



Providing Health-Related Social Needs (HRSN) Services

A Guide to Support Oregon HRSN Service Providers

Last Updated: February 28, 2024



Table of Contents

- 3 What are Health-Related Social Needs Services?
- 4 Who is Involved?
- 5 Working with Oregon Health Plan Members
- 6 Become an HRSN Service Provider



Navigation Tip

**Open Card
Provider**
Pages: 7 - 12

CCO Provider
Pages: 13 - 18

- 7 OHP Open Card - Provider Steps At A Glance
- 8 Step 1: Enroll as an Oregon Health Plan provider for HRSN services
- 9 Step 2: Get referral and provide HRSN services
- 11 Step 3: Send bill for payment
- 12 Step 4: Stay enrolled or disenroll

- 13 CCO - Provider Steps At A Glance
- 14 Step 1: Apply as an HRSN provider for a Coordinated Care Organization
- 15 Step 2: Get referral and provide HRSN services
- 17 Step 3: Send bill for payment
- 18 Step 4: Stay enrolled or disenroll

- 19 Helpful links

What are Health-Related Social Needs Services?

New services, new supports to stay healthy!

Some Oregon Health Plan (OHP) members may qualify for these services. They can help OHP members get through extreme weather events, get and keep a place to live, and afford quality food.



Climate supports (starting March 1, 2024) are devices to keep members healthy during extreme weather. They include air conditioners for heat risks, air filtration devices to protect against wildfire smoke, portable heaters, mini refrigeration units for medications, and portable power supplies to keep medical devices running during power outages.



Housing supports (starting November 1, 2024) help people get housing or stay housed. They include help with the cost of rent, utilities, and other bills, help keeping a place to live, and help communicating with landlords.



Nutrition supports (starting in 2025) help people with nutrition-related health conditions eat to stay healthy. They include help to buy food, including fruits, vegetables and medically-tailored meals, and education to help people have a healthy diet on a budget.



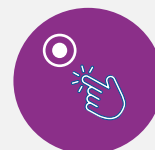
Outreach and engagement supports help people find the resources they need. These include HRSN services and other medical and nonmedical benefits.

How to use this document

This document includes information and resources to help providers in Oregon understand how to enroll and provide HRSN services to eligible OHP members.

Visit the "[Provider Steps at a Glance](#)" page to view the overall journey and click into each step.

Text or graphics that have the following symbol are **clickable**.



Who is Involved?

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



Service providers and vendors

Service providers and vendors deliver or provide climate, housing, and nutrition services to qualified OHP members. These might include organizations that deliver heaters, air filtration devices, Portable Power Supplies (PPS), mini refrigeration units, 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) services

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



Care coordinators

Care coordinators work directly with OHP members. They connect members to health providers, like doctors, counselors, and dentists. OHP members may think of care coordinators as “member services” for their health plan. All OHP members can get help from care coordinators. Each CCO has care coordinators for their members. OHA has care coordinators for OHP Open Card members. [Learn more about working with OHP members.](#)



Community connectors

Connectors are people and organizations that help people in their community find medical and nonmedical benefits—like these new climate, housing, and nutrition services as well as other peer, social, educational, and legal services. Some connectors help people fill out forms and connect with care coordinators. People can [find local help.](#)



Working with Oregon Health Plan Members

What is the Oregon Health Plan?

The [Oregon Health Plan \(OHP\)](#) is free health coverage. It is for people who live in Oregon and meet income and other criteria. OHP currently covers more than one out of four people in Oregon. People can apply for OHP at any time. An OHP member is either enrolled in a Coordinated Care Organization (CCO) or OHP Open Card to get their health care needs.

Coordinated Care Organizations (CCOs)

Around 90 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 services and paying providers the cost of care. If you are interested in becoming an HRSN provider for CCOs, you can [visit pages 13-18](#) to learn more or [contact the CCOs in the areas you serve](#).

OHP Open Card

OHP Open Card members are the 10 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 provider for OHP Open Card, [visit pages 7-12](#) 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.

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 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**



HRSN Provider Steps At A Glance

Click each step to learn more.



Open Card Provider Steps



Step 1

Enroll as an HRSN provider for OHP Open Card

Learn how to enroll as an Oregon Health Plan provider for HRSN services.



Step 2

Get referral and provide HRSN Services

Learn how to provide outreach and engagement, climate, nutrition, or housing services.



Step 3

Send bill for payment

Learn how to bill OHP Open Card for delivering HRSN services.



Step 4

Stay enrolled or disenroll

Learn how to recertify or disenroll.



Looking for CCO Provider Steps? [Go to page 13.](#)

Open Card Provider Steps

Click on each step to learn more.



Step 1



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

2

**Get referral
and provide
HRSN Services**



3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Learn how to become an HRSN provider and send my application

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 can use the [MMIS Provider Portal Provider Enrollment Guide](#) to [apply online](#).

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

OHA will send instructions to complete and send a Trading Partner Agreement. This allows Ayin (OHA's contractor) to send claims for me.

[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).

Open Card Provider Steps

Click on each step to learn more.



Step 2

1

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



**Get referral
and provide
HRSN Services**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an Oregon Health Plan provider for HRSN services.

Select each role below to learn more.



**I provide Outreach and
Engagement Services**



**I provide Climate, Housing,
or Nutrition Services**

Encourage people to start the process

- I can contact current OHP members or engage people at events who might be eligible for HRSN services to help them learn more.
- I can call OHA's Client Services Unit at 1-800-273-0557 with the OHP member to check if they are enrolled in OHP Open Card or a CCO. If they are enrolled in a CCO, I can help them [find the right contact for their CCO](#).

Fill out and send HRSN Request Forms to OHP Open Card

- I can help OHP Open Card members fill out and send [HRSN Request Forms](#). I can also use my own form. It must include the member's name, contact information, and the HRSN services they need. People can self-attest to the questions on the form.
- I can also help people fill out the [Information Sharing Authorization Form](#), which gives OHA permission to share the member's information with HRSN providers to deliver services.
- I can send partial or complete forms to OHP Open Card by email at ORHRSN@kepro.com or fax to 833-551-2607. This will start the screening and approval process. I should document [these activities](#) and my time to bill later.

Get notification that services are approved or denied

People will learn from OHP Open Card if they are approved to get HRSN services within 14 days of completing the HRSN screening.

- If approved, OHA will contact the person and refer them to providers for services.
- If not approved, OHA will contact the person. I can help people [ask for an appeal or hearing](#) I can also refer them to an [OHP ombudsperson](#).
- I can help people check if they can get the same or similar services through other programs.

Open Card Provider Steps

Click on each step to learn more.



Step 2

1

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



**Get referral
and provide
HRSN Services**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an Oregon Health Plan provider for HRSN services.

Select each role below to learn more.



**I provide Outreach and
Engagement Services**



**I provide Climate, Housing,
or Nutrition Services**

Get referral for services from OHP Open Card

I will get referrals by phone, email, or fax to provide HRSN services to people. I let the person know by email if I can or cannot fulfill this request.

Deliver services and notify OHP Open Card or designee

I contact people to deliver or coordinate delivery of services or equipment within 2-3 weeks of getting a referral, and notify OHA by phone, email, or fax.

Help with repairs and replacements (applies to climate devices)

If I ordered the device for the member, I can help them get their devices repaired or replaced through the manufacturer and/or their care coordination team.

If applicable, I can answer basic questions and help people with proper care and use of their climate devices. I should do this before getting replacements to reduce waste.

If I ordered the device, I can review details related to device restrictions, failures, warranties, and the replacement process.

Continue to Step 3



Open Card Provider Steps

Click on each step to learn more.

Step 3

1

Enroll as an
HRSN Provider
for OHP Open
Card



2

Get referral
and provide
HRSN Services



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.

Continue to Step 4



Provider Tip

*If OHP's Open Card Program contracts me to provide outreach and engagement services, I can bill up to five hours per member for climate services every 36 months. Qualifying activities include contacting members and helping them fill out and send the HRSN Request Form. [Learn more](#) about qualifying activities.

Open Card Provider Steps

[Home](#)[Open Card](#)[CCO](#)[Help](#)

Click on each step to learn more.



Step 4

1

Enroll as an HRSN Provider for OHP Open Card



2

Get referral and provide HRSN Services



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 services 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.

HRSN Provider Steps At A Glance

Click each step to learn more.



CCO Provider Steps



● Step 1

Apply as an HRSN provider for CCOs

Learn how to apply as an HRSN provider for Coordinated Care Organizations (CCOs).



● Step 2

Get referral and provide HRSN Services

Learn how to provide outreach and engagement, climate, nutrition, or housing services.



● Step 3

Send bill for payment

Learn how to bill CCOs for delivering HRSN services



● Step 4

Stay enrolled or disenroll

Learn about the process to recertify as a CCO provider or disenroll.



**Looking for Open Card
Provider Steps?** [Go to page 7.](#)

CCO Provider Steps

Click on each step to learn more.



Step 1



Apply as an
HRSN provider for
a Coordinated
Care Organization

2

Get referral
and provide
HRSN
Services



3

Send bill for
payment



4

Stay enrolled
or disenroll



Learn how to become a Health-Related Social Needs (HRSN) provider for a Coordinated Care Organization (CCO)

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

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

[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.

CCO Provider Steps

Click on each step to learn more.



Step 2

1

Apply as an
HRSN provider for
a Coordinated
Care Organization



Get referral
and provide
HRSN
Services

3

Send bill for
payment



4

Stay enrolled
or disenroll



Serve as an HRSN provider for a CCO.

Select each role below to learn more.

I provide Outreach and
Engagement Services



I provide Climate, Housing,
or Nutrition Services



Encourage people to start the process

- I work with CCOs to conduct outreach to members who might be eligible. Members may also reach out to me directly because they want to learn more.
- If a member reaches out and is not part of a CCO I work with, I can help them [find their CCO](#) or refer them to OHP Open Card if they are Open Card members.

Fill out and send HRSN Request Forms to CCOs

- I can help members fill out and send to their CCO partial or complete [HRSN Request Forms](#). I can also use my own form. It must include the eligible person's name, contact information, and the HRSN services they need. People can self-attest to the questions on the form.
- I can also help people fill out the [Information Sharing Authorization Form](#), which gives the CCO permission to share the member's information with HRSN providers to deliver services.
- I must document [these activities](#) and my time spent to send for payment later.

Get notification that services are approved or denied

People will learn from the CCO if they are approved to get HRSN services within 14 days of completing the HRSN screening:

- If approved, the CCO will contact the person and refer them to providers for services.
- If not approved, the CCO will contact the person by mail. I can help people [ask for an appeal or hearing](#). I can also refer them to an [OHP ombudsperson](#).
- I can help people check if they can get the same or similar services through [Oregon's Health Related Services \(HRS\) program](#) or other programs.

CCO Provider Steps

Click on each step to learn more.



Step 2

1

**Apply as an
HRSN provider for
a Coordinated
Care Organization**



**Get referral
and provide
HRSN
Services**

3

**Send bill for
payment**



4

**Stay enrolled
or disenroll**



Serve as an HRSN provider for a CCO.

Select each role below to learn more.

**I provide Outreach and
Engagement Services**



**I provide Climate, Housing,
or Nutrition Services**



Get referral for services from the CCO

The CCO will contact me to provide HRSN services to people. I let the CCO know if I can or cannot fulfill this request immediately.

Deliver services and notify the CCO

I contact people to deliver or coordinate delivery of services or equipment within 30 days of getting a referral, and notify the CCO by phone, email, or fax within 14 days of delivery.

Help with repairs and replacements (applies to climate devices)

If I ordered the device for the member, I can help people get their devices repaired or replaced through the manufacturer and/or their care coordination team.

If applicable, I can answer basic questions and help people with proper care and use of their climate devices. I should do this before getting replacements to reduce waste.

If I ordered the device, I can review details related to device restrictions, failures, warranties, and the replacement process.

Continue to Step 3 ➔

CCO Provider Steps

Click on each step to learn more.



Step 3

1

Apply as an
HRSN provider for
a Coordinated
Care Organization



2

Get referral
and provide
HRSN
Services



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 services or equipment.
- 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.

Continue to Step 4 



Provider Tip

*If a CCO contracts me to provide outreach and engagement services, I can bill up to five hours per member for climate services every 36 months. Qualifying activities include contacting members and helping them fill out and send the HRSN Request Form. [Learn more](#) about qualifying activities.

CCO Provider Steps

Click on each step to learn more.



Step 4

1

Apply as an
HRSN provider for
a Coordinated
Care Organization



2

Get referral
and provide
HRSN
Services



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 services 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:

[HRSN Services Webpage](#)

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



[Accessing Health-Related Social Needs \(HRSN\) Services: A Guide to Support Oregon Health Plan Members](#) *[link when ready]*

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

Important resources:

[HRSN Provider Qualification Fact Sheet](#) *[link when ready]*

Learn more about how to qualify as an HRSN provider.

[HRSN Request Form](#)

Help members fill this out to start the process.

[Information Sharing Authorization Form](#)

Help members fill out this form. It allows their health plan to send their eligibility determination to an HRSN provider.

[HRSN Climate Resources for OHP Members](#)

Learn more about climate-related supports.

[HRSN Climate FAQ](#)

Review Frequently Asked Questions about climate resources.

[HRSN Outreach & Engagement Fact Sheet](#)

Learn more about qualifying activities for providers who help connect OHP members to HRSN services.

[MMIS Provider Portal Provider Enrollment Guide](#)

Follow these instructions to use the MMIS Provider Enrollment application.