



# Accessing Oregon Health Plan Health-Related Social Needs (HRSN) Benefits

**A Guide to Help Providers  
Prepare to Serve  
Oregon Health Plan Members**

Last Updated: May 2025



# How to Use This Document

This guide is an interactive training tool to help providers prepare to support Oregon Health Plan members with Health-Related Social Needs benefits.

This tool:

- Includes “journey maps” with steps that illustrate what members can expect to experience, actions to take, and resources to use.
- Is written from the perspective of members—this is an invitation for users to consider things from their viewpoint.
- Contains text or graphics with the following symbol that are **clickable**.



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# What are Health-Related Social Needs Benefits?

## New benefits to stay healthy!

Some Oregon Health Plan (OHP) members may qualify for these benefits. They can help OHP members stay healthy at home during extreme weather, get and keep a place to live, and eat healthy.



**Home health benefits** are devices to keep people healthy in their homes during extreme weather. They include air conditioners, heaters, and air filters to provide clean air and healthy temperatures, mini fridges to keep medication cold, and portable power supplies to operate mini fridges and medical devices like ventilators during a power outage.



**Housing benefits** help people stay housed. They include help with rent payments, tenancy support (help members get resources and services), help with utility set up and payments, storage fees, home changes for safety, and hotel stays during work on home changes (if needed).



**Nutrition benefits** help people with nutrition-related health needs eat to stay healthy. They include help to get medically-tailored meals and education to help people have a healthy diet on a budget.



**Outreach and engagement benefits** help people learn about other programs and services, apply for benefits, organize paperwork, and find help in their language.

[Learn if I am eligible and start the request form](#) 

# What is the Oregon Health Plan?

The [Oregon Health Plan \(OHP\)](#) provides free health care coverage to one out of three people in Oregon. People can apply for OHP at any time. People with OHP receive health care services through either [OHP Open Card](#) or a [Coordinated Care Organization](#) (CCO) with a network of health care providers who work together to provide comprehensive care to members.

## Find out if I am already an OHP member or may qualify

If I am not sure if I am an OHP member, I can call OHP Client Services Unit at 1-800-273-0557 to find out.

## If I am not an OHP member but may qualify

I can apply for OHP at any time:

- **Online:** Log on or create a ONE Online account at [benefits.oregon.gov](https://benefits.oregon.gov).
- **By phone:** Call ONE Customer Service at 1-800-699-9075, Monday through Friday from 7 a.m. to 6 p.m., Pacific Time.
  - All relay calls accepted.
  - If you need an interpreter for your call, start by calling a toll-free language line.
  - 16 language lines are available.
- **In person or by phone** at a local office: Visit or call the Oregon Department of Human Services or Area Agency on Aging (AAA) Type B office near you for help. Interpretation is available. [Find your local office](#).
- **With free help from a community partner:** [Find a community partner near you](#).

For more information about applying for medical, food, cash or child care benefits, go to [benefits.oregon.gov](https://benefits.oregon.gov).

[Benefits.oregon.gov](https://benefits.oregon.gov) is also available in Spanish at <http://beneficios.oregon.gov/>.

# Who Can Help Me?

Different organizations and people play a role in ensuring eligible people can receive these new benefits, including:

## Care coordinators

Every CCO has a care coordinator to help OHP members find health providers, like doctors, counselors and dentists. OHA has care coordinators for OHP Open Card members. Care coordinators at each health plan can help members apply for HRSN benefits.

## Community connectors

Community connectors are people and organizations that help people in their community find benefits. Connectors at your local Oregon Department of Human Services (also known as ODHS) office can help OHP members apply for benefits. You can also visit a trusted community-based organization or your primary care provider. [Find local help](#).

## Service providers and vendors

Service providers and vendors deliver or provide [home changes for health, housing, nutrition, and outreach and engagement benefits](#) to qualified OHP members. These might include organizations that deliver heaters, air filters, portable power supplies, mini fridges, or install and deliver air conditioners; vendors that deliver medically-tailored meals; or case managers that help people find or keep housing.



# Step 1: Get started

Click each step to learn more.



START  
HERE

Learn about  
options and get  
started

2

Complete the  
screening  
process

3

Get decision  
from  
health plan

4

Get HRSN  
benefits

5

Use my HRSN  
benefits and  
get help when  
needed

## Learn about Health-Related Social Needs (HRSN) benefits

- Visit [OHA's HRSN webpage](#) to learn more about these new benefits.
- Ask my care coordinator from my health plan, primary care provider or local community organization for more information.

## Start the process for requesting HRSN benefits

I can get started using any of these options:

- Start the screening process with my care coordinator from my health plan and fill out the HRSN Request Form. This form asks for my contact information, services I need and information to check if I qualify.
  - If I have a CCO, I can call my CCO or use my CCO's request form.
  - If I have Open Card, I can complete a specific HRSN Request Form for [home health](#), [housing](#), and [nutrition](#) benefits. Forms are available in multiple languages.
  - If I don't know, I can call the OHP Client Services Unit at 1-800-273-0557 to find out if I have a CCO or Open Card.
- Work with my primary care provider, a community organization or someone I trust to fill out and send a request form to my health plan.

Continue to Step 2 



## Helpful Tip

Need mail service? You can use any address where you can receive mail. This could be with a friend, family member or a trusted organization. You may be able to get a free P.O. Box by going to a U.S. Post Office and letting them know you are houseless: [faq.usps.com/s/article/Is-there-mail-service-for-the-homeless](https://faq.usps.com/s/article/Is-there-mail-service-for-the-homeless)

# Step 2: Complete screening

Click each step to learn more.



1

Learn about options and get started



Complete the screening process

3

Get decision from health plan



4

Get HRSN benefits



5

Use my HRSN benefits and get help when needed



## Complete screening process with my health plan

My care coordinator from my health plan helps me complete my screening to find out which [HRSN benefits](#) I qualify for.

I will answer questions to help my care coordinator check if I qualify and what my needs are. I should share additional needs or urgent issues, like if I need help installing home health devices or got an eviction notice.

## Share more information if needed

I may need to provide documents or more information to help people from my health plan decide if I qualify. I can work with someone from a community organization to help me gather documents.

If I want to, I can [fill out a form](#) letting my health plan share my personal information with my provider. If I don't want my health plan to share this information on my behalf, I will need to give this information directly to my provider.

My care coordinator from my health plan will work with me to make a plan to meet my health needs. This person can also connect me to other benefits.

Continue to Step 3



## Helpful Tip

Sharing documents or information that show I am eligible for HRSN benefits can help my health plan quickly check my eligibility.



# Step 3: Get decision

Click each step to learn more.



1

Learn about options and get started



2

Complete the screening process



Get decision from health plan

4

Get HRSN benefits



5

Use my HRSN benefits and get help when needed



## Get decision from my health plan

I should learn whether I qualify for the benefits I requested and what to do next from someone from my health plan within 28 days of sending my forms and completing my screening for HRSN benefits. However, it might take longer depending on provider availability.

If I qualify, someone from my health plan will contact me to let me know and refer me to an HRSN provider to help me get what I need.

If I haven't already, I should share additional needs or urgent issues, like if I need help installing home health devices or got an eviction notice.

## Ask for an appeal or hearing if needed

If I don't qualify, my health plan will send me a letter by mail.

If I think my health plan made a mistake, I can [ask for an appeal](#). My service provider or an [OHP ombudsperson](#) can help me with this.

I can ask my health plan to check if I am eligible for similar benefits through other programs.

Continue to Step 4



## Helpful Tip

My health plan may contact me in different ways if they need more information to complete my screening and will always send me letters by mail if they deny my benefits. I should [check and update my mailing address, phone number, email, or other information](#).

# Step 4: Get home health benefits

Click each step to learn more.



1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN benefits

5

Use my HRSN benefits and get help when needed



## Get help with:



Home Health



Housing



Nutrition

### Get home health device(s)

Depending on my needs and approved benefits, my home health provider will reach out to me when my device is ready. I can confirm my address so I can get my device where I live. If needed, I can get help installing my device. It may take up to four weeks to get my device.

Note: If I qualify for a mini fridge, I may also qualify for a portable power device to keep my medication cold during a power outage.

### Confirm I have my home health device

My health plan will contact me by phone or the best way to reach me to make sure I got my device and everything works.

Learn More About Home Health Benefits

Continue to Step 5



### Helpful Tip

I have the right to install air conditioners where I live. If this is the home health benefit I am receiving, I can [communicate my rights](#) with my landlord when needed.

# Step 4: Get housing benefits

Click each step to learn more.



1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN benefits

5

Use my HRSN benefits and get help when needed



## Get help with:

Home Health

Housing

Nutrition

## Get housing benefits

Depending on my needs and approved benefits, my housing provider can help with:

- **Rent payments:** Paying my rent, including late payments, for a total of up to six months of payments. Payments are made directly to the person or company I rent from.
- **Utilities set up and payments:** Paying for my utilities (like gas, electric and water), including utility set-up costs, monthly utility costs and late payments for a total of up to six months of payments. Payments are made directly to the utility companies.
- **Storage fees:** Paying for up to six months of storage fees.
- **Tenancy support:** Speaking with the person (landlord) or company I rent from, helping me understand my lease, referring me to other services like healthcare or legal support, applying for disability or social security, or other case management services.
- **Home changes for safety:** Getting rid of pests, heavy duty cleaning, putting up washable curtains for allergies, adding grip bars and ramps, or changing door and cabinet handles.

## Confirm I have my housing benefits

My health plan will contact me by phone or the best way to reach me to make sure I got the help I needed.

[Learn More About Housing Benefits](#)

[Continue to Step 5](#)



## Helpful Tip

If I am getting financial help, my HRSN provider may need documents to make the payment, like my lease agreement or a copy of my utility bill. Having these documents ready will speed up the process.

# Step 4: Get nutrition benefits

Click each step to learn more.



1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN benefits

5

Use my HRSN benefits and get help when needed



## Get help with:

☐ Home Health

☐ Housing

☒ Nutrition

### Get nutrition benefits

Depending on my needs and approved benefits, my nutrition provider can:

- Give me **information** to help me make healthy food choices.
- Create a **nutrition care plan** to support my long-term medical needs.
- Prepare and deliver **medically-tailored meals** that can help with my health needs.

### Confirm I have my nutrition benefits

My health plan will contact me by phone or the best way to reach me to make sure I got the help I needed.

Learn More About Nutrition Benefits

Continue to Step 5



### Helpful Tip

I can learn more from my health plan about other nutrition benefits like the [Supplemental Nutrition Assistance Program \(SNAP\)](#) and the [Women, Infants, and Children Nutrition Program \(WIC\)](#).

# Step 5: Use benefits

Click each step to learn more.

1

**Learn about options and get started**



2

**Complete the screening process**



3

**Get decision from health plan**



4

**Get HRSN benefits**



**Use my HRSN benefits and get help when needed**



## Use my benefits and get help when needed

I can contact my health plan if I need help or to check if I qualify for more benefits. This includes fixing or replacing home health devices.

If I am not happy with my HRSN provider(s), I can reach out to my health plan and request a change.

Someone from my health plan will check in with me at least every six months to understand if my benefits are meeting my needs or if I may need other benefits.

## Make or update a plan for my care

If I have not already, I can work with someone from my health plan to make a plan for my HRSN needs when it is convenient for me.

I can meet with someone from my health plan in person, by phone or by videoconference to review and update my plan any time I request it or if there is a change in my situation that affects my health. My health plan will contact me to update my plan at least every 12 months.



## Helpful Tip

Making a plan for my care can help me keep benefits I already qualify for and find others I may qualify for. I can do this as soon as I learn that I qualify for HRSN benefits.

# Helpful Links

## For more information:

### [HRSN Benefits Webpage](#)

Learn more about how Oregon is expanding Medicaid to cover more people and benefits.



### [Ways to Update Your Contact Information](#)

Learn how you can update your contact information so we can reach you with updates on your benefits.

### [Apply for Medical, Food, Cash, or Child Care Benefits](#)

Learn how to apply for other medical, food, cash or child care benefits.

### [Oregon Health Plan \(OHP\) Appeals and Hearings](#)

Learn more about the steps you need to take to request a hearing if you disagree with a decision about your benefits.

### [Tenants Have the Right to Install Portable Cooling Devices](#)

Eligible for home health devices? Use this document to show your landlord that you have legal rights to install portable cooling devices.