not exceed six months.
- Paying rent to keep Members housed should be priority. If not all the utility bill(s) information is available yet, rent can be paid if it is 100% or less of the UPL (given their region and bedroom size), and once the utility information is available, an additional claim(s) can be submitted up to 150% UPL.

- **Disclaimer:** Included below are different scenarios for how rent and utilities services can be paid for and billed; however, these scenarios are not exhaustive. There may be different options for how to pay and bill for these services, as long as the services provided are within the parameters listed above.

Rent and Utilities: Multi-month utility bill

Rent and Utility Pricing — Provision of payment to cover a Member's costs for recurring rent and/or short-term, temporary stays, including utilities								
Procedure Code	Modifiers	Unit	Housing Unit	Region A ²	Region B ¹	Region C ¹	Region D ¹	Region E ¹
H0044: Supported housing, per month	U1: HRSN waiver program	Per month	0–1 bedroom	\$1,750	\$1,435	\$1,205	\$1,020	\$835
	U2: 0–1 bedroom		2 bedrooms	\$2,000	\$1,885	\$1,545	\$1,260	\$1,035
	U3: 2 bedrooms		3+ bedrooms	\$2,740	\$2,640	\$2,150	\$1,765	\$1,450
	U4: 3+ bedrooms							

Rates listed as 'Actual Costs, subject to maximum allowable', there is an upper payment limit (UPL) of 150% of the OHA expected unit costs.

Example Scenario One: HRSN Rent and Utilities cost is within the allowable monthly UPL

- Aaliyah is renting a **one-bedroom** apartment in Clackamas County with the water and trash billed quarterly (Region A). Aaliyah is eligible to receive HRSN rent and utilities assistance for up to six months.
- The UPL is \$2,625 per month (\$1,750 x 150%)
- Aaliyah's rent is \$1,780 each month; **water and trash utilities expenses are \$300 each quarter (February 20 – May 19 and May 20 – August 19).**
- Aaliyah needs support for six months; monthly costs range from \$1,780 to \$2,080, depending on when water and trash payments are due.
- To bill, utilize bill code **H0044** and modifiers **U1** (HRSN waiver program) and **U2** (0-1 bedroom). When the quarterly utility bill arrives, submit a claim for each month's utility service (three total claims). **Multi-month bills should be divided into separate claims.**
- For multi-month bills, to determine the amount to include in each month's claim, calculate the average amount due across the number of months included in the bill. For this example, \$300 total bill/3 months = \$100 per claim.

² Regions:

A. Clackamas, Columbia, Multnomah, Washington, and Yamhill

B. Hood River, Wasco, Benton, and Deschutes

C. Marion, Polk, Lane, Clatsop, Jackson, Linn, Lincoln, and Josephine

D. Curry, Tillamook, Crook, Gilliam, Coos, Douglas, Sherman, Jefferson, Union, Umatilla, and Klamath

E. Lake, Wallowa, Malheur, Grant, Baker, Morrow, Wheeler, and Harney

- Submit the claim using the date of service per the guidelines in the table below.
- For a multi-month bill, select a date of service for each month according to the date of service guidelines in the table below. Use the first date of billing service period if possible. For example, February 20th, March 20th, and April 20th for a bill covering February 20 – May 19).

The following table provides an example of how the six months of claims (total of 12 claims) could be submitted for this scenario.

Month	Claim Amount	Service Period	Date of Service	Code
1 (February rent)	\$1,780	Feb 1 st – Feb 28 th	February 1 st	H0044, U1 and U2
1 (February utilities)	\$100 (\$300/3)	Feb 20 th – Mar 19 th	February 20 th	H0044, U1 and U2
2 (March rent)	\$1,780	Mar 1 st – Mar 31 st	March 1 st	H0044, U1 and U2
2 (March utilities)	\$100 (\$300/3)	Mar 20 th – Apr 19 th	March 20 th	H0044, U1 and U2
3 (April rent)	\$1,780	Apr 1 st – Apr 30 th	April 1 st	H0044, U1 and U2
3 (April utilities)	\$100 (\$300/3)	Apr 20 th – May 19 th	April 20 th	H0044, U1 and U2
4 (May rent)	\$1,780	May 1 st – May 31 st	May 1 st	H0044, U1 and U2
4 (May utilities)	\$100 (\$300/3)	May 20 th – Jun 19 th	May 20 th	H0044, U1 and U2
5 (June rent)	\$1,780	Jun 1 st – Jun 31 st	June 1 st	H0044, U1 and U2
5 (June utilities)	\$100 (\$300/3)	Jun 20 th – Jul 19 th	June 20 th	H0044, U1 and U2
6 (July rent)	\$1,780	Jul 1 st – Jul 31 st	July 1 st	H0044, U1 and U2
6 (July utilities)	\$100 (\$300/3)	Jul 20 th – Aug 19 th	July 20 th	H0044, U1 and U2

NOTES:

- Any claims submitted that are above the UPL will only pay *up to* the UPL.

- In the case that a Member's rent is above the UPL for HRSN Rent Assistance, it is allowable for the Member to contribute the difference.
- The table above outlines how 12 claims may be submitted (rent and utilities submitted as separate claims); however, if preferred, the services may be bundled (rent and utilities) into one claim for each month (6 total claims). If using this method, please use the first day of the month for the date of service (the same as rent, even if the service period for the utility/utilities does not overlap with the first of the month).

Rent and Utilities: Other Funding Support

Members receiving HRSN rental assistance may receive support for a portion of rent through other programs. HRSN Housing Services may be braided or sequenced with funding from other local, state, and federal programs. However, a Member may not receive duplicative services (i.e., receive the same service at the same time). If a Member is receiving a similar service with differences in amount or duration, then they can receive HRSN Services, subject to the non-HRSN program's requirements. Before authorizing HRSN Rent and Utility Costs for a Member who is already receiving some assistance through another program, the CCO and HRSN Service Providers should confirm it is allowable for the Member to receive additional support through HRSN to supplement any deficiencies in existing program support.

Note on HUD Rental Assistance: A member who is receiving assistance through any HUD funded program including Housing Choice Vouchers, similar HUD vouchers or any form of HUD Project Based support may receive HRSN rent and utility support only for the portion of the member's rent and utilities that are in arrears at the time of authorization. A member who is receiving support through any HUD funded program may not receive any future rent or utility support through HRSN Housing.

Rent and Utility Pricing: [Fee Schedule](#)

Example Scenario One: HRSN rent and utilities assistance after eviction prevention funding from another program

- Kai is renting a **three-bedroom** apartment in Deschutes County (Region B), utilities included. Kai receives an eviction notice.
- The UPL is \$3,960.00 per month (\$2,640 x 150%).
- The county provides eviction prevention support to Kai while they apply for HRSN rent assistance.
- Kai's rent is \$2,500 each month; eviction support from the county covered the past due rent and utilities arrears; however, Kai still needs assistance with their ongoing rent and utilities. HRSN may then pay Kai's rent for up to six months, as needed.
- Their CCO determines they are eligible for HRSN Rent and Utilities Support. The CCO authorizes and will pay Kai's forward rent and utilities for up to six months. The support Kai received from the county does not count toward the six months of HRSN Rent and Utilities Support.

- To bill, utilize bill code H0044 and modifiers **U1** (HRSN waiver program) and **U4** (3+ bedroom).
 - Enter the total amount for the month of claim(s).

Example Scenario Two: HRSN rent and utilities assistance to supplement gaps in existing program support

- Jacob is renting a **studio** apartment in Benton County (Region B) where the rent is \$1,200 a month, with no additional responsibility for utilities.
- The UPL is \$2,152.505 per month (\$1,435 x 150%).
- Jacob recently completed a court mandated residential Substance Use Disorder treatment program, and his move-in costs were supported through a Measure 110 grant.
- The M110 grant will provide a total of three months of gradually reduced rent assistance consisting of 100% assistance the first month, 80% the second month, and 60% the third.
- As a probation requirement Jacob must continue to participate in intensive outpatient treatment for the next six months, limiting his availability to become stably employed during that time.
- Jacob is aware that he does not have support to maintain his housing without additional assistance beginning in month two of his M110 funding.
- Jacob's CCO determines he is eligible for HRSN Rent and Utilities Support for up to six months, concurrent with his M110 funding.
- Jacob's M110 rental assistance impacts the level of rent support he is eligible to receive through HRSN for the first two months of his eligibility, he is not eligible for HRSN rent support during the month he is receiving 100% assistance through the M110 grant.
- To fill in the gaps in Jacob's M110 assistance the CCO authorizes and will pay 20% (\$240) of Jacob's rent during the first month of his HRSN eligibility, 40% (\$480) of his rent during his second month of HRSN eligibility, and 100% (\$1,200) of his rent during each of months three, four, five, and six.
- To bill, utilize bill code H0044 and modifiers **U1** (HRSN waiver program) and **U2** (0–1 bedroom)

Rent and Utilities: Separate Utility Bills

If rent and utilities are billed separately to different entities, the rent and utilities can be included in one claim or separated into two claims. However, the claims, either combined or separated, must not exceed the Max UPL for that month. See the date of service section on pages 14 – 17 for additional details.

Rent and Utility Pricing: [Fee Schedule](#)

Example Scenario:

- Jorge is renting a **two-bedroom** apartment in Marion County (Region C), but utilities are not included in rent and are paid separately. Jorge has been authorized for rent and utility assistance beginning March 1st, 2025.
- The upper payment limit (UPL) is \$2,317.50 per month (\$1,545 x 150%).
- Jorge's rent is \$1,500 on the first of each month.
- Jorge's electric bill is due on March 20th, covers the service period from February 15 - March 14, and is \$175.
- Jorge's water bill is due on March 15th and covers the service period from February 10 - March 9 and is \$100.
- To bill, utilize bill code H0044 and modifiers U1 and U2.
 - Enter total amount for month of claim.
 - The monthly claim will be one claim of \$1,775, or three claims of \$1,500, \$175, and \$100; either way the Rent and Utility amounts must not exceed Maximum UPL and will be paid in full.
 - Option 1: If submitting all bills as one claim of \$1,775, use a service date that is the first of the month to indicate the payment includes rent (with or without utilities). March 1st would be the appropriate date of service for this example.
 - Option 2: If submitting as three claims, use any date in the service period (as long as it's not the first or second) as the date of service for utilities, and the first day of the month for rent. For example:

Bill type	Amount	Service Period	Date of Service	Code and Modifiers
Rent	\$1,500	03/01-03/31/2025	3/1/25	H0044, U1 and U3
Electric	\$175	02/15 - 03/14/2025	Any date from 3/3-3/14	H0044, U1 and U3
Water	\$100	02/10-03/09/2025	Any date from 3/3 - 3/9	H0044, U1 and U3

Rent and Utilities: Arrears

Members may receive support for rent and utilities arrears. While HRSN Housing supports began on November 1st, 2024, OHA is allowing rent and utility arrears to be processed for up to six months before that date (no earlier than May 1, 2024) subject to the Member's eligibility and the 6 months' rent and utilities maximum. Please see the date of service table below for additional billing details.

Rent and Utility Pricing: [Fee Schedule](#)

Example Scenario:

- Katrina is renting a **three-bedroom** apartment in Gilliam County (Region D) and owes her landlord three months' rent in arrears for June, July, and August.

- The upper payment limit (UPL) is \$2,647.50 per month (\$1,765 x 150%).
- Katrina's rent is \$1,600 each month, which includes utilities.
- Katrina has qualified to receive three months' of HRSN rental arrears and will also need the next three months of rent payments covered through HRSN forward rental assistance. Katrina's CCO will begin paying forward rent starting September 14.
- To bill, utilize bill code H0044 and modifiers U1 and U4 and submit separate claims for each month of rent.
 - For the arrears, the August rent will be entered with date of service (DOS) as August 2, July rent with DOS July 2, and June rent with DOS as June 2. (Use of the second day of the month as the date of service was intentional to help OHA track rental arrears).
 - For forward rent, enter total amount for month of claim with DOS as September 1.
 - The monthly claim will be one claim of \$1,600; the Rent and Utility does not exceed Maximum UPL and will be paid in full.
 - Katrina may receive rent for October and November. Katrina may not receive HRSN rent payments for December as she will have met the six-month limit for this service.

Rent and Utilities: Multi-Household Dwellings

Multiple households (as defined by OAR 410-200-0015) may be residing in the same space, such as two households in a house and an ADU on the same property, an RV on another household's land. Or in cases of being "doubled-up" where two or more households are living in the same physical space (such as an apartment) due to financial constraints or economic hardship. In the scenario of a "doubled-up" household, a singular rent payment is often shared between the households. In this type of situation, it is important to know how much of the space is occupied by the HRSN-Authorized individual's household.

Rent and Utility Pricing: [Fee Schedule](#)

Example Scenario:

- Josie is renting a **four-bedroom** house in Malheur County (Region E) where the rent is \$1,400 a month, with no additional responsibility for utilities as part of their rent.
- The upper payment limit (UPL) is \$2,175.00 per month (\$1,450 x 150%).
- Josie's household lives in three of the bedrooms in the house, with a roommate living in the fourth bedroom.
- To calculate the amount of rent Josie's household is responsible for under HRSN, divide the overall rent costs by the total number of bedrooms in the shared unit. The multiply that by the number of bedrooms the authorized household is occupying.

- For example, $\$1,400/4 = \350 . $\$350 \times 3 = 1,050$.
- To bill, utilize bill code H0044 and modifiers U1 and U4.
 - Josie's household's rent is \$1,050. They still have \$1,125 for utilities not bundled in the rent before they hit the UPL.

Rent: HUD Housing Scenarios

See [Appendix A](#) for the Department of Housing and Urban Development scenarios for HRSN rent and utility financial assistance.

Section 4

Dates of Service for HRSN Services

General Guidance for Dates of Service on Encounter Claims

Wherever possible and available, use the following guidelines to submit date(s) of service according to the type of HRSN service delivered:

Outreach and Engagement and Tenancy Supports

- Use the date of service the organization actively interacted with the Member.
- Do not submit a range of dates within a single claim unless billable time is combined across multiple dates of service in order to create a billable unit. For more information on this specific use case, see [Additional Billing Guidance](#) in the next Section of this document.
- The rate(s) for Outreach and Engagement and Tenancy Supports increased from \$20/15min to \$26/15min on 11/1/2025. The rate submitted on claims for these services should reflect the rate that was effective on the date of service that the interaction with the Member took place.

Home Changes for Health During Extreme Weather (aka Home Changes for Health)

- For devices: Use the date that the device was delivered to the Member (i.e., the date that the Member confirmed having received the device, if this information is reasonably accessible). Alternatively, use either the date the device was ordered or the estimated delivery date.
- For device installation: Use the date of installation.
- For CCO variable administrative payments that are payable for qualifying devices: Use the date that the device was delivered to the Member
 - MMIS will only accept one encounter for variable admin per Member, per date of service
 - If a CCO has delivered multiple qualifying devices on the same date of service to a single Member there are two options.
 - Use the same date of service (as the qualifying devices) for the first encounter of variable admin; for each subsequent encounter for variable admin, add an additional day and report that as the date of service.
 - Use the same date of service (as the qualifying devices) for the first encounter of variable admin, and modifier 59 in the third position for subsequent encounters for variable admin for each additional device.

Housing

- For **forward** monthly rent assistance (i.e., rent assistance that is paid at the beginning of the month for the month ahead, inclusive of utilities bundled with

rent): use the **first** day of the month that the rent is for. If rent is required to be paid prior to the first of the month, it can be paid up to ten (10) days before the month for which rent is due and **can** be submitted with a date of service that reflects the date of the rent payment, so long as it is not more than ten (10) days prior to the first day of the month that the rent is for (e.g., rent is due February 1; DOS is the date of payment if paid during January 22 – January 31). If this billing flexibility is leveraged to submit claims for dates of service prior to the first of the month for a given Member, it would be advisable and expected that subsequent months' claims would similarly reflect the date of payment for rent; this helps OHA track the distinct months in which each Member received the benefit.

- For individual **forward** utilities that are **not** bundled with forward rent, a separate claim will be billed using a **different** date of service than the rent-and-bundled-utilities claim. To bill, use a date of service for the utility that is A) within the utilities service period; B) shares the same month of service as the rent claim that the utility is tied to; and C) is not the first or second of the month (which are reserved to indicate forward rent and rent arrears).
 - Alternatively, the **due date** of the utility bill can be used to determine the month of forward rental assistance in which the utility (not bundled with rent) should be attributed. To bill, use the utility payment due date as the date of service.
 - If the utility bill due date is used as the date of service for a particular utility, providers must continue to ensure that the combined rent and utility payments for the month do not exceed the UPL, that the Member's benefit for any one utility does not exceed the 6-month benefit cap, and that forward utility assistance does not exceed forward rental assistance.
 - Forward utilities that are not bundled with rent should be billed using a consistent date of service (e.g., the same day that the utility bill is due each month). The date of service methodology selected (bill due date *or* service period date) should *also* remain consistent throughout the duration of the Member's benefit.
- For **multiple** forward utilities that are **not** bundled with rent and have overlapping service periods: a single combined claim that totals the cost of multiple bills can be submitted in lieu of multiple claims, so long as the date of service on the claim is within the service period of each utility included on the combined claim *and* if the date of service meets criteria B) and C) above.
 - For example, A Member's July rent is paid with a service date of 7/1 and covers 7/1-7/31. The Member also has two standalone utilities for July: water, which has a service period of 7/13-8/12, and phone, which has a service period of 7/5-8/4. Both water and phone utilities could be submitted on a single claim with a date of service anywhere between 7/13-7/31, which are the days in July (the month of rent these utilities are attributable to) that these utilities' service periods overlap.
 - Multiple standalone utilities may be billed separately if preferred.
- For rent arrears (i.e., rent assistance paid for months in the past): Use the **second** day of the month that the rent is for. For scenarios where the Member was not enrolled in OHP during the time the arrears were accrued, please see the table on page 18 for additional date of service guidance.
 - This allows OHA to distinguish between rent arrears and forward rent payments

- For utilities arrears: Use the **first** day within the service period. This includes the **first** day of the month, if applicable, using the utilities arrears procedure code. Alternatively, the **due date** listed on the utility bill can be used as the date of service for billing purposes. For scenarios where the member was not enrolled in OHP during the time the arrears were accrued, please see the table on page 18 for additional date of service guidance.
 - Before authorizing HRSN rent and utility financial assistance, CCOs should confirm with the member (or HRSN Service Provider who is working with the member) whether they have any utility arrears to avoid challenges post-authorization.
- Rent and one or more standalone utilities for the same month can be submitted on one claim using the same date of service, provided that:
 - If forward rent is included on a claim, regardless of any utilities submitted on the same claim, the date of service must be the 1st of the month
 - If standalone utilities are submitted on a claim that includes forward rent, the utilities' date of service – either A) a single date in the utility service period date range, or B) the utility bill's due date – must also be the 1st of the month.
- If necessary, modifier 59 may be used in the third modifier place to indicate multiple claims on the same date of service if billing rent and utilities on the same day. This is intended as a last resort if our other billing guidance is unfeasible given system limitations.

November 1, 2025 Rent and Utility Updates

All authorizations for the rent and utilities benefit(s) that occur **on or after 11/1/2025** are subject to the [updated rates](#). Authorizations that occur **on or before 10/31/2025** will still refer to the fee schedule rates [effective 11/1/2024 – 10/31/2025](#).

For rent and utilities-related encounters submitted to OHA with dates of service on or after 11/1/2025, MMIS will refer to the revised Upper Payment Limits (UPL), reflected in the [updated fee schedule](#), in order to determine if the entire paid amount submitted on the encounter is reimbursable.

- If a Member was authorized for the rent and utilities benefit prior to 11/1/2025 **and**
- A. the Member resides in Region A, where the rates have decreased marginally,
 - B. the Member will receive the benefit with a date of service on or after 11/1/2025, **and**
 - C. the Member's rent and utilities costs are *above* the updated UPL (but at or below the current 11/1/24 effective rates),

payers may need to separate billable encounters into multiple claims in order to be reimbursed for the full amount of the benefit. Example further clarifying below:

- Member is authorized for rent and utilities supports, three bedrooms, Region A, on 7/1/2025.
- The authorized UPL (given region and bedroom size) for reimbursement is \$4,215 per month (per fee schedule effective 11/1/24)
- For dates of service (DOS) on or after 11/1/2025, MMIS/OHA will only reimburse encounters up to the revised UPL. In this instance, a UPL of \$4,110 for codes H0044-U1-U4; region A.

- The individual encounters with DOS between July-October 2025 can be billed up to the authorized amount of \$4,215.
- Encounters with DOS on or after November 2025 will only reimburse up to the new UPL of \$4,110. If the Member's benefit exceeds \$4,110, it would be required to submit more than one claim. For example, the first claim could reimburse up to \$4,110 and, if needed, a second claim up to \$105 for the amount of benefit the Member received. The second claim would need to use a different DOS, within the same month, and these two claims could not be more than the monthly UPL of \$4,215 the Member was authorized for.

Nutrition

- For Medically Tailored Meals, subsequent days can be submitted on the same claim, such as Monday the 1st – Friday the 5th. No gaps can exist when billed in a group, such as two weeks on a claim from Monday – Friday but omitting the Saturday and Sunday in between.
- The date of service can be billed based on order date or date of receipt.

Dates of Service Scenarios for Housing Services

The table below outlines dates of service scenarios for Members who **were enrolled in OHP and enrolled with their current health plan** during the time they accrued eligible HRSN Housing costs. Please see the scenarios for examples on how to determine DOS.

Please note that the scenarios below do not include reference to using the utility bill **due date** as the date of service, though it still is a valid approach. The scenarios below provide an introductory framework to billing for HRSN Housing services according to common examples; they are not intended to be prescriptive for all scenarios that service providers may encounter.

Note: If there are questions about how to bill for scenarios not captured below, please reach out to Mary Durrant at mary.durrant@oha.oregon.gov and Jessi Wilson at jessica.l.wilson@oha.oregon.gov.

Member is receiving HRSN and was enrolled in OHP with their current health plan during the time they accrued eligible HRSN housing costs	Guidance on DOS	Example of DOS for Encounter Claim
Forward rent assistance (utilities may or may not be included in rent payment) Procedure Codes: H0044 (monthly) OR H0043 (daily) + U1 modifier + bedroom modifier	Month: Month that the rent is for Day: First day of the month (even if it was paid within the prior ten days).	Rent is for December 2024 DOS is 12/1/24 on encounter claim, even if the claim was paid during 11/21 – 11/30.
Forward utility assistance that is not bundled with a rent payment Procedure Codes: H0044 (monthly) OR H0043 (daily) + U1 modifier + bedroom modifier	Month: Should be the same as the month of rent it corresponds to Day: Any day other than the first or second of the month (which are reserved for forward/arrears rent), or may submit with rent claim (see example)	<i>(Single utility not bundled with rent)</i> Utilities Bill is tied to forward rent in January; service period is 12/15/24 – 1/14/25 DOS is 1/5/25 on a separate encounter claim from the rent. DOS would be 1/1/25 if paid on the same encounter claim as the rent. <i>(Multiple utilities not bundled with rent, service periods overlap)</i>

		Utilities Bill #1 is for 12/15/24 – 1/14/25 Utilities Bill #2 is for 1/7/25 – 2/6/25 Both utilities are tied to forward rent in January. DOS is 1/7/25 on a separate encounter claim from the rent. DOS would be 1/1/25 if paid on the same encounter claim as the rent.
Forward utility assistance that is not bundled with rent payment, and is billed quarterly (or for multiple months) Procedure Code: H0044 (monthly) + U1 modifier + bedroom modifier	Month: Should be the same as the month of rent it corresponds to Day: Any day other than the first or second of the month (which are reserved for forward/arrears rent), or may submit with rent claim (see example)	Utilities Bill is for 12/15/24 – 3/14/25 DOS are 12/15/24, 1/15/25, and 2/15/25 The billed amounts are to be split into separate claims, one for each month that utilities were billed in the service period. If separate monthly amounts are unknown, calculate by using total cost divided by number of months. If unknown, calculate DOS by estimating the first date of the service period for each month in the quarter. Each DOS should reflect a different month and should be the same day of the month, if possible. Alternatively, multi-month bills can be divided by the number of months that the service period covers, and each month's worth of charges can be submitted on the same encounter claim with rent using the rent DOS.

Rent arrears assistance (utilities are bundled with rent) Procedure Codes: H0044 (monthly) OR H0043 (daily) + U1 modifier + bedroom modifier	Month: Month that the rent arrears is for Day: Second day of the month	Rent arrears for October 2024. DOS is 10/02/24 on encounter claim.
Utilities arrears assistance that is not bundled with rent payment Procedure Code: T2035 + U1 modifier	Month: First month within utilities service period Day: Any day during the first month of the service period Note: For utilities arrears, DOS can be on the first day of month, if applicable, because utilities arrears has its own procedure code.	Utilities Bill is for 10/13/24 – 11/12/24 DOS could be from 10/13/24-10/31/24 on encounter claim.
Utilities arrears for multiple months that is not bundled with rent payment Procedure Code: T2035 + U1 modifier	Month: First month within utilities service period Day: First day within utilities service period	Utilities Bill is for 8/04/24 – 11/03/24 DOS are 8/04/24, 9/04/24, and 10/04/24 Calculate monthly amount using total cost divided by number of months. Calculate DOS by estimating the first date of the service period for each month in the quarter. Each DOS should reflect a different month.

The following table outlines dates of services for members **who were not enrolled in OHP and/or not enrolled with their current health plan** during the time they accrued any eligible HRSN housing costs. Please see the scenarios for examples on how to determine DOS.

Member is receiving HRSN and was not enrolled in OHP and/or not enrolled with their current health plan during the time they accrued and eligible HRSN housing costs.	Guidance on DOS	Example of DOS for Encounter Claim
Rent arrears assistance (utilities are included in rent payment) Procedure Codes: H0044 (monthly) OR H0043 (daily) + U1 modifier + bedroom modifier	Month: Month that the Member receives service Day: Closest day after the first day of the month, and OHP enrollment effective date. If multiple arrears months, order DOS from most recent month to least recent month.	Member has rent arrears for September, October, and November 2024; Member enrolled in OHP/health plan November 11, 2024. DOS for rent accrued in November: 11/11/24 DOS for rent accrued in October: 11/12/24 DOS for rent accrued in September: 11/13/24
Utilities arrears assistance that is not bundled with rent payment Procedure Code: T2035 + U1 modifier	Month: Month that the Member receives service Day: First day OHP enrollment effective date and closest day that falls after the first day of the utilities billing period. If multiple utilities months, order from most recent month to least recent month.	Member is eligible for HRSN in Nov, needs utilities arrears for Sept/Oct DOS for utilities accrued in Oct: Nov. 1 DOS for utilities accrued in Sept: Nov. 2, etc.

HRSN Technical Submission Tip Sheet

Information on EDI loops, segments, and required claim elements:

Plan ID# - must be Plan member is enrolled in on date of service

Billing Provider ID# (must be CCO OR HRSN Provider Type)

- If Typical – 2010AA using NPI
- If Atypical – 2010BB, REF01 with G2 qualifier

Rendering Provider ID# (sent only if different than Billing Provider in Loop 2010)

- If Typical – 2310B using NPI (NM108/NM109)
- If Atypical – 2310B using Medicaid ID# (REF01/G2 Qualifier)

Diagnosis Code – must contain a valid diagnosis code – Loop 2300

CCO Paid Amount – Loop 2320 AMT

Detail Line including HRSN Procedure Code and Modifier, Date of Service, HCP and Allowed Amount – Loop 2400

Claim Adjustment Segment – Loop 2430 CAS

Section 5

Additional Billing Guidance

Nutrition

Pricing: [Fee Schedule](#)

When applicable certain services, such as Medically Tailored Meals Assessment, should be billed to Medicaid before HRSN if eligible.

- Traditional Medicaid providers do need to enroll as HRSN providers in order to provide and bill for HRSN services.
- No more than three meals/day, 21 meals/ week, or 93 meals/month may be billed
- Different services can be billed on a daily, weekly, or monthly basis, according to the fee schedule and service descriptions.
 - For Medically Tailored Meals, units not to exceed 3/day, 21/week, 93/ month. Billing can be based on order date or date of receipt.
- HRSN Nutrition-Related Supports should follow industry standard billing practices:
 - For example, to bill for one unit per the MTM Assessment service fee schedule (15 minutes), the industry standard usually is that at least 8 minutes was spent with the member on this service. Two units would require at least 23 minutes spent, and so on.
 - For example, to bill for one unit per the Nutrition Education fee schedule (30 minutes), the industry standard usually is that at least 16 minutes was spent with the member on this service. Two units would require at least 46 minutes spent, and so on.

Utilities

Pricing: [Fee Schedule](#)

Utilities Arrears and Utilities Set-Up

- Utilities Arrears and Utilities Set-Up covers standard utilities, including electricity, gas, water/sewer, and garbage, as well as phone and internet.
- Utilities Arrears **does not have additional modifiers** beyond the U1 modifier required for all HRSN services. It utilizes the same procedure code as Utilities Set up but **does not** require the bedroom size modifiers in order to differentiate between the two services. Even though a second modifier is not used when billing for Utilities Arrears, the CCO is responsible for ensuring the payment adheres to the upper payment limit for the region and number of bedrooms.

Pre-paid Utilities

- Pre-paid utilities, such as phone minutes or bulk orders of fuel (wood cords, propane, etc.), can be reimbursed similarly to billing for standalone utilities not bundled with rent. Documentation must be maintained that reflects the total payment amount, the months that the paid amount represents in expected usage, and how the bill was paid (all at once or split between months). These utilities may be reimbursed by:
 - Billing the pre-paid utility cost, in full, with a date of service that reflects either the purchase date of the utility or the forward rent month that the utility is attributable to, provided that the combined rent and utilities benefit does not exceed the UPL for that month.
 - For example, billing for 180 pre-paid cellular minutes in December; or
 - Splitting the utility cost into billable amounts that are attributable to the months that the utility is meant to cover.
 - For example, splitting a \$300 bill for propane between the three months (December, January, February) that the fuel is intended to be used in.
 - **Note:** If the Member loses eligibility for OHP before the entire amount of the pre-paid utilities have been claimed, claims cannot be submitted for dates of service where the Member is no longer eligible even if the full amount of the pre-paid utilities have yet to be reimbursed.
- If utilities are meant to cover multiple months but the entire amount was billed during the month in which the bill was provided, additional amounts for this utility type cannot be billed during the intended service period.
 - For example, if a Member receives 360 pre-paid cellular minutes for December, January, and February, additional minutes cannot be added during those months and billed for.

Storage Fees

Pricing: [Fee Schedule](#)

- Storage fee payments may be for up to six months, covering past due fees, future fees, or a combination, with the total not exceeding six months.
- A member must be receiving rent assistance to also receive the storage fees service during a given month.

Home Changes for Health

Pricing: [Fee Schedule](#)

For device installation, installation time can be...

- Up to 2 hours of drive/installation time for all installations within 35 miles of the nearest available vendor/contractor
- Up to 3 hours of drive/installation time for all installations greater than 35 miles from the nearest available vendor/contractor.

Outreach and Engagement and Tenancy Services

Pricing: [Fee Schedule](#)

Outreach & Engagement (T1017) and Tenancy Services (H2015) have a limit of 6 (six) hours billable time per member per day and 30 hours per year from the first date of the Member's first date of service for Outreach and Engagement. There is also a limit of no more than 3 (three) hours for travel time for each of these services per member per day, all travel time is included in the overall daily cap.

A Member can be served by more than one staff person within a single day, and all time spent will count towards a single claim. For example, if staff A spends 3 minutes calling the Member, leaving a voicemail, and documenting the outreach attempt, then later the Member calls back and speaks to staff B for five minutes. These 8 minutes on the same date would meet the minimum for one unit of billable time, since it's the same organization serving the Member.

7-Day Bundling option

Starting November 1st, 2025, billable time for either Outreach and Engagement or Tenancy Services can be added up across multiple dates of service to create a billable unit(s) if the following criteria are met:

- A service provider spends less than 8 minutes providing billable services to a single Member on one or more days in a single calendar week; AND
- The billable time occurs within a single calendar week (spanning Sunday to Saturday), not to exceed seven days; AND
- Combining billable time across multiple dates of service is strictly necessary, meaning a provider would not be compensated for their time but for this flexibility; AND
- The combined billable time totals at least 8 minutes (within seven days spanning Sunday to Saturday) for a single Member.

If the 8-minute threshold is met on a single date of service, then a claim should be submitted for that day only and not incorporated into a bundled date range. However, dates where the 8-minute threshold are met can be incorporated into a bundled date range if it is strictly necessary to ensure that billable time on other days in a given

calendar week (including dates of service where the 8-minute threshold was not met) can be counted on a billed claim.

This bundling is optional and should only be leveraged if a provider is bundling time across multiple dates of service that would not be billable on their own individual dates of service. A list of activities that can be billed under Outreach and Engagement and Tenancy Supports can be found in the tables of [OAR 410-120-2005](#).

Dates of Service – Examples:

When bundling time spent providing either O&E or Tenancy Supports across multiple dates of service, claims submitted to OHA should reflect the entire date range in which services occurred.

See the table below for several examples where an HRSN Service Provider may justifiably bundle time across multiple dates of service:

Example	Service Description	Billing Guidance
A	HRSN Service Provider conducts 4 minutes of O&E with Member A on Tuesday, November 4, 2025. The same provider engages in 7 minutes of O&E with Member A on Thursday, November 6, 2025.	Submit one claim for O&E [Billing codes T1017-U1-UD], since the total interaction (11 minutes) meets the minimum threshold to bill the per-15-minute unit. First/from DOS = 11/04/2025 Last/to DOS = 11/06/2025
B	HRSN Service Provider conducts 4 minutes of Tenancy Supports with Member B on Monday, November 3, 2025. The same provider engages in 32 minutes of Tenancy Supports with Member B on Wednesday, November 5. The same provider engages in 7 minutes of Tenancy Supports with Member B on Friday, November 7, 2025.	Submit one claim for Tenancy Supports [Billing codes H2015-U1-UA]. Time spent providing services to Member B in calendar week 11/2-11/8 totals 43 minutes. Thus, the claim will reflect three (3), per-15-minute units. First/from DOS = 11/03/2025 Last/to DOS = 11/07/2025
C	HRSN Service Provider conducts 49 minutes of O&E with Member C on Tuesday, November 4, 2025. The same provider engages in 37 minutes of O&E with Member C on Wednesday, November 5.	Submit two claims for O&E [Billing codes T1017-U1-UD]. First claim: Tuesday, single DOS Three (3) units of O&E (49 minutes total) First/from DOS: 11/04/2025 Last/to DOS: 11/04/2025

	The same provider engages in 5 minutes of O&E with Member C on Friday, November 7.	Second claim: Spans Wednesday—Friday. Three (3) units of O&E (37+5 minutes = 42 minutes total, meets the 38-minute threshold to bill 3 units) First/from date of service = 11/05/2025 Last/to date of service = 11/07/2025
D	HRSN Service Provider conducts 4 minutes of O&E with Member D on Tuesday, November 4, 2025.	Submit two claims for O&E [Billing codes T1017-U1-UD]. First claim: Spans Tuesday—Wednesday. Three (3) units of O&E (4+34 minutes = 38 minutes, which is the threshold for billing 3 units) First/from date of service = 11/04/2025 Last/to date of service = 11/05/2025
	The same provider engages in 34 minutes of O&E with Member D on Wednesday, November 5.	
	The same provider engages in 10 minutes of O&E with Member D on Friday, November 7, 2025.	Second claim: Friday, single DOS One (1) unit of O&E (10 minutes) First/from date of service = 11/07/2025 Last/to date of service = 11/07/2025

See also the following examples where bundling time across multiple dates of service would not be permitted:

E	HRSN Service Provider conducts 50 minutes of O&E with Member E on Tuesday, November 4, 2025.	Submit two claims for O&E [Billing codes T1017-U1-UD], one for each date that service occurs.
	The same provider engages in 33 minutes of O&E with Member E on Wednesday, November 5.	Billable time on each date of service meets the minimum threshold for a billable unit, so these dates of service should <u>not</u> be billed as a date range. Even though bundling the time would result in greater reimbursement to the provider, it is not permitted in this instance.
F	HRSN Service Provider conducts 10 minutes of Tenancy Supports with Member F on Tuesday, November 4, 2025.	Submit two claims for Tenancy Supports [Billing codes H2015-U1-UA], one for each date that service occurs.

	The same provider engages in 9 minutes of Tenancy Supports with Member F on Wednesday, November 5.	Billable time on each date of service meets the minimum threshold for a billable unit, so these dates of service should <u>not</u> be billed as a date range. Moreover, it would be disadvantageous to providers to bundle time in this instance, as the bundled time would only represent one (1) billable unit.
G	HRSN Service Provider conducts 6 minutes of <u>O&E</u> with Member G on Monday, November 10. The same provider conducts 4 minutes of <u>Tenancy Supports</u> with Member G on Friday, November 14.	Unfortunately, billable time cannot be combined across these two services.

CCO Variable Admin

Pricing: [Fee Schedule](#)

HRSN Service Providers should not use the Procedure code 99499 to cover administrative costs associated with providing housing services on claims to CCO. The CCO Variable Admin code 99499 is only billable by CCOs, CCOs must submit a claim to receive the variable admin. Housing Supports CCO Variable Admin is payable associated with claims for each of the following:

- 1) the first month of rent and utility costs paid per member, whether forward or arrears (H0044),
 - 2) the first instance of medically necessary home accessibility modifications per member (S5165-U1-UB), and
 - 3) the first instance of medically necessary home remediations per member (S5165- U1-U9). Home Changes for Health CCO Variable Admin can be claimed once per eligible device, per member, per 36 months.
- The exception to the U1 modifier being first is for code 99499 for CCO Variable Admin – Housing Services. Claims for CCO Variable Admin for Housing Services should be submitted with U9 as the primary modifier, and U1 as the secondary modifier.

NOTES:

- If a claim that substantiated a CCO Variable Admin claim was ultimately voided, the admin claim must also be voided by the CCO. Variable administrative fees are only valid for clean claims and must also be voided when the claim that qualifies this payment is voided.

- CCOs receive HRSN-related administrative payments via fixed, PMPM payments as part of monthly capitation rates, as well as variable administrative payments for select HRSN services. Together, the fixed and variable payments generally compensate CCOs for a reasonable level of administrative costs to meet the CCO's responsibilities.

The variable admin listed on the fee schedule is not for providers to include on claims to CCOs. **HRSN Service Providers can bill for their time working on a member's behalf through HRSN Outreach and Engagement and Housing Tenancy Services.** The costs of providing these services should be covered by the fee schedule rates. If HRSN Service Providers have concerns with the adequacy of these rates, OHA asks that CCOs help pass that feedback along, detailing their concerns.

- Outreach and Engagement: Providers should provide this service and use this procedure code (T1017) when working with or on behalf of an OHP member that is presumed eligible for HRSN Outreach and Engagement Services. Presumed eligible means the member told the provider, or the provider knows from experience with the member, that the member is in an HRSN Covered Population, has a qualifying health condition (clinical risk factor), and needs HRSN Outreach and Engagement Services to improve their health and wellbeing. HRSN Outreach and Engagement can be billed when supporting a member with other HRSN or non-HRSN services.
 - For the use of Outreach and Engagement services for homeowners, please refer to guidance document 4(a)iii. Home Modifications and Remediations which provides insight on this. There is not a distinction between homeowners and renters for O&E.
- Tenancy Services: Providers should provide this service and use this procedure code (H2015) when supporting individuals or households, or both individuals and households, to achieve their stability goals. This service can only be used to support Housing services only, and must be authorized with HRSN rent and utilities, or as a standalone service for an eligible member.

Modifier 59 – Duplicate Dates of Service

Pricing: [Fee Schedule](#)

Modifier 59 can only be submitted as a third modifier code for the following services:

- CCO Variable Admin for Home Changes for Health
 - 99499 with modifiers U1 and NU (not applicable for Housing Variable Admin)
- Rent and Utility Costs (Monthly, forward)
 - H0044 with any modifier combination.

- Please see the [Dates of Service](#) section – subsection **Housing** – for specific guidance around using this modifier.

MMIS will not successfully pay HRSN claims if modifier 59 is used in any other instance not expressly named in this Billing Guide.

Resources

[CCO Contract Forms Page](#)

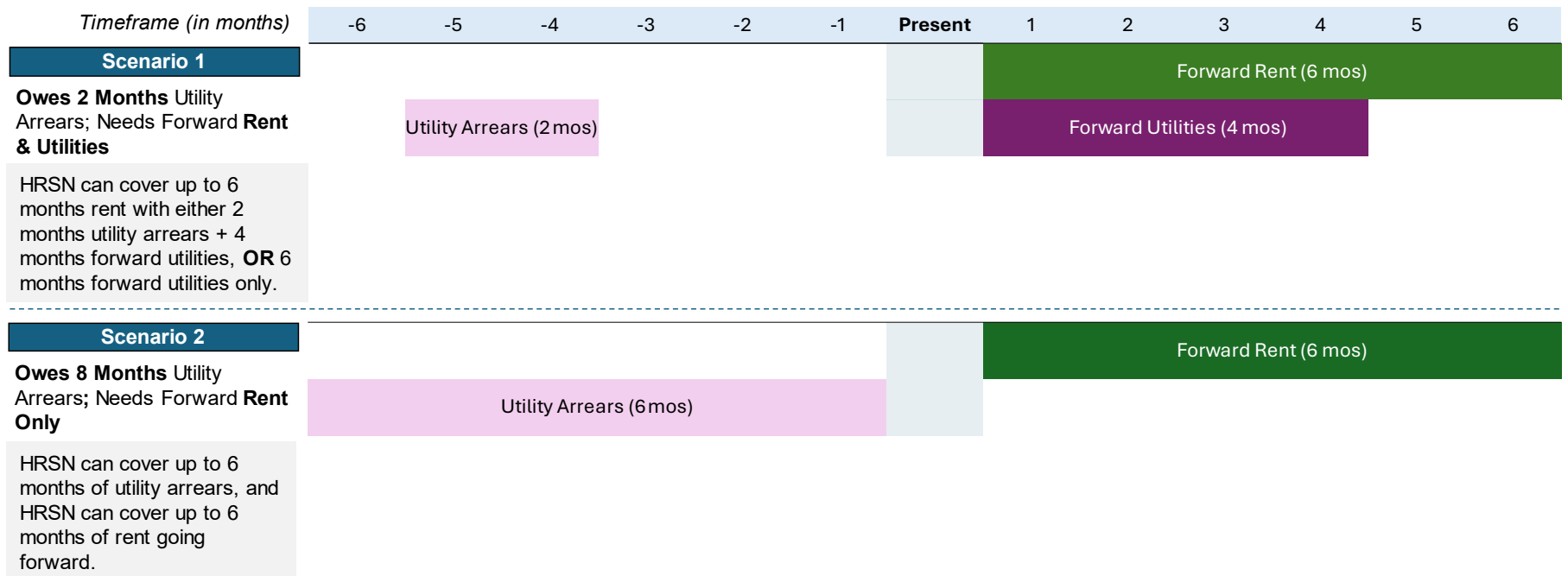
This resource includes several HRSN resources, including the:

- HRSN FAQ
- CCO HRSN Guidance Document
- HRSN Fee Schedules

[HRSN Service Provider Page](#)

Appendix A

HRSN Housing Supports: Rent and Utility Timeline Examples



Arrears payments must have a date of service on or after May 1, 2024)

Utility Arrears Forward Utilities Forward Rent

Examples based on Appendix H of the CCO Guidance (Nov 2024).

HRSN Rent and Utility Financial Assistance and HUD Funding Scenarios

- Prospective or forward rent and utility costs cannot be paid by HRSN as this is considered duplicative.
- This includes HUD voucher programs and project-based programs.
- Rental arrears and utility arrears (if also receiving rental arrears) can be paid by HRSN.
- HRSN services do not count as income for determining eligibility for HUD rental assistance programs.

Scenario 1: Member requests HRSN while on HUD waitlist

Example: Emmeline has fallen behind on their rent while on a waitlist for a HUD voucher

- Emmeline submits an application for HRSN rent and utility assistance.
- While waiting for authorization on their HRSN rent and utility assistance, Emmeline receives HUD Section 8 top of list letter

How HRSN can help Emmeline:

- CCO can refer Emmeline to an HRSN O&E Provider to support Emmeline with her section 8 appointments and inspection.
- Once HUD begins paying rent, the CCO can authorize payment for rent and utility arrears.
- Emmeline can be authorized to receive up to 18 months of tenancy services to support their housing stability.

Scenario 2: HRSN Eligible Member with HUD Voucher Requests HRSN

Example: Esther is a child in a household that receives HUD Section 8 Housing Voucher rental assistance.

- Esther was recently hospitalized, resulting in her parent losing income and falling behind on their portion of rent and utility payments (30% of total rent).
- Esther's parent requests HRSN rent and utility assistance to help maintain their housing stability.

How HRSN can help Esther:

- Esther's parent can request HRSN rent and utility assistance for the household to pay for the Member portion of the rent and utility **arrears** to maintain their housing stability.
- Esther's parent can be authorized to receive tenancy services for up to 18 months to help maintain housing stability for Esther.

Scenario 3: HUD Excluded HRSN Eligible Member Requests HRSN

Example: Patrick is an HRSN-Eligible Member that lives in a 4-bedroom house with 4 other people.

- The other people living in the house are receiving section 8 vouchers; however, Patrick is not eligible for an HUD voucher.
- Total rent for the house is \$2,000; Patrick's portion of the rent is \$400.
- Patrick requests HRSN rent and utility assistance to help with his portion of the rent.

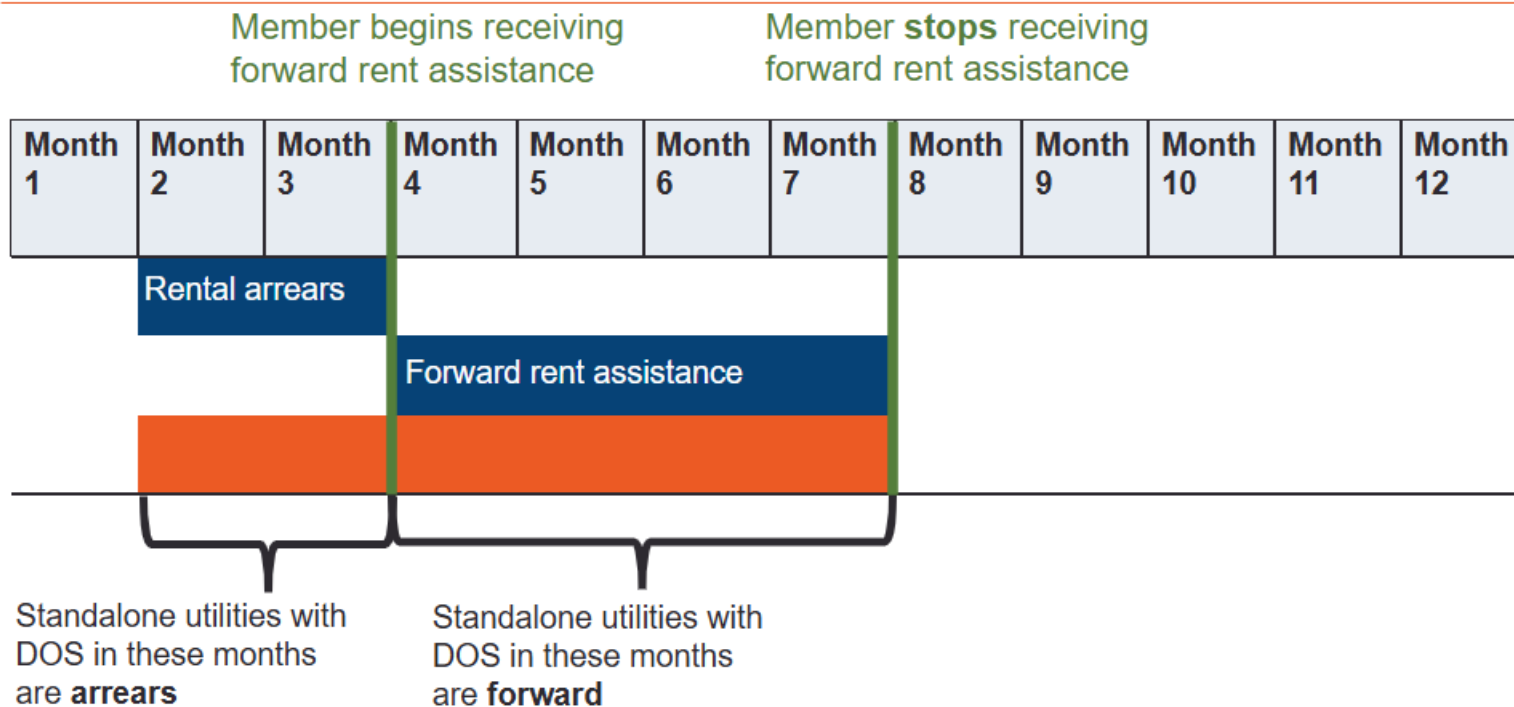
How HRSN can help Patrick:

- The CCO can authorize Patrick for HRSN rent assistance up to the 1-bedroom UPL for Patrick's share of rent
- The CCO can pay up to 6 months of total rent and utility assistance, both forward and arrears (depending on Patrick's needs)
- Patrick can be authorized to receive tenancy services for up to 18 months to help him maintain housing stability

Appendix B

Below are some visual examples of utilities arrears vs forward utilities

Example Timeline: Forward versus Arrears



Example Timeline: Forward versus Arrears

