

HRSN Training Module: Member eligibility for housing benefits

December 2024



Health Related Social Needs (HRSN)



Health-Related Social Needs (HRSN)

Health-Related Social Needs (HRSNs) benefits are a new benefit that can help eligible Oregon Health Plan (OHP) members improve their health.

HRSN benefits include:

- Climate supports
- Outreach and engagement services
- **Housing supports**
- *Coming in 2025:* Nutrition supports



HRSN housing services

The goal of the HRSN housing services benefit is to support people to stay in their housing and prevent homelessness.

When: HRSN housing services started on November 1, 2024.

Who is eligible to get housing benefits?

- HRSN services are only available to Oregon Health Plan members.
- There are different housing benefits, depending on the member's need.
- HRSN eligibility varies by service and each service may have its own eligibility requirements.

HRSN Housing Eligibility



Eligibility for housing services

To be eligible for HRSN housing services, a person must meet the eligibility requirements and submit documentation for these requirements.



OHP member

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To be eligible for any HRSN service, a person must be on OHP.

- Before providing services, you must verify that the person has OHP. You can do this by checking MMIS.
- **Determine if the OHP member is enrolled in a CCO or Open Card.** You'll have to be contracted with their CCO or Open Card to bill for services you provide.
- If the person does not have OHP, you can help connect them to enrollment help. Options include:
 - Visiting a local [Oregon Department of Human Services \(ODHS\) office](#)
 - Finding a local [OHP-certified community partner](#).
 - Applying online: <https://one.oregon.gov/>

HRSN clinical risk factor

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**To be eligible for any HRSN service,
a person must have at least 1 of the HRSN clinical risk factors**

HRSN clinical risk factors include:

- Complex behavioral or physical health condition
- Developmental disability
- Needs assistance with Activities of Daily Living/Instrumental Activities of Daily Living or is eligible for Long Term Services and Supports
- Current or past interpersonal violence experience
- Repeated emergency department use
- Repeated crisis encounters
- Currently pregnant or 12 months postpartum and at risk of certain clinical factors
- Less than six years of age and at risk of certain clinical factors
- More than 65 years of age and at risk of certain clinical factors

This is not an all-inclusive list. View the [Clinical Risk Factor Crosswalk](#) to see a full list.

Types of HRSN housing benefits



1. Tenancy supports (help getting resources and services for renters, also known as case management).



2. Rent assistance for up to six months, including past-due amounts.



2a. Utility setup and costs for up to six months, including past-due amounts *(must also be receiving rent assistance)*.



2b. Storage fees *(must also be receiving rent assistance)*.



3. Medically necessary home accessibility modifications and remediations, like ramp and grab bar installation, pest control, heavy-duty cleaning, and related hotel costs.

Benefits: Tenancy supports and rent assistance



In addition to 1) being an OHP member and 2) having at least 1 clinical risk factor, to be eligible for tenancy support and/or rent assistance a person must:

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Belong to the at-risk of homelessness HRSN covered population

To meet the definition of “at risk of homelessness,” the member must:

- Have an income that is 30% or less than the area median income in their area **AND**
- Lack sufficient resources or support networks to prevent homelessness.

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Meet additional eligibility requirements

All of these are required:

- Have housing **AND**
- Need support staying in their current housing **AND**
- Have a lease or written agreement with their landlord (only available for renters).

Benefit: Home modifications/remediations



In addition to 1) being an OHP member and 2) having a clinical risk factor, to be eligible for home modifications/remediations an individual must also:

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Belong to an HRSN covered population

Must have at least 1 of these:

- Individuals who are part of the HRSN At-Risk of Homeless population;
- Adults and Youth Discharged from an HRSN Eligible Behavioral Health Facility
- Adults and Youth Released from Incarceration
- Individuals currently or previously involved in Oregon's Child Welfare system
- Individuals Transitioning to Dual Medicaid and Medicare Status; or
- Young Adults with Special Health Care Needs ages 19 and 20 (starting January 2025)

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Meet additional eligibility requirements

Both are required:

- Member must need the home modification or remediation to help or prevent their health condition **AND**
- Landlord approval is needed before delivery (home modifications/remediations are available to homeowners and renters).

Case example

Case example: Ingrid

About Ingrid

- 58 years old and lives in the Sunrise Apartments, a Permanent Supportive Housing building.
- She is OHP enrolled, receives SSDI, and has chronic mental health conditions.
- Ingrid typically keeps her room tidy, but after a traumatic event, Ingrid's been struggling and accumulated a lot of garbage and debris in her apartment, creating health and safety issues.
- Property management told Ingrid that she is at risk of eviction if she does not clean her unit and get caught up on rent.

HRSN provider organization

- The resident services coordinator at Sunrise suggests that Ingrid contact *Community Together* for assistance with cleaning her apartment.
- Ingrid contacts Jerry, a Case Manager at *Community Together*, and lets him know of her recent struggles to pay rent because of her mental health conditions.
- Jerry helps Ingrid complete an HRSN request form for chore services and rental assistance and helps her get urgent eviction support from a local agency while the HRSN request is being submitted.

Case example: Ingrid - workflow

Jerry's Workflow

- Ingrid meets with Jerry and shows him her OHP card, stating Trillium as her CCO. They call to confirm she is enrolled.
- Jerry helps Ingrid fill out the HRSN request form and submits it online via UniteUs, the referral platform that Trillium uses to receive service requests.
 - Jerry keeps track of time spent assisting Ingrid complete and submit the HRSN request form through UniteUs

CCO Workflow

- Trillium Care Coordinator, Ann, receives Ingrid's HRSN request form via UniteUs
 - Ann confirms the self-attestation that Ingrid has qualifying health conditions that make her eligible for HRSN.
 - Ann contacts Jerry and Ingrid to collect remaining income documentation and a copy of the lease agreement.
 - Once documentation is submitted, Ann approves the request for chore services, HRSN rental assistance and tenancy support.
 - Ann sends the referral for services to *Community Together*.

Case example: Ingrid – provider workflow

Eligibility criteria for rent assistance and tenancy supports

- ❑ Be on OHP
 - **Jerry verified by calling Ingrid's CCO, Trillium.**
- ❑ Have at least one clinical risk factor (e.g., complex behavioral health condition):
 - **Jerry notes that Ingrid self-attested to having a clinical risk factor (bipolar disorder).**
- ❑ Be at risk of homelessness
 - ❑ Income that is 30% less than the area median income in their area. **Jerry helps Ingrid get her SSI paperwork and references the income guide to confirm that her income is under 30% of the median income in her area.**
 - ❑ Lack sufficient resources or support networks to prevent homelessness. **Ingrid's SSDI checks barely cover basic needs, and her living conditions are worsening due to health issues**
- ❑ Needs support staying in their current housing. **She is at risk of being evicted.**
- ❑ Have a least or written agreement with their landlord. **Ingrid has a lease, and Jerry helps her call her landlord to get a copy.**

Case example: Ingrid – provider workflow

Eligibility criteria for home modifications and remediations:

- ❑ Require the clinically appropriate home modification or remediation
 - **Chore services to help with health and safety of apartment.**
- ❑ Be in and HRSN Covered Population
 - Adults and Youth Discharged from and HRSN Eligible Behavioral Health Facility; or,
 - Young Adult with Special Health Care Needs (YSHCN); or,
 - Adults and Youth Released from Incarceration; or,
 - Individuals currently or previously involved in Oregon’s Child Welfare system; or,
 - Individuals Transitioning to Dual Medicaid and Medicare Status; or,
 - **Individuals who meet the At-Risk of Homelessness definition.**
- ❑ Have at least one clinical risk factor (e.g., complex behavioral health condition):
 - **Jerry notes that Ingrid self-attested to having a clinical risk factor (bipolar disorder).**

Case example: Ingrid – Record & Report

Community Together workflow

- Throughout the process, Jerry uses the *Community Together* case management platform to track the following for each HRSN service:
 - Contacting Ingrid after Trillium authorized rental assistance, tenancy supports and home remediation services
 - Outcome for each service:
 - If the service **was provided**, he could write, “Service provided.”
 - If the service **was not provided**, he could write, “Ingrid was not interested” or “Ingrid couldn’t be reached.”
- *Community Together* sends a report of this data to Trillium at the end of the quarter.

More resources for housing benefits and eligibility criteria are available on our HRSN Provider webpage.



Thank You

