

# About OHP's HRSN outreach & engagement benefit

## Information about how to connect Oregon Health Plan members to HRSN benefits and other services

Some Oregon Health Plan (OHP) members may qualify for health-related social needs (HRSN) outreach & engagement benefits. Outreach & engagement (O&E) benefits help members:

- Learn about other programs and services
- Get help asking for HRSN benefits
- Organize paperwork
- Find help in their language

### What are HRSN benefits?

Health-related social needs are basic needs that affect a person's health. HRSN benefits are new services for OHP members who qualify.

HRSN benefits include:

- Help with housing
- Nutritious food to support wellness
- Equipment like air conditioners and air filters to stay healthy in extreme weather
- Outreach & engagement

## What are HRSN outreach & engagement benefits?

Outreach & engagement benefits help OHP members apply for and receive HRSN benefits as well as other social and healthcare services. O&E is intended to:

- Identify members who may qualify for HRSN benefits and help them apply
- Connect members to other supports like medical, peer, social, educational and legal services
- Be accessible, culturally specific and responsive

## Who provides OHP members with HRSN benefits?

HRSN service providers offer these benefits to OHP members. They're organizations or individuals that:

- Can help with housing, nutritious food to support wellness, equipment to stay healthy in extreme weather and outreach & engagement.
- Serve OHP members in a way that is culturally and linguistically appropriate, responsive and trauma informed.

## How to enroll as an HRSN service provider

Visit the HRSN service provider [web page](#). You can also find HRSN technical assistance trainings and materials on our HRSN service provider training [web page](#).

## HRSN service providers can be paid for outreach & engagement

HRSN service providers can get paid for offering O&E benefits to OHP members who qualify. They must be enrolled and in network with the Member's health plan to invoice for their time and be paid. Members' coordinated care organizations (CCOs) or Oregon Health Authority will pay for up to 30 hours of outreach and engagement per member every 12 months, with a maximum limit of 6 hours per day. HRSN service providers must record the date, time, duration, description of the services and outcome to bill for these services.

Outreach & engagement activities include:

- Reaching out to members who may qualify for HRSN benefits
- Verifying their OHP enrollment

- Helping members stay enrolled in OHP
- Verifying presumed eligibility for HRSN benefits
- Sending HRSN requests to members' health plans
- Helping members gather paperwork or identification and meet other requirements
- Helping members get and keep entitlements and benefits like TANF, WIC, SNAP and other federal and state programs
- Helping members get access to showers, laundry, shelter and food
- Connecting members to other services like helping them find programs that fit their needs

## Who qualifies for HRSN O&E benefits?

To qualify, OHP members must:

- Be currently enrolled in OHP
- Need O&E benefits
- Be part of an HRSN qualifying group (or covered population):
  - 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
  - People at risk of becoming homeless
  - People who are homeless
  - Young Adult with Special Healthcare Needs (YSHCN)
- Have a qualifying health condition (also called HRSN clinical risk factor):
  - Complex physical health condition
  - Complex behavioral health condition
  - Developmental or intellectual disability
  - Difficulty with self-care and daily activities

- Experiencing abuse or neglect
- 65 or older
- Under age 6
- Pregnant or gave birth in the past 12 months
- Repeated use of emergency room or crisis services

Members can self-attest to this information. Or HRSN outreach & engagement service providers can presume eligibility based on existing information about the member. This means if the HRSN service provider is helping an OHP member and the provider knows they are part of a qualifying group (or covered population) and believes they have a clinical risk factor (or vice versa) and the member needs O&E support, the HRSN service provider can provide services.

## Stay informed

Visit the HRSN service provider [web page](#) to find:

- Information on how to enroll as an HRSN service provider
- Helpful forms
- Other resources

## Questions?

Email us at [HRSN.program@oha.oregon.gov](mailto:HRSN.program@oha.oregon.gov).

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