

From: [Henning Cheryl L](#)
Subject: #u# CCO notice: HRS update: Changes to member outreach/engagement and care coordination
Date: Tuesday, December 5, 2023 4:28:04 PM

Good afternoon – I've sent this email as a bcc to CCO contract administrators and second and third contract contacts. I've cc'ed the Innovator Agents and OHA CCO leadership.

Please see the email below that was sent to CCOs' HRS contacts this morning.

Best,

Cheryl Henning
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Upcoming PTO: Fri, 12/8 (all day) & Mon, 12/11 (in by 11:30a)

From: Gund Anona E <ANONA.E.GUND@oha.oregon.gov>
Sent: Tuesday, December 5, 2023 10:05 AM
To: Health Related Services <Health.RelatedServices@odhsoha.oregon.gov>
Cc: Alissa Robbins (She/her) <Alissa.ROBBINS@oha.oregon.gov>; DeMars Chris <Chris.DEMARS@oha.oregon.gov>; Inbody David G <David.G.Inbody@oha.oregon.gov>; LOFLAND Ladonna <Ladonna.LOFLAND@oha.oregon.gov>; CCO and MCO Deliverable Reports <CCO.MCODeliverableReports@odhsoha.oregon.gov>; Bethany Lowe <lowbe@ohsu.edu>; Nancy Goff <goffna@ohsu.edu>; Bryan Hannah <bryanh@ohsu.edu>; Anne King <kinga@ohsu.edu>
Subject: HRS update: Changes to member outreach/engagement and care coordination

Good morning.

The Oregon Health Authority's Health-Related Services (HRS) team would like to update CCO staff on changes to covered services and required care coordination that could affect what is allowable for HRS spending in the future. This update is based on information available as of late November 2023.

The 2024 CCO contract draft, the draft care coordination rules (OARs 410-141-3500, 410-141-3860, 410-141-3865, and 410-141-3870) and draft health-related social needs guidance suggest that CCOs will be required to do some level of member education and outreach for the upcoming health-related social needs benefits, and that the requirements for care coordination for covered services are evolving. Both will go live in early 2024, but the final requirements have not been released.

HRS will continue to exclude spending on covered services and required care coordination. Under the new requirements, some member outreach, member engagement, and care

coordination for non-covered services that were previously considered HRS may be excluded from HRS in the future, as those non-covered services become covered.

Overall, the HRS program will continue to be complementary to covered services and CCO contractual requirements, and future HRS guidance will continue to be responsive to other OHP program changes. The HRS team will update CCO HRS guidance, and relevant health-related social needs benefits guidance, to support future HRS spending reporting in a way that ensures HRS spending is appropriate and within federal guidelines. Additionally, the HRS team will publish HRS health information technology (HIT) guidance in January 2024 that may affect 2024 CCO HRS spending on HIT.

If you have questions, please reach out to the HRS Team at health.relatedservices@odhsoha.oregon.gov.

Thank you,
The OHA HRS Team

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