



Providing Oregon Health Plan Health-Related Social Needs (HRSN) Benefits

A Guide to Help Oregon HRSN Benefits Providers

Last Updated: May 2025



How to Use This Document

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

This tool:

- Includes “journey maps” with steps that illustrate what providers can expect to experience, actions to take, and resources to use.
- Is written from the perspective of providers—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.

[Help OHP members start the request form](#) 

Who is Involved?

Different organizations and people play a role in helping eligible people get these new benefits, including:

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.

People eligible for Health-Related Social Needs (HRSN) benefits

Eligible people are current and future Oregon Health Plan (OHP) members. They must meet specific requirements for eligibility. [Learn more](#).

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. [Learn more about working with OHP members](#).

Community connectors

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



Working with Oregon Health Plan Members

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.

Coordinated Care Organizations (CCOs)

Around 93 percent of all OHP members are in a CCO. CCOs are local health plans. The CCO helps with the member's health care needs, including referring members to benefits and paying providers the cost of care. If you are interested in becoming an HRSN Service Provider for CCOs, you can [visit pages 15-21](#) to learn more or [contact the CCOs in the areas you serve](#).

OHP Open Card

OHP Open Card members are the seven percent of OHP members not enrolled in a CCO. Many OHP Open Card members have Medicaid and other health coverage (such as employer coverage or Medicare). As an OHP Open Card provider, you can serve members statewide. If you are interested in becoming an HRSN Service Provider for OHP Open Card, [visit pages 8-14](#) to learn more.



Enrollment Tips

We recommend providers enroll with OHP Open Card as well as work directly with CCOs because:

- If a CCO knows you are already enrolled in OHP Open Card, it may speed up the process to enroll with the CCO.
- If you are enrolled in OHP Open Card and the CCOs in your area, you can serve all OHP members locally.
- Learn more about [who can become an HRSN provider](#).

Become an HRSN Service Provider

Your actions may vary depending on whether you serve OHP members enrolled in OHP Open Card, Coordinated Care Organizations (CCOs) or both. While not required, we encourage potential providers to serve both groups and recommend enrolling in OHP Open Card first to reduce paperwork when enrolling with CCOs later.

**I serve OHP
members
enrolled in Open
Card.**

**Click for Open
Card Provider
Steps**



**I serve OHP
members
enrolled in
CCOs.**

**Click for CCO
Provider
Steps**



**I don't know and
want to learn
more!**

**Learn about
CCOs and
Open Card**



IMPORTANT

You must be enrolled as an HRSN service provider and have completed the required written agreements to get paid for providing HRSN benefits. The Open Card and CCO Provider Steps outline the respective enrollment and billing processes.

CCOs decide which providers to include in their networks. Please contact the CCO(s) in your area to learn about enrolling.

Step 1: Open Card Provider

Click on each step to learn more.



**Enroll as an HRSN
Service Provider
for OHP Open Card**

2

**Provide HRSN
benefits**



3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Learn how to become an HRSN Service Provider and apply

I can find information and forms on the [Provider Enrollment webpage](#) and call OHA's Provider Enrollment Team at 800-336-6016, option 6 to ask questions.

I download the 3972, 3974 and 3975 fillable forms and submit my application.

If approved, OHA will send a "welcome" letter. The letter will list my provider ID. It also has links to helpful information.

If my application is missing any information, OHA will contact me and tell me what I need to share.

Complete my claims agreement

After enrolling, I complete a [Trading Partner Agreement](#) with OHA to allow Ayin (OHA's contractor) to submit claims for me.

I fill out the main form and sections 1-3, 5 and complete and sign section 6 before sending to Ayin at ORHRSN@acentra.com.

Ayin will fill out the other sections and send the completed agreement to OHA. I can email questions to OHA.TPAgreements@odhsoha.oregon.gov.

Continue to Step 2



Provider Tip

I can refer to the [OHP Open Card Provider Enrollment Training materials](#) to quickly find and select the right HRSN provider type and specialty number(s).

Step 2: Open Card Provider

Click on each step to learn more.



1

**Enroll as an HRSN
Service Provider
for OHP Open Card**



**Provide HRSN
benefits**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an Oregon Health Plan provider for HRSN benefits.

Select each benefit to learn more.

● Outreach & Engagement

● Home Health

● Housing

● Nutrition

Once I am enrolled as an HRSN Service Provider, I can:

Help people keep or get other benefits

I can help OHP members with other activities listed in the [HRSN Outreach & Engagement Factsheet](#).

Encourage people to start the process

- I can reach out to OHP Open Card members who might be eligible for HRSN benefits to help them learn more.
- I can call OHA's Client Services Unit at 1-800-273-0557 or log on to the [MMIS Provider Portal](#) with members to check if they are enrolled in OHP Open Card or a CCO. If they are enrolled in a CCO that I am not enrolled with as a provider, I can help them [contact their CCO](#).

Fill out and send HRSN Request Forms to OHP Open Card

- I can help members fill out and email partial or complete [HRSN Request Forms](#) for [home health](#), [housing](#) and [nutrition](#) benefits to OHP Open Card at ORHRSN@acentra.com or fax to 833-551-2607. This will start the screening and approval process.
- I can also use my own intake form. It must include the member's name, contact information and the HRSN benefits they need. People can self-attest to the questions on the form.
- I can help members fill out the [Information Sharing Authorization Form](#), which gives OHA permission to share the member's information with HRSN Service Providers to deliver benefits.
- Some HRSN benefits require documentation before approval. I can help members get documents.
- I must document [these activities](#) and my time spent to send for payment later.

Step 2: Open Card Provider

Click on each step to learn more.



1

**Enroll as an HRSN
Service Provider
for OHP Open Card**



**Provide HRSN
benefits**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an Oregon Health Plan provider for HRSN benefits.

Select each benefit to learn more.

☐ **Outreach & Engagement**

☒ **Home Health**

☐ **Housing**

☐ **Nutrition**

Once I am enrolled as an HRSN Service Provider, I can:

Get referral for benefits from OHP Open Card

When OHP Open Card approves [home health benefits](#) for members, they will send referrals to me by phone, email or fax. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Note: If a member qualifies for a mini fridge, they may also qualify for a portable power device to keep their medication cold during a power outage.

Deliver approved benefits and notify OHP Open Card or designee

I contact people to deliver or coordinate delivery of approved devices within four weeks of getting a referral and notify OHA by phone, email or fax.

Help with repairs and replacements

- [If I ordered the device](#) for the member, I can help them get their device repaired or replaced through the manufacturer and/or their care coordination team if it's still under warranty.
- If applicable, I can answer basic questions and help people with proper care and use of their devices. People can get a new device every 36 months if it's no longer under warranty.
- If I ordered the device, I can review details and answer members' questions related to device restrictions, failures, warranties and the replacement process.

Step 2: Open Card Provider

Click on each step to learn more.



1

Enroll as an HRSN Service Provider for OHP Open Card



Provide HRSN benefits

3

Send bill for payment



4

Stay enrolled or disenroll



Serve as an Oregon Health Plan provider for HRSN benefits.

Select each benefit to learn more.

☐ Outreach & Engagement

☐ Home Health

☒ Housing

☐ Nutrition

Once I am enrolled as an HRSN Service Provider, I can:

Help my clients apply for HRSN benefits from OHP Open Card

I can help new and existing clients who are OHP Open Card members apply for [housing benefits](#) (visit the Outreach & Engagement section for more information).

Get referral for benefits from OHP Open Card

When OHP Open Card approves housing benefits for members, they will send referrals to me by phone, email or fax. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Provide approved housing benefits

I may arrange for payments on behalf of members. I can send payments to landlords, storage units, hotels or motels, and utility companies as quickly as their situations require and get reimbursed.

I may provide tenancy supports (case management services):

- I can help members understand their leases and communicate with landlords.
- I can refer them to services like healthcare, legal help, or applying for disability or social security.
- I can work with members to develop and carry out a housing retention plan.

I may work with members to make the homes they live in safer:

- Add ramps and grab bars to help people move around or change door and cabinet handles for better grip.
- Install washable curtains for allergies or arrange pest removal and heavy-duty cleaning services.

Coordinate with the Open Card Care Coordinator

I may give input and work with the Open Card Care Coordinator on the member's care plan. I can figure out if the member needs additional or new services and work to secure them.

Step 2: Open Card Provider

Click on each step to learn more.



1

**Enroll as an HRSN
Service Provider
for OHP Open Card**



**Provide HRSN
benefits**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an Oregon Health Plan provider for HRSN benefits.

Select each benefit to learn more.

☐ **Outreach & Engagement**

☐ **Home Health**

☐ **Housing**

☒ **Nutrition**

Once I am enrolled as an HRSN Service Provider, I can:

Get referral for benefits from OHP Open Card

When OHP Open Card approves [nutrition benefits](#) for members, they will send referrals to me by phone, email or fax. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Offer nutrition education to support healthy food choices

I may use research-based lesson plans to help members learn how to make healthy food choices. This includes teaching people how food and nutrition can help support their long-term health and wellbeing. It may also include showing individuals or groups how to prepare meals.

Assess, prepare and/or provide medically-tailored meals (this applies to certain providers and only if members qualify for medically-tailored meals)

- If I am a licensed dietitian, I may work with members to create a nutrition care plan. This may include helping them get meals that support their medical needs. If needed, I may reassess members' nutrition care and meal plans as needed.
- If I am qualified to provide medically-tailored meals, I may review nutrition recommendations from health professionals and prepare and deliver meals to where members live. I may provide up to three meals a day for up to seven days a week for up to six months.

Step 3: Open Card Provider

Click on each step to learn more.



1

Enroll as an HRSN
Service Provider
for OHP Open Card



2

Provide HRSN
benefits



Send bill for
payment

4

Stay enrolled
or disenroll



Send bill* and get payment

I send a bill to Ayin (OHA's contractor) by email, mail or the secure file transfer portal:

- If Ayin returns the bill, I can correct it and resend it to Ayin.
- I can use my [web portal](#) to send questions or concerns.
- I can reference the [fee schedule](#).
- I can expect payment within 21 days from the day Ayin receives my claim.

Continue to Step 4



Provider Tip

*Each OHP member that is eligible for HRSN Outreach and Engagement Services can receive up to 30 hours per year per health plan. Qualifying activities include contacting members and helping them fill out and send the HRSN Request Form. [Learn more about qualifying activities.](#)

Step 4: Open Card Provider

Click on each step to learn more.



1

**Enroll as an HRSN
Service Provider
for OHP Open Card**



2

**Provide HRSN
benefits**



3

**Send bill for
payment**



**Stay enrolled
or disenroll**

Stay enrolled as an Oregon Health Plan provider.

OHA will notify me by mail to check and update my information and validate my enrollment every five years:

- If I am a medical provider, I should fax copies of my license and certification every time I renew them to OHA's Provider Enrollment team at 503-947-1177.
- If I am not licensed or certified, I do not need to send anything.

Disenroll if desired

If I no longer want to provide HRSN benefits and wish to disenroll, I can send an email to Provider Enrollment at Provider.Enrollment@odhsoha.oregon.gov with a signed letter attached that states that I want to end my provider enrollment.

Return Home

Go to CCO Provider Steps

Visit Helpful Links



Provider Tip

As a provider, I can update my contact information by completing the [OHP 3972 form](#) and faxing it to OHA's Provider Enrollment team at 503-947-1177.

Step 1: CCO Provider

Click on each step to learn more.



**Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization**

2

**Provide HRSN
benefits**



3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Learn how to become an HRSN Service Provider for a Coordinated Care Organization (CCO) and apply

I can [contact the CCO\(s\) in my area](#) to learn how to apply. If approved, I can provide benefits to their members.

Note: Each CCO may have different enrollment expectations, processes and procedures.



IMPORTANT

You must be enrolled as an HRSN service provider and have completed the required written agreements with your CCO to get paid for providing HRSN benefits to CCO members. CCOs decide which providers to include in their networks. Please contact the CCO(s) in your area to learn about enrolling.

Continue to Step 2



Provider Tip

I should let the CCO know if I am already enrolled as an Oregon Health Plan (OHP) Provider and have a Medicaid ID number. This can speed up the process.

Step 2: CCO Provider

Click on each step to learn more.



1

Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization



Provide HRSN
benefits

3

Send bill for
payment



4

Stay enrolled
or disenroll



Serve as an HRSN provider for a CCO.

Select each benefit to learn more.

☒ Outreach & Engagement

☐ Home Health

☐ Housing

☐ Nutrition

Once I am enrolled as an HRSN Service Provider for a CCO, I can:

Encourage people to start the process

- I can reach out to OHP members who might be eligible for HRSN benefits to help them learn more.
- I can call OHA's Client Services Unit at 1-800-273-0557 with members to check if they are enrolled in OHP Open Card or a CCO. If they are enrolled in a CCO that I am not enrolled with as a provider, I can help them [contact their CCO](#).

Fill out and send HRSN Request Forms to the CCO

- I can help OHP CCO members fill out and email partial or complete HRSN Request Forms to their CCO. This will start the screening and approval process. Note: Each CCO may have its own form.
- I can also use my own intake form. It must include the member's name, contact information and the HRSN benefits they need. People can self-attest to the questions on the form.
- Some HRSN benefits require documentation before approval. I can help members get documents.
- I must document [these activities](#) and my time spent to send for payment later.

Help people keep or get other benefits

- I can help OHP members with other activities listed in the [HRSN Outreach & Engagement Factsheet](#).

Step 2: CCO Provider

Click on each step to learn more.



1

Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization



Provide HRSN
benefits

3

Send bill for
payment



4

Stay enrolled
or disenroll



Serve as an HRSN provider for a CCO.

Select each benefit to learn more.

☐ Outreach & Engagement

☒ Home Health

☐ Housing

☐ Nutrition

Once I am enrolled as an HRSN Service Provider for a CCO, I can:

Get referral for benefits from the CCO

When CCOs approve [home health benefits](#) for their members, they will send referrals to me. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Note: If a member qualifies for a mini fridge, they may also qualify for a portable power device to keep their medication cold during a power outage.

Deliver approved benefits and notify the CCO

I contact people to deliver or coordinate delivery of approved devices within four weeks of getting a referral and notify the CCO by phone, email, fax or their [community information exchange \(CIE\)](#). I can ask my CCO for information about their CIE.

Help with repairs and replacements

- [If I ordered the device](#) for the member, I can help them get their device repaired or replaced through the manufacturer and/or their care coordination team if it's still under warranty.
- If applicable, I can answer basic questions and help people with proper care and use of their device. People can get a new device every 36 months if it's no longer under warranty.
- If I ordered the device, I can review details and answer members' questions related to device restrictions, failures, warranties and the replacement process.

Step 2: CCO Provider

Click on each step to learn more.



1

**Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization**



**Provide HRSN
benefits**

3

**Send bill for
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4

**Stay enrolled
or disenroll**



Serve as an HRSN provider for a CCO.

Select each benefit to learn more.

☐ Outreach & Engagement

☐ Home Health

☒ Housing

☐ Nutrition

Once I am enrolled as an HRSN Service Provider for a CCO, I can:

Help my existing clients apply for HRSN benefits from the CCO

I can help new and existing clients who are CCO members apply for [housing benefits](#) (visit the Outreach & Engagement section for more information).

Get referral for benefits from the CCO

When CCOs approve housing benefits for their members, they will send referrals to me. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Provide approved housing benefits

CCOs or I may arrange for payments on behalf of members: We send payments to landlords, storage units, hotels or motels, and utility companies as quickly as their situations require and get reimbursed.

I may provide tenancy supports (case management services):

- I can help members understand their leases and communicate with landlords.
- I can refer them to services like healthcare, legal help, or applying for disability or social security.
- I can work with members to develop and carry out a housing retention plan.

I may work with members to make the homes they live in safer:

- Add ramps and grab bars to help people move around or change door and cabinet handles for better grip.
- Install washable curtains for allergies or arrange pest removal and heavy-duty cleaning services.

Coordinate with the CCO Care Coordinator

I may give input and work with the CCO Care Coordinator on the member's care plan. I can figure out if the member needs additional or new services and work to secure them.

Step 2: CCO Provider

Click on each step to learn more.



1

Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization



Provide HRSN
benefits

3

Send bill for
payment



4

Stay enrolled
or disenroll



Serve as an HRSN provider for a CCO.

Select each benefit to learn more.

☐ Outreach & Engagement

☐ Home Health

☐ Housing

☒ Nutrition

Once I am enrolled as an HRSN Service Provider for a CCO, I can:

Get referral for benefits from the CCO

When CCOs approve [nutrition benefits](#) for their members, they will send referrals to me. I let them know if I can or cannot take the referral. If I can, I reach out to the member to get started.

Offer nutrition education to support healthy food choices

I may use research-based lesson plans to help members learn how to make healthy food choices. This includes teaching people how food and nutrition can help support their long-term medical needs. It may also include showing individuals or groups how to prepare meals.

Assess, prepare and/or provide medically-tailored meals (this applies to certain providers and only if members qualify for medically-tailored meals)

- If I am a licensed dietitian, I may work with members to create a nutrition care plan. This may include helping them get meals that support their medical needs. If needed, I may reassess members' nutrition care and meal plans as needed.
- If I am qualified to provide medically-tailored meals, I may review nutrition recommendations from health professionals and prepare and deliver meals to where members live. I may provide up to three meals a day for up to seven days a week for up to six months.

Step 3: CCO Provider

Click on each step to learn more.



1

**Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization**



2

**Provide HRSN
benefits**



**Send bill for
payment**

4

**Stay enrolled
or disenroll**



Send bill* and get payment

- I send a bill to the CCO within 120 calendar days of delivering benefits or devices.
- I get payment within 30 days of sending my bill.
- If my bill is returned to me, I can correct and resend within the CCO's required timeframe.
- I can call the CCO with questions or concerns.
- I can learn more about the [fee schedule](#).

Continue to Step 4



Provider Tip

*Each OHP member that is eligible for HRSN Outreach and Engagement Services can receive up to 30 hours per year per health plan. Qualifying activities include contacting members and helping them fill out and send the HRSN Request Form. [Learn more about qualifying activities](#).

Step 4: CCO Provider

Click on each step to learn more.



1

Apply as an
HRSN Service
Provider for a
Coordinated Care
Organization



2

Provide HRSN
benefits



3

Send bill for
payment



Stay enrolled
or disenroll

Stay enrolled as an Oregon Health Plan provider for CCOs.

CCOs will notify me to check and update my information and validate my enrollment.

Disenroll if desired

If I no longer want to provide HRSN benefits and wish to disenroll, I can contact the CCO directly for help.

[Return Home](#)[Go to Open Card Provider Steps](#)[Visit Helpful Links](#)

Provider Tip

If I work with multiple CCOs, I may have to follow different processes to enroll, stay enrolled, or disenroll. [Contact each CCO](#) for help.

Helpful Links

For more information:

[General HRSN Benefits Webpage](#)

Learn more about how Oregon is expanding Medicaid to support people.



[HRSN Benefits Webpage for Providers](#)

Learn more about how to become an HRSN Service Provider of HRSN benefits and access provider resources, including benefit-specific fact sheets.

[MMIS Provider Portal](#)

Access the portal to enroll as a provider.

[OHP Provider Enrollment Webpage](#)

Learn more about how to enroll as a provider and access important resources and forms.

[HRSN Provider Training Webpage](#)

Access provider training materials and register for upcoming HRSN trainings.

[Accessing Oregon Health Plan Health-Related Social Needs \(HRSN\) Benefits: A Guide to Help Providers Prepare to Serve Oregon Health Plan Members](#)

Access information and resources to help people in Oregon understand how to apply for and get HRSN services.