

Oregon Health Plan Health-Related Social Needs Housing Benefits: Housing Provider Frequently Asked Questions (FAQs)

This document contains information about Oregon Health Plan's (OHP) new Health-Related Social Needs (HRSN) housing benefits. It aims to answer questions we've heard from community-based organizations that provide housing services.

OHP's new HRSN program is described in [Oregon Administrative Rules](#) (OAR). You can reference the following OARs for more information about the HRSN program:

- OAR 410-120-0000: Acronyms and Definitions
- OAR 410-120-2000: HRSN Service Delivery
- OAR 410-120-2005: HRSN Service Eligibility; Identifying HRSN Eligible Members; HRSN Outreach and Engagement Services
- OAR 410-120-2010: HRSN Service Requests
- OAR 410-120-2015: HRSN Eligibility Screening
- OAR 410-120-2020: Authorization of HRSN Services; Referral to HRSN Service Providers
- OAR 410-120-2025: HRSN Person-Centered Service Plan (PCSP)
- OAR 410-120-2030: HRSN Provider Qualifications
- OAR 410-141-3510: Provider Contracting and Credentialing
- OAR 410-141-3515: Network Adequacy
- OAR 410-141-3820: Covered Services

In particular, OAR 410-120-2005 (HRSN Service Eligibility; Identifying HRSN Eligible Members; HRSN Outreach and Engagement Services) provides an in-depth description of:

- Table 2: Housing Clinical Risk Factors as a component of HRSN housing eligibility
- Table 4: Detailed service descriptions for each HRSN Housing benefit, including limitations, duration, eligibility criteria, required documentation, and more.
- Table 5: Housing Eligibility Criteria for each housing benefit
- Table 8: Outreach and Engagement service description, including limitations, duration, required documentation, and more.
- Table 9: Outreach and Engagement Eligibility Criteria

This document is intended to supplement the OARs and existing resources to help HRSN Housing providers successfully implement the housing benefit for OHP members. For more information, visit the [HRSN Provider website](#) or the [HRSN Housing web page](#).

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Overview

The Oregon Health Plan (OHP) is Oregon's medical assistance program. It provides health care coverage for people from all walks of life. This includes working families, children, pregnant adults, single adults and seniors. Individuals enrolled with OHP are referred to as members.

OHP is administered by either a Coordinated Care Organization (CCO) or Open Card. A CCO is a network of all types of health care providers (physical health care, behavioral health care, etc.) who have agreed to work together in their local communities to serve people who receive health care coverage under the Oregon Health Plan (Medicaid). There are 16 CCOs in Oregon, and all are regionally based, meaning that they cover a specific region (see a map [here](#)). Approximately 90% of members are enrolled with a CCO. OHA also offers a statewide option, called Open Card (or Fee-for-Service) that serves 10% of members.

Health-related social need (HRSN) benefits

As of 2024, OHP offers members health-related social needs (HRSN) benefits. Health-related social needs are basic needs that affect a person's health. HRSN benefits help Members who qualify with these basic needs:

- Housing
- Nutrition
- Staying healthy in a weather or climate condition
- Help getting other benefits

HRSN Housing benefits

Starting November 1, 2024, OHP members can apply for HRSN Housing benefits. This section provides an overview of the goal of the HRSN Housing benefits, what the benefits are, who qualifies, how to apply, and how long it takes.

What is the goal of the HRSN Housing benefit?

HRSN Housing benefits aim to support health and well-being by preventing homelessness, sustaining current housing, and supporting tenancy during times of housing insecurity.

What are the HRSN Housing benefits?

- Help paying rent for up to 6 months. This includes late payments.
- Tenancy support (help getting resources and services for renters). Things like:
 - Speaking with the person or company you're renting from (landlord)
 - Understanding leases
 - Referrals to other services
- Help paying for utilities like gas, electric, and water. This includes:
 - Utility set-up
 - Utility bills and late payments for up to 6 months.
- Up to 6 months of storage fees.
- Home changes for health and safety. Benefits include:
 - Getting rid of pests
 - Deep cleaning
 - Adding grab bars, ramps or drawer pulls
 - Installing washable curtains or synthetic window blinds to help with allergies
 - Hotel stays if needed while work on the home change is being done

Who qualifies?

The [Housing Benefits Eligibility Guide](#) answers many questions about who qualifies for HRSN Housing benefits. Note that eligibility is different for each HRSN Housing benefit.

See OAR 410-120-2005 for all eligibility criteria and documentation requirements, and the [Eligibility and Documentation section](#) of this document for more details.

How does someone apply?

OHP members can apply for HRSN benefits in many ways. They can apply online by using the [HRSN Request Form](#), receive support from a healthcare provider or trusted organization, talk directly to their CCO or Open Card health plan, or work with an HRSN Service Provider (such as a housing provider) to fill out the application.

Housing providers can support new or existing clients to apply for HRSN benefits. To get paid for this support, housing providers must enroll as an HRSN Outreach & Engagement provider with the member's CCO or Open Card.

[How do housing providers get in touch with a CCO or the Open Card program about HRSN for a member?](#)

See the [CCO web page](#), which provides contact information and the HRSN web page for each CCO.

For Open Card, housing providers can speak with a care coordinator at 888-834-4304 or email ORHRSN@Acentra.com.

If housing providers are unsure who to call, they can reach OHP Client Services at 1-800-273-0557 or email Ask.OHP@odhsoha.oregon.gov.

[How long does it take for HRSN benefits to be authorized?](#)

The request for HRSN benefits may take up to two weeks to be reviewed, and more time if additional paperwork is needed. If approved, services must be delivered within four weeks, or as quickly as the OHP member's circumstance requires. Approvals are based on eligibility and other required documentation.

Eligibility and documentation

The [Housing Benefits Eligibility Guide](#) answers many questions about who qualifies for HRSN Housing. Additionally, OAR 410-120-2005 outlines the eligibility and documentation requirements for each HRSN Housing benefit. This section further clarifies key terms and addresses common questions about eligibility and documentation.

[What is the definition of a household?](#)

The same definition of "household" that is used for OHP eligibility is used for the HRSN Housing benefit. In most cases, a household includes a member's spouse, children, and anyone else they list on a tax return (if filing taxes). A household is not based on the physical space where a family resides. For example, a household may live with another household in the same physical space, such as an Accessory Dwelling Units (ADUs) or an RV on another household's land, or in the cases of being "doubled-up"

where two or more households are living in the same physical space due to financial constraints or economic hardship. Household size is obtained through self-attestation.

See the [HUD 2024 qualifying income limits for at-risk of homelessness guidance document](#) for how to calculate the number of people in a Member's household. For the full definition of household, see "Family Size" in OAR 410-200-0015.

[What is a "doubled-up" household? Could those living in doubled-up situations be eligible for the HRSN Housing benefit?](#)

A "doubled-up" household refers to situations where there are two or more households (described in the question above) are living together due to financial constraints or economic hardship. Each doubled-up household can independently qualify for HRSN rent assistance, even if they are living in the same physical space.

[Does a member already need to be currently housed to be eligible for HRSN Housing Benefits?](#)

Yes, a member must currently be housed to be eligible for The HRSN Housing benefit. One of the goals of the HRSN Housing benefit is to prevent someone from becoming homeless by helping them stay in their current home. The member or parent/guardian must provide a lease, an [HRSN Verification of Landlord/Tenant Relationship and Rent Owed form](#), or a written agreement signed by the member or parent/guardian and the landlord.

If providing a written agreement, it must include:

- Member's name
- Rental property address
- Landlord's name (name where rent is sent)
- Landlord's address, phone number, email
- Note if landlord is the property owner or property manager
- Member's move-in date
- Expiration of tenancy (if any)
- Monthly rent payment
- Rent past due (if any)

- Any utilities included in the rent payment
- Printed name and signature of member or parent/representative with date verifying the information presented is true and accurate to the best of the member or parent/representative's knowledge
- Printed name and signature of landlord with date verifying that the information presented is true and accurate to the best of the landlord's knowledge

[What is the definition of At-Risk of Homelessness?](#)

OHA follows the Housing and Urban Development (HUD) definition of At-Risk of Homelessness. At-Risk of Homelessness means a member who: a) has an income that is 30% or less than the area median income (AMI) where the individual resides, according to the most recent HUD data; and b) lacks sufficient resources or support networks to prevent homelessness; and c) meets any HRSN Housing and Nutrition Clinical Risk factor.

See the [HUD 2024 qualifying income limits for at-risk of homelessness guidance document](#) for the 30% AMI thresholds for counties and cities in Oregon, or the [HUD website](#). See the [Housing Benefits Eligibility Guide](#) for additional eligibility information.

[How is household income calculated? What are the acceptable forms of documentation for income eligibility and service authorization?](#)

See the [At-Risk of Homelessness Income Verification and Documentation Guide](#) guidance on calculating income, household size, AMI thresholds, and documentation requirements.

Income should reflect the gross income for all adults in the household. If the qualifying household member is a minor living alone, then the income should reflect the gross income of the minor.

Please refer to OAR 410-120-2005 for detailed information on eligibility and service authorization documentation for each housing benefit.

[How are the income requirements for the At-Risk of Homeless definition different than OHP income requirements?](#)

To meet the At-Risk of Homelessness definition, a household must have an annual income below 30% of the AMI, as defined by the HUD. This income requirement is

different than the income limits to qualify for OHP, which means members will not automatically qualify for the HRSN Housing benefit if they are an OHP Member.

Are The HRSN Housing benefits available to Members who are homeowners?

HRSN rent assistance, utility, tenancy support, and storage fee assistance are currently only available to members who are renters. The benefit does not cover assistance to help members pay for their mortgage. However, HRSN home modifications and remediation services are available to qualifying homeowners.

What type of documentation is needed to show someone is living in a doubled-up situation? Does a member need to have a written lease?

If a member is living with another household due to financial constraints or economic hardship, and they are not the primary leaseholder (often referred to as a “doubled up” housing situation), the member must provide an [HRSN Verification of Landlord/Tenant Relationship and Rent Owed form](#), or a written agreement signed by the member, the primary leaseholder and the landlord.

If providing a written agreement, it must include:

- Member’s name
- Rental property address
- Landlord’s name (name where rent is sent)
- Landlord’s address, phone number, email
- Note if landlord is the property owner or property manager
- Member’s move-in date
- Expiration of tenancy (if any)
- Monthly rent payment
- Rent past due (if any)
- Any utilities included in the rent payment
- Printed name and signature of member with date verifying the information presented is true and accurate to the best of the member’s knowledge
- Printed name and signature of landlord with date verifying that the information presented is true and accurate to the best of the landlord’s knowledge

Who is eligible for HRSN home modifications and remediations? Is the HRSN home modifications and remediations benefit only available to renters?

The HRSN home modification and remediation benefit is available to both renters and owners. See [Housing Benefits Eligibility Guide](#). Members are eligible for HRSN home modifications and remediations if they have an HRSN health condition, the home modification and remediation service would prevent, treat or improve the condition, and if they belong to one or more of the following HRSN covered populations, which are further defined in OAR 410-120-0000:

- Leaving incarceration (jail, detention, etc.)
- Leaving a mental health or substance use recovery facility
- In the Oregon child welfare system (foster care) now or in the past
- Going from Medicaid only benefits to qualifying for Medicaid plus Medicare
- Have a household income that's 30% or less of the average yearly income where you live AND lack resources or support to prevent homelessness
- Starting in 2025, young adults with special health care needs will also qualify.

What kind of documentation is needed before the HRSN home modification or remediation benefit can be authorized and provided?

In addition to eligibility documentation outlined in OAR 410-120-2005, HRSN home modification or remediation requires a scope of work of the proposed home modification or remediation service. The scope of work a) needs to be agreed upon by the member, the landlord (if member is renting), the vendor, and the HRSN Service Provider, and b) will most likely require an in-person visit to the member's home to assess the specifications of the modification/remediation and ensure the proposed service meets the member's health condition. If the proposed home modification or remediation requires a permit, the proposal must follow local codes. If the member is a renter, the landlord must provide written consent to the service, which will also serve as verification that the individual lives at the residence. This documentation must be provided to the health plan (CCO or Open Card) before the member can be approved for the service.

It takes time to support a member to apply for HRSN Housing, including gathering required documents. Can HRSN Service Providers get paid for this time?

Yes. To be paid for the time supporting members who are presumed eligible for HRSN Benefits—including HRSN Housing—a service provider must enroll in Medicaid and have a contract with a CCO and/or Open Card as an HRSN Outreach & Engagement (O&E) provider. HRSN service providers can bill O&E to support members who are presumed eligible for HRSN benefits to gather documentation required for service authorization. This could include work to negotiate with a landlord to get leases, written agreements or approvals for HRSN home modifications/remediation. HRSN Housing service providers can start billing HRSN tenancy services for eligible members after that service is authorized.

About the benefits

What services are included in housing benefit?

The HRSN Housing benefit includes:

- Help with [rent payments](#)
- [Tenant support](#) (helping getting resources and services for renters)
- Help with [utility](#) set up and payments
- Storage fees
- [Home changes for health and safety](#)
- Hotel stays during work on home changes (if needed)

See the OAR 410-120-2005 for service descriptions for each benefit. Service descriptions specify the activities that are covered, limitations, frequency, and provider qualifications for each benefit.

How much will OHA pay for the HRSN Housing benefits?

See the HRSN Housing Fee Schedule on the [HRSN Providers webpage](#).

Rent Assistance

What if there are multiple members in the household who are eligible for HRSN rent assistance? Can all members of the household receive the maximum 6 months of rent assistance?

HRSN rent assistance is available once per household over the course of the [1115 OHP Demonstration Waiver](#) (through September 30, 2027), which is the federal authority that allows the Oregon Health Authority to administer these benefits. The same HRSN service vendor (e.g. landlord, utilities companies, storage unit companies) should not receive duplicative payments for the same services during the same time period, obtained by different eligible members of the same household. If more than one household is residing in the same physical space, each household is eligible for HRSN rent assistance once.

Are first and last month's rent calculated in the total 6 months of rent assistance?

Yes; the first/ last month's rent are included in the total six months maximum of rent assistance.

If a member's actual rent exceeds the rent cap for HRSN, can HRSN be combined or sequenced with other funding?

HRSN Housing benefit may be braided or sequenced with funding from other local, state, and federal programs, if those sources allow. For example, a member may receive imminent eviction prevention support from a local or state program, and then receive the HRSN rent assistance services to further build the member's ability to retain housing. In the case that a member's rent is higher than the HRSN rent cap in the [HRSN Fee Schedule](#), members may pay the difference.

What are the different housing types that are allowed for the HRSN rent assistance benefit?

HRSN rent assistance can cover rent for members who reside in the following:

- Apartment units, single room occupancy units, single or multifamily homes
- Mobile home communities
- Accessory dwelling units (ADUs)
- Co-housing communities

- Middle housing types (e.g. duplex, triplex)
- Trailers, manufactured homes, or RV lots (including leases for land)
- Permanent supportive housing
- Or other housing with a lease or written agreement

This could include Oxford Houses or similar living situations if there is a lease or written agreement.

Are there any restrictions on covering rent/utilities for housing that has sobriety requirements?

No; there are no restrictions on covering rent/utilities for housing that has sobriety requirements.

Are there any housing inspection requirements to receive HRSN Housing Benefits?

No, there are no housing inspection requirements currently because this benefit is to support members to stay in their current housing.

Can a landlord refuse a rent payment from the HRSN?

Source of income is a protected class in Oregon. This means it is unlawful for a landlord to refuse to rent to tenants based on source of income, including Section 8 or other federal rent subsidy payments. For more information or to report potential housing discrimination, visit the [Fair Housing Council of Oregon](#).

Can rent payments go directly to the member?

No; OHA cannot render payments directly to members. Rent payments will typically go directly to the landlord or property management.

Is HRSN rent assistance subject to rent reasonableness analysis?

No; HRSN Housing service providers do not need to do a rent reasonableness analysis. Rent and utility amounts should not exceed the upper payment limits (UPL) listed in the fee schedule.

A member has an eviction notice. What do they do?

Members who have an eviction notice in hand can start the HRSN service authorization process. However, HRSN rent assistance may take 2-6 weeks to be

authorized and delivered, which may not be fast enough to meet the member's need. Members are strongly encouraged to talk to an HRSN Housing service provider who can help refer the member to other resources. HRSN rent assistance may be more suitable for follow up assistance should the member need additional months of rent assistance to stabilize.

[When should a member expect to get rent paid if the service is authorized?](#)

HRSN rent assistance may take 2-6 weeks to be authorized and delivered.

Utility Assistance

[What if a member only needs support with utility assistance?](#)

Unfortunately, HRSN can only offer HRSN utilities assistance alongside HRSN rent assistance at this time. Utility assistance is not a standalone benefit.

Tenancy Supports

[What are HRSN tenancy services? How are they different than the HRSN Outreach and Engagement Service?](#)

HRSN Outreach & Engagement Services identify and support members who are presumed eligible for HRSN to apply for HRSN benefits. HRSN tenancy services are case management services provided to members to achieve and maintain their housing stability goals.

HRSN Outreach & Engagement can also be used to coordinate the delivery of HRSN home modifications or remediation services, if the member is not eligible for HRSN tenancy services.

See [guidance](#) on the HRSN tenancy service benefit and the HRSN Outreach and Engagement Service.

[Do HRSN tenancy services include pre-tenancy supports?](#)

Only members who are currently housed are eligible for HRSN tenancy services (see the [Housing Benefits Eligibility Guide](#) for eligibility requirements). However, HRSN tenancy services includes many activities that may be considered pre-tenancy supports, such as support filling out housing applications for people who need it. For example, a member may qualify for HRSN tenancy services because they are

currently housed and use HRSN tenancy services to apply for more affordable housing. See OAR 410-120-2005 (see the HRSN tenancy service description table) for a complete list of HRSN tenancy service activities.

Are members required to engage in HRSN tenancy services to be eligible for other HRSN Housing benefits?

Members may choose not to engage with HRSN tenancy services and are not required to participate in HRSN tenancy services to be eligible for other HRSN Housing benefits. However, HRSN tenancy service will be authorized alongside any other HRSN Housing benefit, in case the member changes their mind and decides to engage in HRSN tenancy services.

Furthermore, the HRSN tenancy services is the code that HRSN Housing service providers can use to bill for the time needed to coordinate and assure the delivery of other HRSN Housing benefits, and the time needed to engage with the CCO or Open Card care coordination team. Accordingly, HRSN tenancy services are authorized alongside all other HRSN Housing benefits to enable HRSN Housing service providers to be paid for their work.

Can HRSN tenancy services be authorized as a standalone benefit?

Yes; HRSN tenancy services can be provided to eligible members as a standalone benefit.

Are there caseload limits?

No; HRSN Housing service providers do not have specified caseload limits for HRSN tenancy services.

Home Modifications and Remediations

What types of home modifications and remediations are covered under HRSN?

HRSN Home Modifications include ramps, grab bars and drawer pulls. HRSN Home Remediations include pest control, installation of synthetic or washable blinds for allergy prevention, and chore services, or heavy-duty cleaning.

Is mold remediation included in HRSN home remediations?

No, HRSN home remediation does not include mold removal. If the member is a renter, this is often the responsibility of the landlord. It is possible to use HRSN

tenancy services for eligible members to discuss the issue with the landlord or refer to legal assistance.

What are the HRSN vendor qualifications to complete home modifications and remediations?

HRSN vendors must be state licensed perform home modification and/or remediation services, as appropriate. HRSN service providers may also use designated staff in-house with the appropriate state-licensing to perform home modification and remediation services, in lieu of procuring an external vendor.

What is the landlord's responsibility to take care of a reasonable accommodation to complete a home modification or remediation?

Home Modifications: There are some cases that a landlord's property receives federal funds, like tax credit housing or public housing; in that case, the landlord most likely needs to pay for reasonable modifications (a physical change to a unit because of a tenant's disability). In other types of housing, the tenant may be responsible to pay for these modifications, in which case HRSN home modification can cover the cost if the member meets all eligibility criteria. Members who are unsure if their landlord is responsible for the reasonable modification, can talk to their landlord directly or the [Fair Housing Council of Oregon](#).

Home Remediation: The Oregon Residential Landlord and Tenant Act requires that a rental unit be in a habitable condition at all times during the tenancy ([ORS 90.320](#)). A landlord must maintain the rental units and common areas free of fire hazards, litter, rodents, or pests. A landlord must pay for pest control in the common areas (for example, a laundry room, a lobby, or a storage area). Members must pay for pest control in the home unless they can prove they were not responsible for the pests, or that the pests were there when they moved in. Members may use HRSN home remediation to assist with costs that are the member's responsibility. If a member believes the landlord is responsible and not willing to address the situation, then it is recommended they consult with Oregon Law Center or other legal services.

HRSN Housing providers can provide and bill for HRSN Outreach & Engagement Services (prior to service authorization) or HRSN tenancy services (after service authorization for eligible members) to support members to understand landlord obligations and negotiate with landlords accordingly. In some cases, HRSN Housing providers may want to refer members to legal services (which are not covered under HRSN).

Move in Costs

Do HRSN Housing benefits include move in costs, such as application fees and deposits?

HRSN Housing benefits currently do not pay for any move in costs. HRSN Housing benefits are only to support people to stay in their current homes and help prevent homelessness.

Data and Reporting

Will OHA require any data entry or reporting from Homeless Management Information System (HMIS)?

Currently, there is no HUD requirement for HMIS reporting. However, OHA recognizes HMIS is a crucial tool that enables Oregon communities to better track housing interventions and supports its use.

HRSN Service Provider Roles and Responsibilities

How can organizations enroll to become HRSN service providers?

HRSN service providers must meet certain qualifications. Please refer to OAR 410-120-2030 for a full list of HRSN service provider qualifications.

HRSN service providers must enroll with Medicaid. There are two ways to enroll – with a CCO or with OHA’s Open Card program. OHA recommends enrolling with both. Enrolling with the CCO(s) that operate in an HRSN service provider’s area and with OHA’s Open Card program enables HRSN service providers to support all OHP members in their area. Organizations need to contact [their local CCO](#) to find out how to join their network and serve CCO members. Organizations can [join the Open Card network by enrolling with OHA directly](#).

Does an HRSN service provider have to provide all the HRSN Housing benefits to enroll?

HRSN service providers do not need to provide all the HRSN Housing benefits to enroll. For example, it is acceptable for a housing provider to enroll to provide HRSN tenancy services, but not HRSN home modifications.

Can a HRSN service providers enroll with a CCO that did not provide them with Community Capacity Building Funds (CCBF)?

Yes. An HRSN service provider can enroll with, and accept referrals from, multiple CCOs and/or Open Card. The CCBF provides grants to service providers so they can provide the HRSN services. For more information on the CCBF, visit the [web page](#).

Can providers enroll to provide more than one type of HRSN benefit (e.g. HRSN Housing and Climate)?

Yes. Providers are encouraged to enroll in as many HRSN service types as they think they will be able to provide. Providers are especially encouraged to enroll as HRSN Outreach & Engagement service providers alongside other HRSN benefits, to be able to provide support to members who are presumed eligible to apply for HRSN benefits.

Can an HRSN Housing provider put caps on referrals or prioritize referrals?

When the CCO or Open Card refers a member to an HRSN Housing service provider, the HRSN Housing service providers can decline. It is then the responsibility of the CCO or Open Card's to continue working on the referral until they find placement for that person.

Fee Schedule

HRSN Housing service providers can get paid for the HRSN Housing benefit they provide to OHP members by sending a bill to the CCO or Open Card program. HRSN service providers can only bill the CCO or Open Card program if they are enrolled with and have a contract with that CCO or the Open Card program. The HRSN Housing fee schedule lists procedure codes and Upper Payment Limit (UPL) amounts for each code. The fee schedule is subject to change.

Where can I find the fee schedule for HRSN Housing benefits?

The HRSN Housing fee schedule is on the [HRSN Service Provider webpage](#).

Will the HRSN Housing benefits cover the costs associated with the time required to coordinate delivery of HRSN Housing benefit or liaise with the Member's OHP Care Team?

Yes. HRSN Housing service providers can use the HRSN tenancy services to bill for the time required to coordinate and assure the delivery of other HRSN Housing

benefits, and the time needed to engage with the CCO or Open Card Care Coordination Team. For members who are not eligible for HRSN tenancy services, HRSN service providers can bill HRSN Outreach & Engagement for time spent coordinating the delivery of the HRSN housing benefits.

[Can HRSN service providers get paid for the time spent supporting a member to apply for HRSN benefits?](#)

Yes, if the member is presumed eligible. To be paid for the time supporting members who are presumed eligible for HRSN Benefits—including HRSN Housing—a service provider must enroll in Medicaid as an HRSN O&E provider. HRSN service providers can bill O&E to support members who are presumed eligible for HRSN benefits to gather documentation required for service authorization. This could include work to negotiate with a landlord to get leases written agreements or approvals for home modifications/remediation. HRSN Housing service providers can start billing HRSN tenancy services for eligible members after that service is authorized. See [guidance](#) on the HRSN tenancy service benefit and the HRSN Outreach and Engagement Service.

For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact 503-945-5488 (all relay calls accepted or feedback@odhsoha.oregon.gov)