HRSN Training Series:

Housing office hours

November 19, 2024

OREGON HEALTH AUTHORITY

Zoom Tips

Use the chat function to submit your questions.

This session is being recorded.

- It will be shared with participants after the presentation.

For closed captioning, please click on the “cc” button located at the bottom of your screen or click the link provided for Spanish captioning.

For live interpretation, please click on the ”Interpretation” button and choose either English or Spanish.

Today's Agenda

1 | **Overview of Health-Related Social Needs (HRSN)**
Review of HRSN and who is eligible and go over the different housing benefits.

2 | **HRSN Oregon Administrative Rules (OARs) Navigation**
Overview of OARs and a quick "how-to" guide to search for specific OARs.

3 | **Question and answer session**
Have your questions answered by Oregon Health Authority subject matter experts.

4 | **Resource overview**
Learn about resources available to HRSN service providers.

HRSN Housing Services Overview

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.

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.

HRSN: Oregon Administrative Rules

What are Oregon Administrative Rules?

- **The Oregon Administrative Rules (OARs) are regulations, standards, and directives that state agencies use to implement and interpret state laws.**
- The OARs for Health-Related Social needs are OAR 410-120-2000.
- The **OARs for Eligibility for Housing-Related Supports are 410-120-2005**
    - This OAR lists the full eligibility requirements for HRSN Housing-Related Supports.
    - The attachments referenced in rule text have information about each HRSN benefit.

Let's take a look at the attachments.

HRSN Service Descriptions & Eligibility Criteria

This attachment has more information about each HRSN benefit.

- **Table 4 gives** detailed descriptions of housing-related supports
    - Service description
    - Unit, unit limit, duration, authorization limit
    - Additional service limitations and requirements
    - Service specific eligibility
    - Documentation required for service authorization

- **Table 5 gives** an overview of HRSN Housing Eligibility criteria.

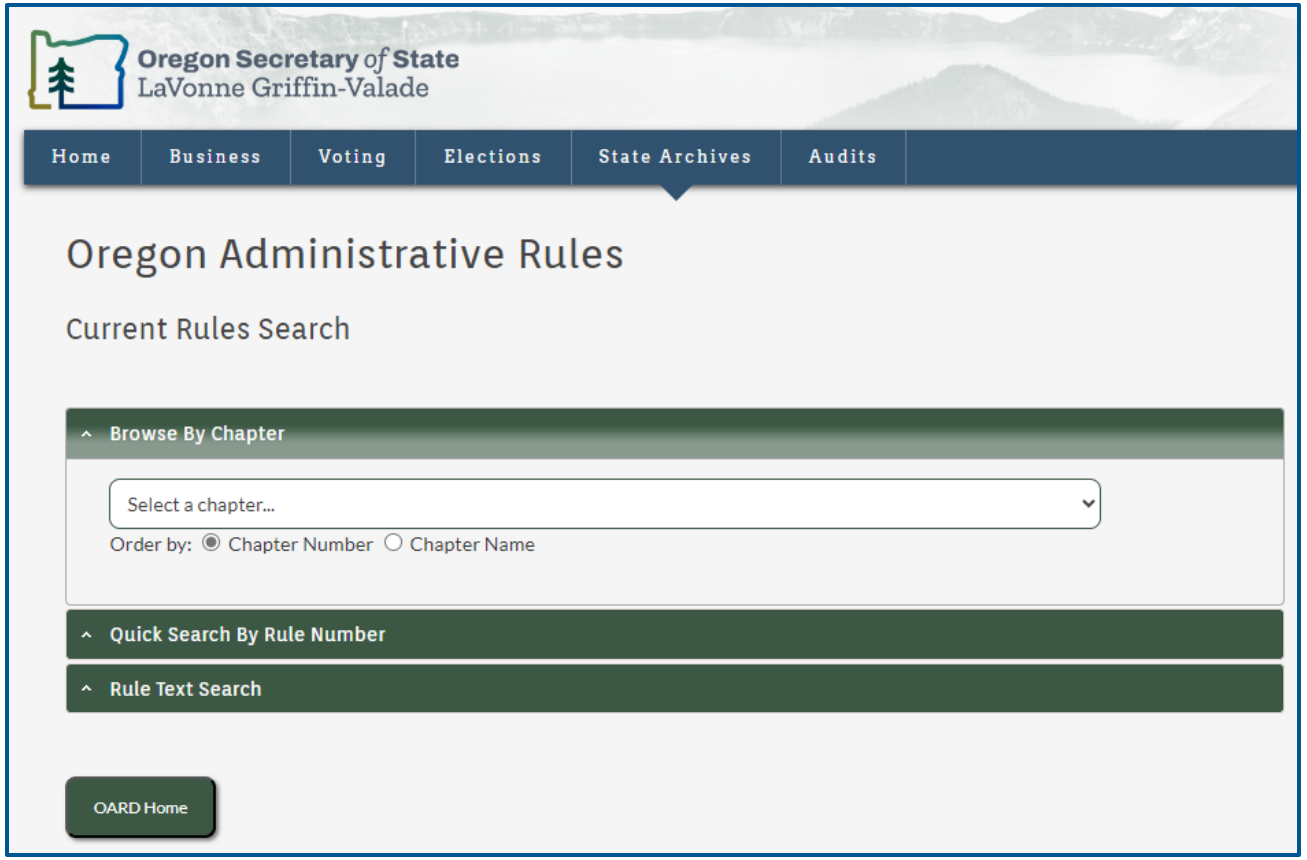
In the next few slides, we'll show you how to find this document.

OAR 410-120-2005 **Table 4: Descriptions of Housing-Related Supports**	
(1) **Rent and Utility Costs**	
(a) Service Description	**ELIGIBLE RENT PAYMENTS:** Provision of payment to cover a Member's costs for recurring rent, including: • Rent payment, including future or past-due rent and any associated late fees as a result of past-due rent. • Renter's insurance if required by the lease. • Landlord paid utilities that are not duplicative of the utility payments covered by this service. An MCE or, as applicable, the Authority, may authorize rent payments to be made to landlords for HRSN Authorized Members residing in any one of the following settings: • Apartment units, single room occupancy units, single or multifamily homes • Mobile home communities and RV lots (including rental of land) • Accessory dwelling units (ADUs) • Co-housing communities • Middle housing types (e.g. duplex, triplex) • Trailers, RVs, manufactured homes or manufactured home lots (including the rental arrangement for the land where the home is parked) • Permanent supportive housing • Or other housing with a lease or written agreement. **ELIGIBLE UTILITIY PAYMENTS:** Provision of payment to cover a Member's cost for the following utilities: • Garbage • Water • Sewage • Recycling • Gas • Electric • Internet • Phone (inclusive of land line phone service and cell phone service) This service may be tailored in amount to account for how many people are in a Member's household and how many bedrooms are currently occupied by the Member's household. Household as defined by "Family Size" in OAR 410-200-0015.

How to search for OARs

Step 1: Go to the OAR website

Step 1: Go to Oregon Administrative Rules page on the Oregon Secretary of State website.

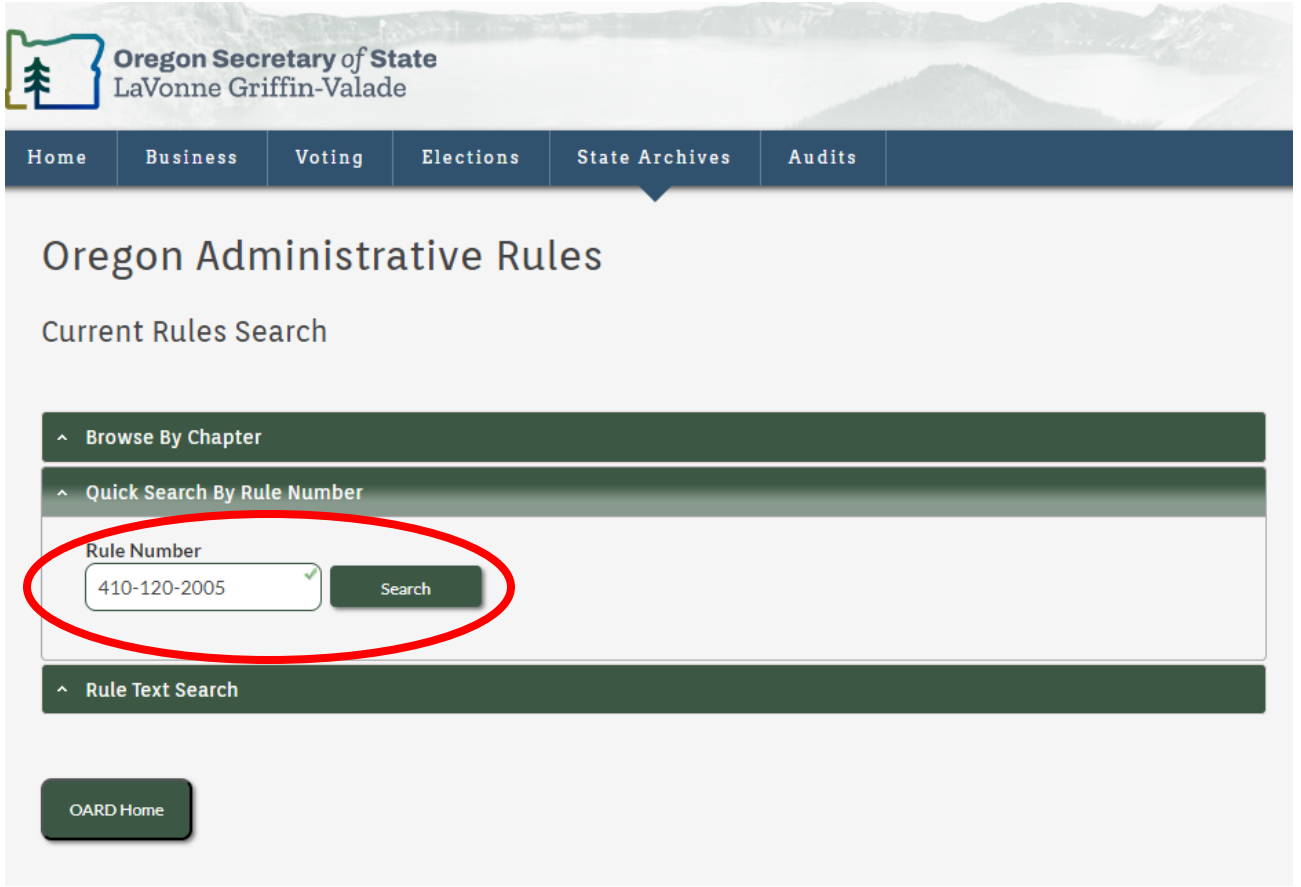


Step 2a: Search for OARs by Rule Number

Step 2a:

Search by **Rule Number** or **Rule Text.**

- For HRSN eligibility information, search by Rule Number for: 410-120-2005.

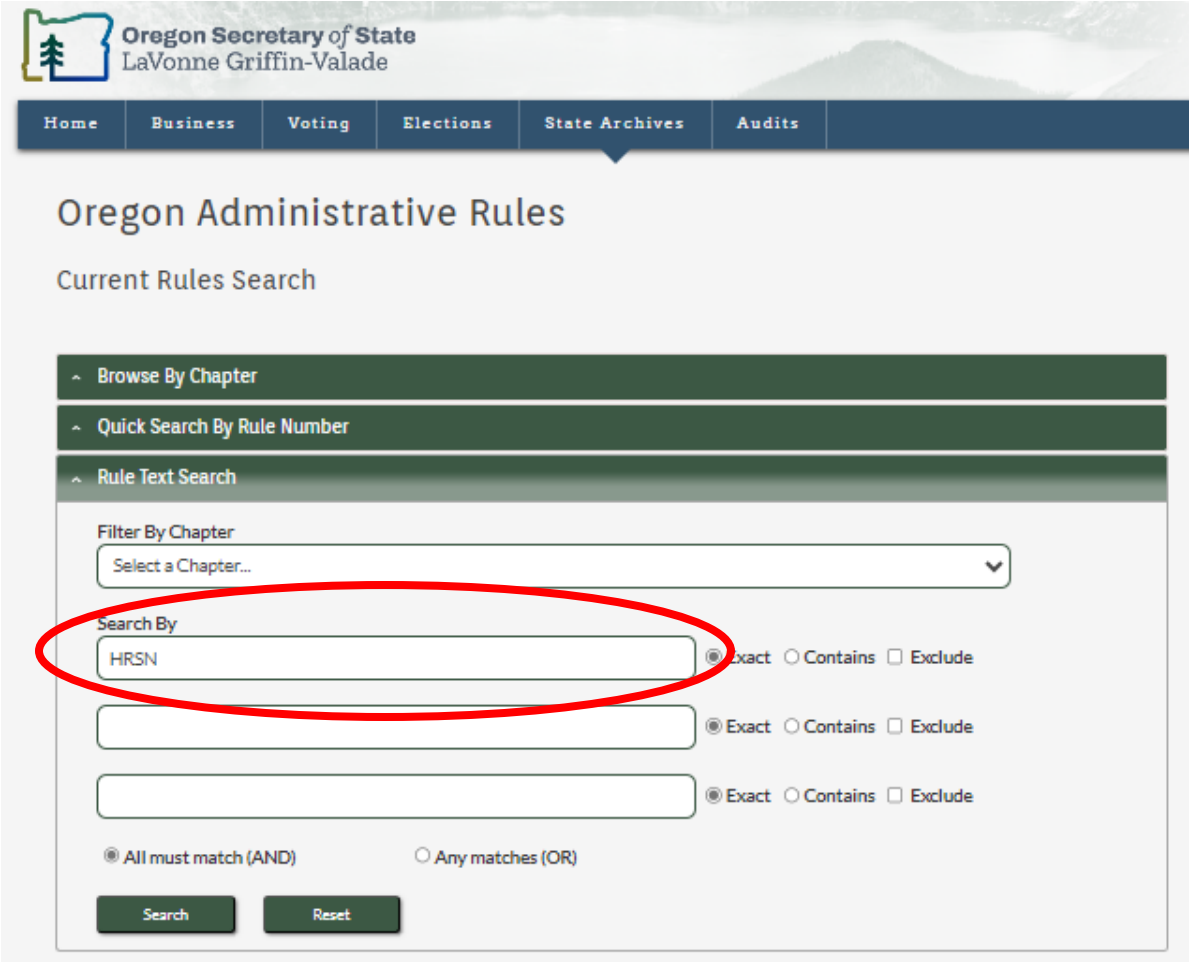


Step 2b: Search for OARs by Rule Number

Step 2b:

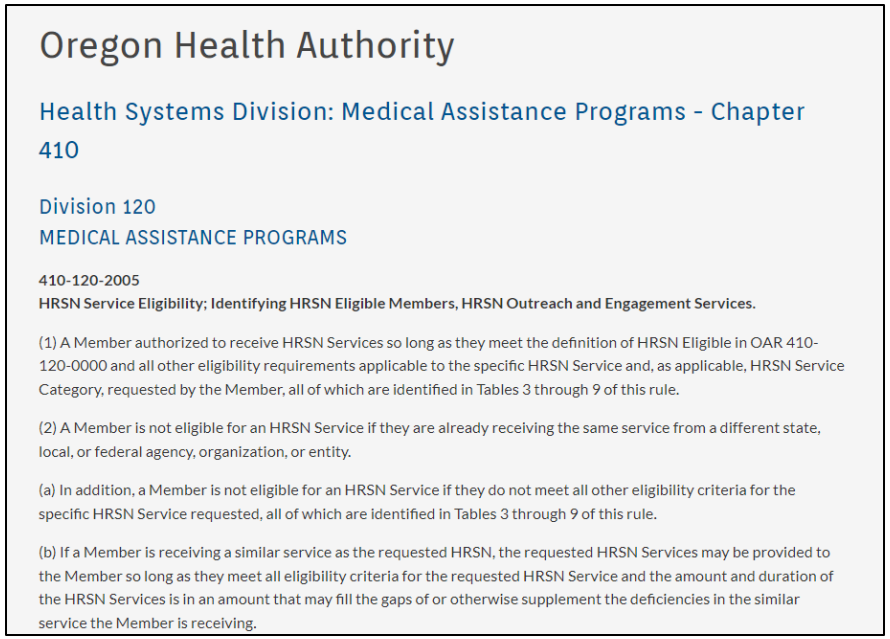
Search by **Rule Text.**

- Click on “Rule Text Search”
- To find rules related to HRSN, type “HRSN” in the “Search By” field.



Step 3: Download more information

Step 3: Some rules may have attachments with more information. Earlier we showed you the attachment referenced in OAR 410-120-2005 (HRSN eligibility).



Oregon Health Authority

Health Systems Division: Medical Assistance Programs - Chapter 410

Division 120
MEDICAL ASSISTANCE PROGRAMS

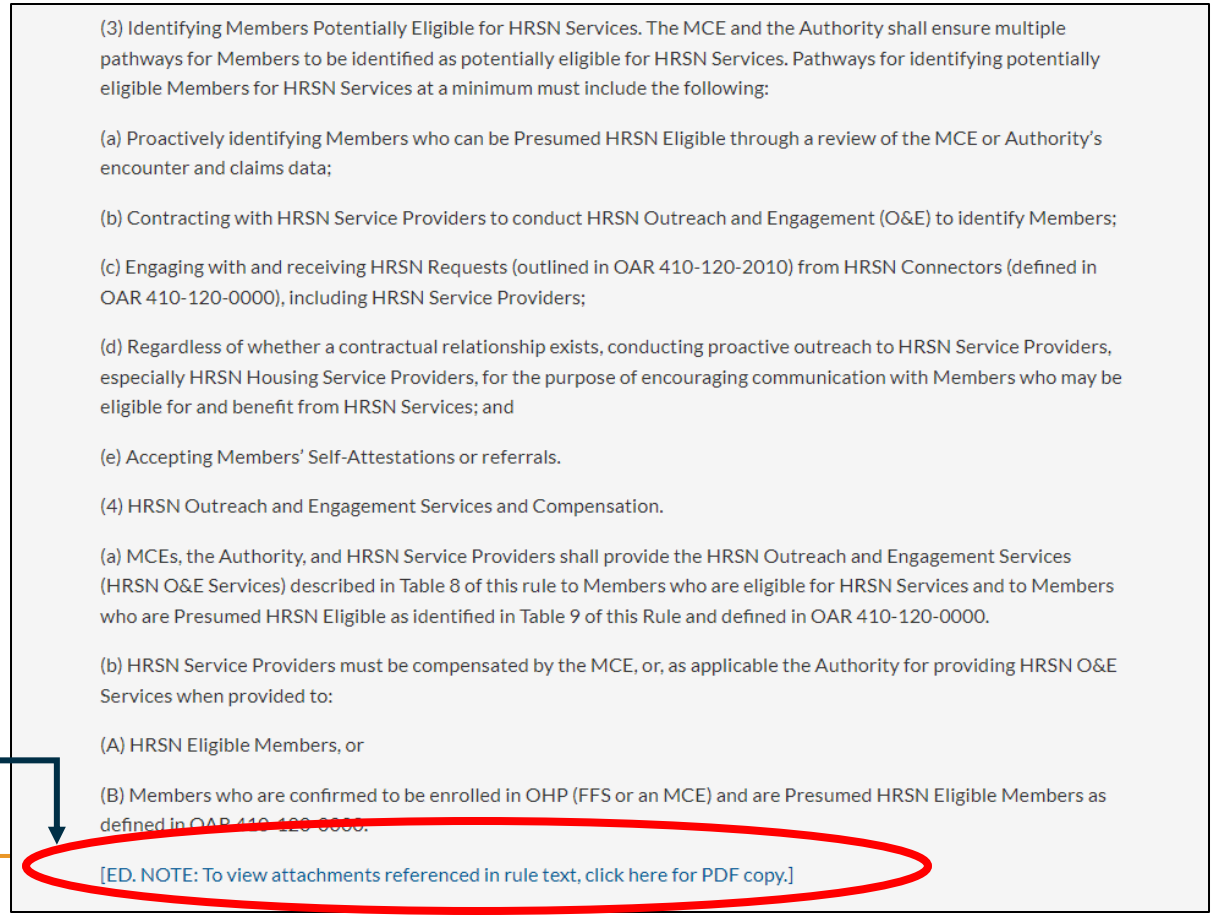
410-120-2005
HRSN Service Eligibility; Identifying HRSN Eligible Members, HRSN Outreach and Engagement Services.

(1) A Member authorized to receive HRSN Services so long as they meet the definition of HRSN Eligible in OAR 410-120-0000 and all other eligibility requirements applicable to the specific HRSN Service and, as applicable, HRSN Service Category, requested by the Member, all of which are identified in Tables 3 through 9 of this rule.

(2) A Member is not eligible for an HRSN Service if they are already receiving the same service from a different state, local, or federal agency, organization, or entity.

(a) In addition, a Member is not eligible for an HRSN Service if they do not meet all other eligibility criteria for the specific HRSN Service requested, all of which are identified in Tables 3 through 9 of this rule.

(b) If a Member is receiving a similar service as the requested HRSN, the requested HRSN Services may be provided to the Member so long as they meet all eligibility criteria for the requested HRSN Service and the amount and duration of the HRSN Services is in an amount that may fill the gaps of or otherwise supplement the deficiencies in the similar service the Member is receiving.



(3) Identifying Members Potentially Eligible for HRSN Services. The MCE and the Authority shall ensure multiple pathways for Members to be identified as potentially eligible for HRSN Services. Pathways for identifying potentially eligible Members for HRSN Services at a minimum must include the following:

(a) Proactively identifying Members who can be Presumed HRSN Eligible through a review of the MCE or Authority's encounter and claims data;

(b) Contracting with HRSN Service Providers to conduct HRSN Outreach and Engagement (O&E) to identify Members;

(c) Engaging with and receiving HRSN Requests (outlined in OAR 410-120-2010) from HRSN Connectors (defined in OAR 410-120-0000), including HRSN Service Providers;

(d) Regardless of whether a contractual relationship exists, conducting proactive outreach to HRSN Service Providers, especially HRSN Housing Service Providers, for the purpose of encouraging communication with Members who may be eligible for and benefit from HRSN Services; and

(e) Accepting Members' Self-Attestations or referrals.

(4) HRSN Outreach and Engagement Services and Compensation.

(a) MCEs, the Authority, and HRSN Service Providers shall provide the HRSN Outreach and Engagement Services (HRSN O&E Services) described in Table 8 of this rule to Members who are eligible for HRSN Services and to Members who are Presumed HRSN Eligible as identified in Table 9 of this Rule and defined in OAR 410-120-0000.

(b) HRSN Service Providers must be compensated by the MCE, or, as applicable the Authority for providing HRSN O&E Services when provided to:

(A) HRSN Eligible Members, or

(B) Members who are confirmed to be enrolled in OHP (FFS or an MCE) and are Presumed HRSN Eligible Members as defined in OAR 410-120-0000.

[ED. NOTE: To view attachments referenced in rule text, click here for PDF copy.]

Scroll to the bottom of the OAR to find the link to download any attachments. This attachment has detailed service descriptions and eligibility information for each HRSN benefit.

List of HRSN Oregon Administrative Rules

See below for the full list of Oregon Administrative Rules (OARs) related to the HRSN program.
You can reference these OARs for more information about the HRSN program.

- OAR 410-120-0000: Acronyms and Definitions
- OAR 410-120-2000: HRSN Service Delivery
- **OAR 410-120-2005: HRSN Service Eligibility; Identifying HRSN Eligible Members; HRSN Outreach and Engagement Services**
- OAR 410-120-2010: HRSN Service Requests
- OAR 410-120-2015: HRSN Eligibility Screening
- OAR 410-120-2020: Authorization of HRSN Services; Referral to HRSN Service Providers
- OAR 410-120-2025: HRSN Person-Centered Service Plan (PCSP)
- OAR 410-120-2030: HRSN Provider Qualifications
- OAR 410-141-3510: Provider Contracting and Credentialing
- OAR 410-141-3515: Network Adequacy
- OAR 410-141-3820: Covered Services

Questions and answers

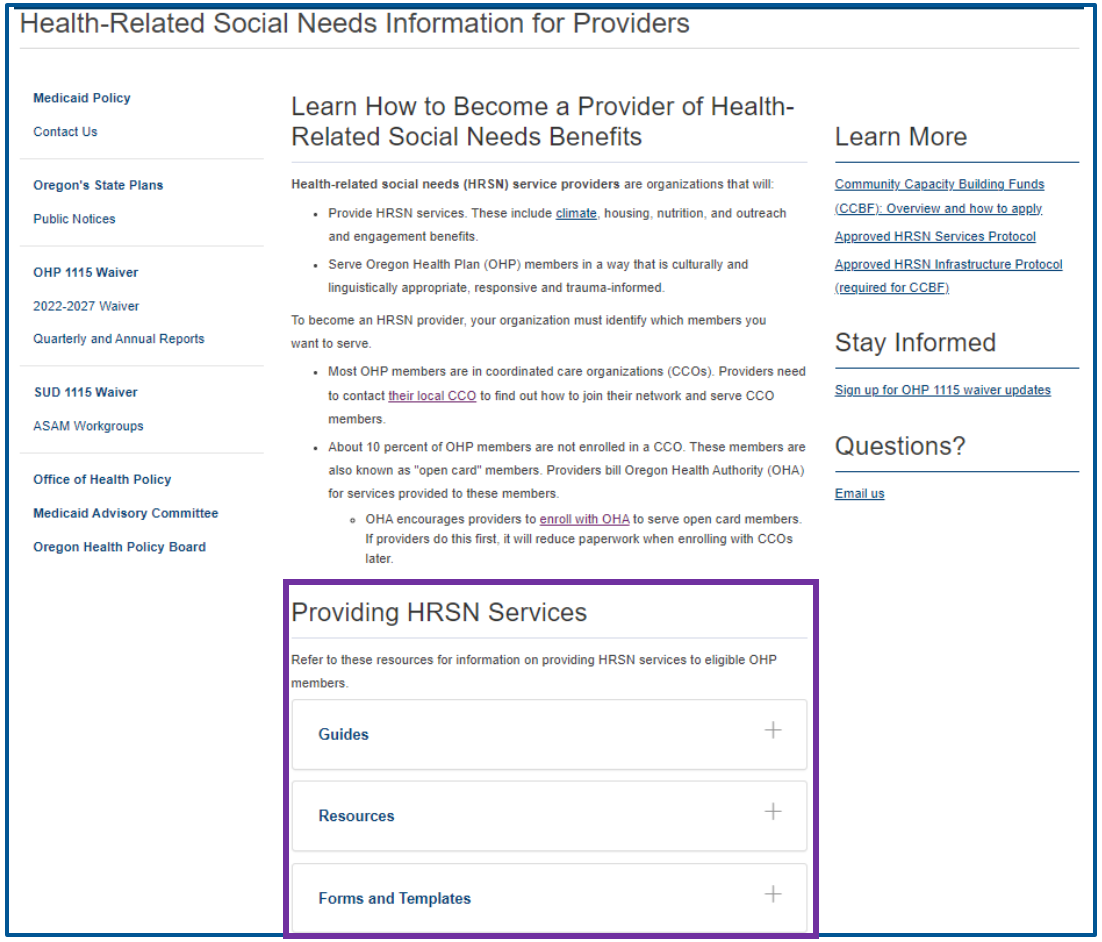
Please put your questions into the chat.

Resources

HRSN Provider Webpage

More resources can be found on the HRSN Provider webpage:

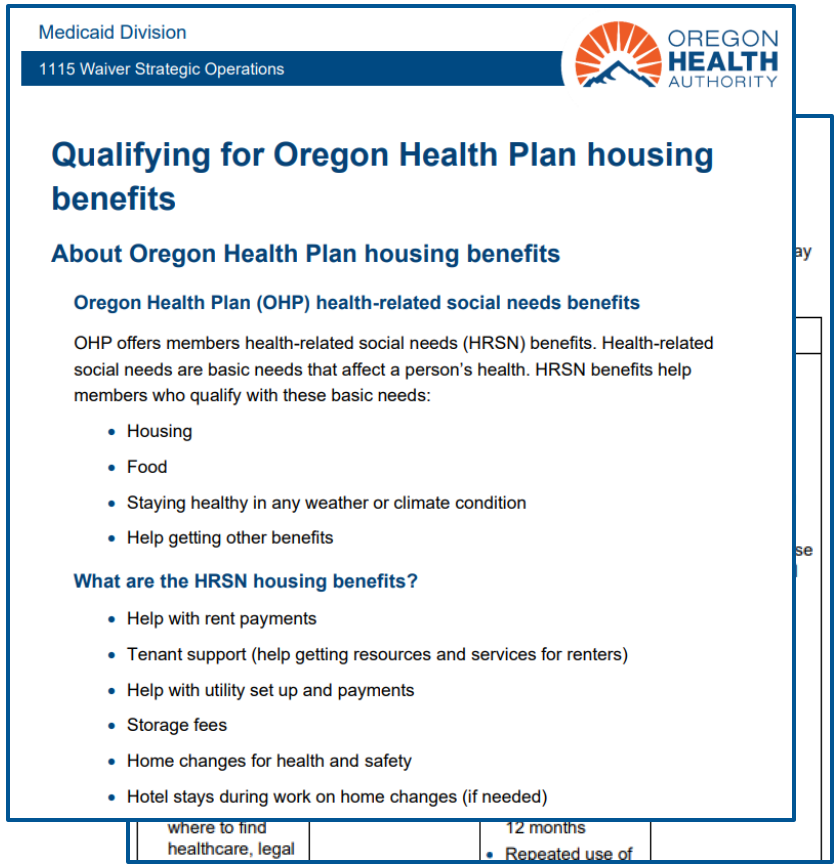
- **Guides**
  - HRSN provider journey
  - HRSN member journey
- **Resources**
  - Housing FAQ
  - Housing – eligibility
  - Housing – income limits
  - Housing – benefit fact sheet



HRSN housing eligibility guide

More detailed information can be found in the HRSN housing eligibility guide. It has:

- List of housing benefits and benefit details.
- Who qualifies for HRSN housing benefits.
- Qualifying health conditions.
- How to apply for housing benefits.
- Qualifying income chart by county.



Medicaid Division

1115 Waiver Strategic Operations

OREGON HEALTH AUTHORITY

Qualifying for Oregon Health Plan housing benefits

About Oregon Health Plan housing benefits

Oregon Health Plan (OHP) health-related social needs benefits

OHP offers members health-related social needs (HRSN) benefits. Health-related social needs are basic needs that affect a person's health. HRSN benefits help members who qualify with these basic needs:

- Housing
- Food
- Staying healthy in any weather or climate condition
- Help getting other benefits

What are the HRSN housing benefits?

- Help with rent payments
- Tenant support (help getting resources and services for renters)
- Help with utility set up and payments
- Storage fees
- Home changes for health and safety
- Hotel stays during work on home changes (if needed)

where to find healthcare, legal

12 months

- Repeated use of

https://www.oregon.gov/oha/HSD/OHP/Tools/HRSN-Housing-Eligibilty.pdf

Ready to get started?

Enroll as an HRSN provider with a CCO, Open Card, or both:

- **CCO**: You can contact the CCO(s) in your area to learn how to apply to become a provider for each CCO.
- **Open Card**: Visit the Provider Enrollment webpage to get started. We recommend viewing the HRSN provider enrollment training materials.

Bookmark OHA's HRSN resources

These pages get updated frequently with new HRSN resources and materials:

- 1115 Waiver HRSN Webpage
- HRSN Service Provider Webpage
- HRSN Provider Training Webpage

Oregon Health Authority

Upcoming Trainings

HRSN Monthly Training Sessions

- **Tuesday, December 10, 1 – 2:30 p.m. Register here.**
  HRSN training: housing billing and payment.

HRSN Training Modules: Self-paced, short YouTube videos on various topics.

- This module, and more HRSN provider trainings, are available on the HRSN Provider Training webpage.

Oregon Health Authority

We value your feedback

To help us further improve our future HRSN trainings,

please fill out this anonymous, five question survey:

https://www.surveymonkey.com/r/Y87W7LK

Reference Slides

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

1

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

- Before providing services, you must verify that the person has OHP, otherwise you might not get paid. 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

2

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.

2. Documenting clinical risk factors

To be eligible for any HRSN services, the OHP member must have a clinical risk factor. To document this, a member can:

- Tell you that they have one or more of the HRSN housing clinical risk factors. This is called “self-attestation.”
    - A clinical diagnosis is not required.
    - When the CCO or Open Card gets the HRSN request form, they can review medical records and claims to support the self-attestation.

HRSN housing benefits and their benefit-specific requirements

Rent payments and tenancy supports

Tenancy supports

HRSN tenancy services are intended to connect renters with resources and services to help them keep their housing, rather than find new housing.

HRSN housing providers can use HRSN tenancy services to bill for time needed to:

- Coordinate and ensure HRSN housing services are delivered.
- Speak with the member's CCO or Open Card Care Coordination Team.
- Provide training and resources to help the member understand their lease.
- Support members with achieving their housing goals.
- Communicating with the member's landlord.

Are members required to engage in tenancy services to be eligible for other housing services?

- No, members are not required to participate in tenancy services to be eligible for housing services.

Can tenancy supports be provided as a standalone HRSN Service?

- Yes, tenancy supports can be provided as a standalone service, or alongside other HRSN Services.

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:

3

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.

4

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).

Documenting at-risk of homelessness

To get **tenancy supports** and/or **rent assistance,** a person must meet the definition of **at-risk of homelessness.**

You can help a member document that they are at risk by **providing gross income documentation** for all adults in the household for the last **2 months**.

Let's look at what you can provide for gross income documentation.

The definition of "at risk of homelessness" is:

- 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.

Documenting at-risk of homelessness

You can document gross income in one the following ways (in order of preference):

- Third party verification (such as a copy of most recent paystub(s), unemployment statement, worker's compensation, SSI, SSDI, most recent TANF payment statement, or records directly from the income source), **OR**
- Written statements by a case manager, social worker, or other staff, **OR**
- Self-attestation.

- The HRSN Provider Website has templates, and a list of income sources to include and exclude from the income calculation and acceptable documentation. Income should reflect the previous two months of earnings.

What is gross income? Gross income is total earnings before taxes (including wages, tips, and other forms of income).

Qualifying income

Use the HRSN Housing Income Limits document to help determine if a person has a household income of 30% or less than the area median income:

- Verify which county in Oregon the person lives in.
- Determine how many people are in their household.
- Check the income table in the **HRSN income limits** document.
- Provide the last 2 months of income for HRSN rent assistance eligibility.

How to know your household size

Use the table below to add up everyone in your household. Your household includes you, your spouse, children and anyone you list on your tax return (if you file taxes). You don't need to file taxes to qualify.

You (the person applying)	1
Your legal spouse	
Your live-in partner if you have a child (under age 19) together	
Children (under age 19) who live with you	
Anyone else you include on your federal income tax return, even if they don't live with you	
If you are under 19, include your parents, step-parents and any brothers or sisters (under age 19) who live with you	
If someone is pregnant in your household, count them and each expected baby	
Total	

Income tables

	30% of the average yearly income by household size - 2024							
City (metropolitan area) or county	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
Albany	$17,850	$20,400	$22,950	$25,450	$27,500	$29,550	$31,600	$33,600
Bend-Redmond	$22,000	$25,150	$28,300	$31,400	$33,950	$36,450	$38,950	$41,450
Corvallis	$22,700	$25,950	$29,200	$32,400	$35,000	$37,600	$40,200	$42,800
Eugene-Springfield	$18,750	$21,400	$24,100	$26,750	$28,900	$31,050	$33,200	$35,350
Grants Pass	$1,7000	$19,400	$21,850	$24,250	$26,200	$28,150	$30,100	$32,050

More service-specific documentation

HRSN Housing Service	Documentation
Rental Assistance (help paying for rent up to 6 months)	1. Lease, **or** 2. A completed HRSN Verification of Landlord/Tenant Relationship and Rent Owed form (template forthcoming), **or** 3. Written Agreement with the following components: • Member's name • Rental property address • Landlord's name (name where rent is sent) • Landlord's address, phone number, email • Note if landlord is the property owner or property manager • Member's move-in date • Expiration of tenancy (if any) • Monthly rent payment • Rent past due • Any utilities included in the rent payment • Printed name and signature of Member with date verifying the information presented is true and accurate to the best of the Member's knowledge • Printed name and signature of landlord with date verifying that the information presented is true and accurate to the best of the landlord's knowledge **Additional notes:** • Lease address must match the address in the CCO or Open Card records. • Members who are "doubled-up" (e.g. living with another household due to economic constraints) do not need to be on the lease. However, they must hold a written agreement with the landlord for occupancy.

More service-specific documentation

HRSN Housing Service	Documentation
Rental Arrears (late rent)	Documentation of rent owed
Utility Payment	Utility bill • Address must be the same as the address on the lease/written agreement

Utilities Arrears & Set-up (help paying for utilities like gas, electric, and water. This includes utility set-up, bills, and late payments for up to 6 months).	Utility bill
	• Address must be the same as the address on the lease/written agreement, or
	• If the member or parent/caregiver's name is not on the utility bill, the member or parent/caregiver must submit documentation to verify that the address for service completion is the Member's primary address or the Member's most recent prior primary address. The following are accepted forms of residency verification:
	  • Member's Medicaid address of record
	  • A signed lease or written rental agreement
	  • HRSN Verification of Landlord/Tenant Relationship and Rent Owed form;
	  • A written agreement with the components outlined in the Rent and Utility Costs service description
	  • State issued program ID or license
	  • Official letter from third party showing member's name and residence address (including a letter from a landlord, governmental agency, financial institution, medical institution, and/or school)
	  • Government issued library card

Storage (up to 6 months)	No documentation required.

Home modifications and remediations

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:

3 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)

4 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).

Documenting covered populations

To be eligible for **home modifications and remediations,** the OHP member must be part of the **HRSN covered populations** listed in the previous slide**.**

To document this:

- *For most Covered Populations*: The member can tell you they are part of one or more of the HRSN covered populations. This is called “self-attestation.”
- *For the At-Risk of Homeless population:* The member must provide the required documentation covered in the last slide.

More service-specific documentation

HRSN Housing Service	Documentation
Home modifications & remediations Includes ramps, grip bars, door handles, getting rid of pests, deep cleaning, installing washable curtains or synthetic window blinds to help with allergies, and hotel stays (only if needed during work on the home). Note: The home modification and remediation benefit is available to both renters and owners.	A written scope of work • Needs to be agreed upon by the Member, the landlord, the vendor, and the HRSN Service Provider • Will most likely require an in-person visit to the Member's home to assess the specifications of the modification/remediation and ensure the proposed service meets the Member's clinical need. • If the proposed home modification/remediation requires a permit, it must comply with local codes. • The landlord must provide written consent to the service, which will also serve as verification that the individual lives at the residence. • It is likely that an O&E Provider will need to support the process of gathering this documentation for members who are presumed eligible.
Hotel/motel stays	• Documentation is not required. • This service is **only available to people who meet the At-Risk of Homelessness definition** and require the hotel/motel stay while work is being done on their home through HRSN home modifications or remediation services.