

HRSN Training Series: Housing services and member eligibility

October 15 and 22, 2024



Zoom Tips



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Today's Agenda

- 1 | Health Related Social Needs services overview**
Learn what Health Related Social Needs (HRSN) services are and review the definitions for two of the HRSN benefits (housing and outreach and engagement services).
- 2 | HRSN housing services eligibility**
Review the different HRSN housing benefits, eligibility criteria, and what documentation is required to authorize HRSN housing services.
- 3 | FAQ, additional resources, and Q&A**
Get answers to frequently asked questions, review resources available to HRSN service providers, and ask questions.

Health Related Social Needs Services



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**
- ***Coming November 2024: Housing supports***
- *Coming in 2025: Nutrition supports*



HRSN Outreach and Engagement Services

The goal of HRSN Outreach and Engagement (O&E) services is to:

- Help identify OHP members who may be eligible for HRSN services.
- Support eligible members with getting HRSN services.
- Connect OHP members to healthcare and non-healthcare services.
- Provide services in a way that is accessible, culturally specific, and culturally responsive.



When: Some O&E activities are available now. More services will start on November 1, 2024.

Becoming an O&E provider

HRSN housing providers are encouraged to also become HRSN outreach and engagement (O&E) service providers. As an O&E provider, you can bill for:

- Helping an OHP member who asks you for HRSN services.
- Reaching out to OHP members that you think are in an HRSN covered population.
- Verifying that an OHP member is “presumed eligible” for HRSN services.
- Reaching out to OHP members you think might need climate, housing, nutrition, or O&E services.
- Helping an OHP member submit materials to keep their OHP, SNAP, or other benefits.
- Checking if an OHP member is enrolled in a CCO or Open Card.
- Sending HRSN request forms to a member’s health plan (CCO or Open Card).
- Connecting members to places where basic needs can be met, such as showers, shelter, and food.

Want to learn more? View the [HRSN O&E provider training](#) from September 24.

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 will start 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 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

City (metropolitan area) or county	30% of the average yearly income by household size - 2024							
	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 <ul style="list-style-type: none">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 <ul style="list-style-type: none">Address must be the same as the address on the lease/written agreement, orIf 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:<ul style="list-style-type: none">Member's Medicaid address of recordA signed lease or written rental agreementHRSN Verification of Landlord/Tenant Relationship and Rent Owed form;A written agreement with the components outlined in the Rent and Utility Costs service descriptionState issued program ID or licenseOfficial 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
<p>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).</p> <p>Note: The home modification and remediation benefit is available to both renters and owners.</p>	<p>A written scope of work</p> <ul style="list-style-type: none">• 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.
<p>Hotel/motel stays</p>	<ul style="list-style-type: none">• 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.

Health-Related Social Needs (HRSN) Service Providers



OHP through CCOs and Open Card

OHP is administered by OHA and 16 coordinated care organizations (CCOs).

Coordinated care organizations (CCOs)

- The Oregon Health Authority contracts with CCOs to provide healthcare coverage for the Oregon Health Plan.
- CCOs have regional networks of healthcare providers.
- 90% of OHP Members belong to a CCO

Open Card (also known as fee-for-service or FFS)

- Open Card is a statewide program of OHP paid directly by the Oregon Health Authority.
- If an OHP member isn't enrolled in a CCO, they're an Open Card member.
- 10% of OHP Members are part of Open Card

Who provides HRSN benefits?

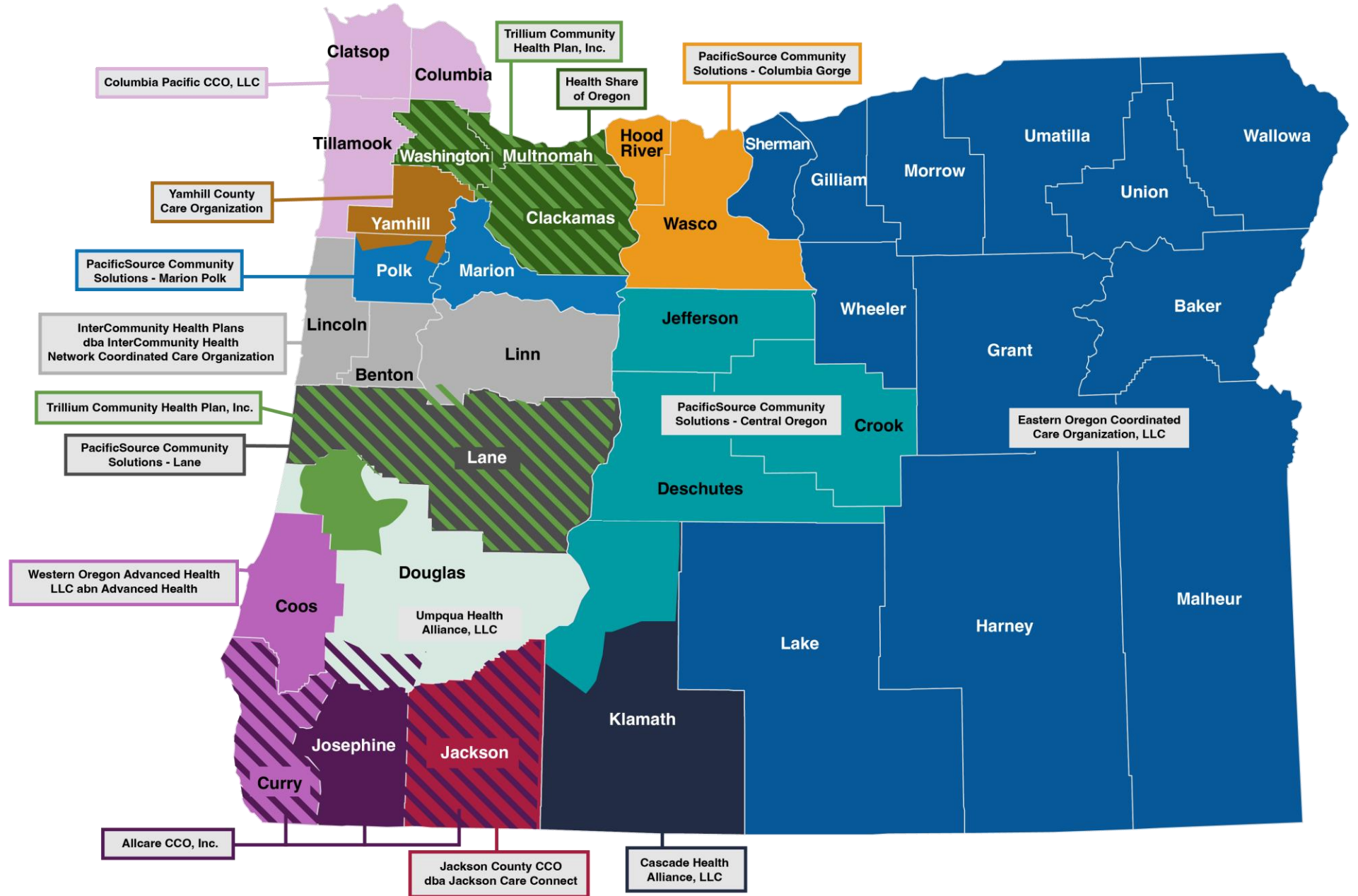
Health-Related Social Needs (HRSNs) benefits are an OHP benefit, so they are also administered by CCOs and OHA's Open Card program.

HRSN benefits are provided by HRSN service providers. HRSN service providers can include community based organizations, like you.

HRSN service providers can choose to contract with the Coordinated Care Organization(s) in their area, or directly with the Oregon Health Authority (Open Card/fee-for-service).

HRSN service providers can provide one or all of the HRSN services.

CCO Service Map



The HRSN service provider experience

Once you're ready to become a provider, you'll go through this process:



Step 1: Enroll as an HRSN service provider



- Check that your organization meets the **HRSN provider qualifications**
 - Review the [HRSN training materials from April 4, 2024](#)

- 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](#).

- Once you've enrolled, contact the CCO or Open Card to learn how to get set up to bill for payment.

Step 1: Enroll as an HRSN service provider (continued)



Individuals and organizations interested in providing HRSN services can apply to become HRSN service provider for any of the HRSN benefits (climate, housing, nutrition, and/or outreach and engagement).

- We recommend enrolling as an Outreach & Engagement provider to receive payment for helping OHP members apply for HRSN benefits.
- You can enroll with multiple CCOs in your service area.
- We encourage enrolling with both CCOs and Open Card.
- You can enroll as an HRSN Housing Service Provider and offer any one or more HRSN Housing benefits.



Step 2: HRSN Request Form

If you are working with an OHP member who may be eligible for HRSN benefits, you can help them request services.

- You can use an HRSN request form to ask for HRSN services from a CCO or Open Card, **OR**
- You can use your existing intake form.

You can help your existing caseloads request HRSN services.

Where can I find the HRSN request form?

- The [HRSN provider webpage](#) links to the OHA HRSN request form in many languages.
- The OHA HRSN request form is accepted by CCOs as well.
- The [CCO webpage](#) links to each CCO's HRSN webpage, which have their request forms.

Section 1: Required information

Please complete all information in this section.

Member information

Oregon Health Plan ID # (if known): _____ Date of birth (MM/DD/YYYY): _____

Name (as written on Oregon Health ID card): _____

Preferred name: _____ Preferred pronouns: _____

Preferred spoken language: _____ Preferred written language: _____

If you know it, state is the name of your coordinated care organization (CCO) or state if you have Open Card Acentra Health: _____

The best way to contact me is: Phone Text Email Mail In person

The best time to contact me is: Morning Afternoon Evening

It is OK to leave a detailed message about my request: Yes No

Phone number (if you have one): _____ Email address (if you have one): _____

Mailing address (if you have one): _____

Request information

I request (mark all that apply): Air conditioner Portable heater Air filtration device
 Mini refrigerator for medications Portable power for my medical equipment if power goes out

I can safely use the device where I live. I can safely and legally plug in the device. Yes No

Another organization or program has already given me the device or devices. Yes No

Step 2: HRSN Request Form (continued)



Where is the HRSN request form sent?

- HRSN request forms should be submitted to the OHP member's health plan (their CCO or Open Card, depending on which one they are enrolled in).

Who needs to fill out the HRSN request form?

- OHP members can fill out the form on their own or work with their HRSN service provider or CCO/Open Card.

What else should I know?

- You can send the HRSN request with the minimal information required (Member name, contact, HRSN service request) or submit all required documentation all at once.
- It will be faster to submit the HRSN request with the minimal information, and quickly follow it up with the rest of the required documentation.

Step 2: HRSN Request Form (continued)

Collecting the required documentation for HRSN housing benefits may be difficult and time consuming.

- We encourage all HRSN housing providers to **also enroll as HRSN Outreach and Engagement (O&E) providers.**
- As an HRSN O&E provider, if you think someone will be eligible for services, you can bill for the time you spend helping them collect their documentation.
- Once the service has been authorized, HRSN housing providers can bill for “**Tenancy Services**” to bill for additional case management needs.

Check out the Outreach and Engagement
Provider TA recording for more information



Step 3: CCO/Open Card verifies eligibility and authorizes service

- Once the HRSN request is submitted, the CCO/Open Card has **14 days** to authorize or deny services.
- Submitting the other required documentation asap is helpful to move along this process. The member's CCO/Open Card will collect this documentation to check if the member is eligible for the HRSN housing benefit they are asking for.
- **If the individual is eligible**, the CCO/Open Card will authorize the service and refer the member to an HRSN service provider to get the service they requested.
- **If the individual is denied**, they can appeal the decision.
- Consider how to braid or sequence funding with HRSN if the 14-day authorization timeline is too long.



Step 4: Get referral and provide HRSN services

After a member has requested a service and gotten it approved, their CCO/Open Card will send a referral to an HRSN service provider.

- Where possible, the CCO/Open Card will send the referral to the same HRSN Service Provider that helped the Member submit the HRSN request.
- You may also get a referral from an OHP member you haven't worked with before.
- You can accept or decline referrals.

Providing the service

- If you accept a referral, you will provide the authorized services according to your organization's processes and practices.
- The CCO/Open Card must ensure that the service is delivered within 4 weeks of it being authorized.



Step 5: Submit bill and get payment



Now that you've provided an HRSN housing service, it's time to get paid.

Who you bill will depend on which health plan the OHP member you worked with has.

Coordinated care organization (CCO):

- Send a bill to the CCO directly.
- Get paid within 30 days of sending the bill.
- If requested, correct the bill and resend it to the CCO.

Open Card (fee-for-service):

- Send a bill to Ayin (OHA's contractor) by email, mail, or the secure file transfer portal.
 - For more information, visit: <https://ayin.com/hrsn>
 - If requested, correct the bill and resend to Ayin.
- Visit the [HRSN provider training page](#) to view our February 27 training on invoicing Ayin.
- **Note:** HRSN providers cannot bill OHA/MMIS directly. If you already bill Open Card for other non-HRSN services, you must enroll again as an HRSN provider and bill Ayin.

Step 6: Track and report HRSN data



As an HRSN provider, you and your organization must track referral information.

Before your organization provides HRSN services, make sure you have a process for tracking and reporting the following referral information:

- Status of the referral (if it was accepted or rejected).
- The date you or your organization first tried to contact the member.
- If services were delivered to the member.
- And if not, the reason why services weren't delivered.

How to track and report referral information:

- Community information exchange (CIE), such as Connect Oregon, findhelp, or UniteUs.
 - The CCO will pull the data from the CIE when they need it.
- Spreadsheet or other system.
 - Use your system to report referral data back to the CCO.

Case example

Case example 1: Louise

About Louise

- Caregiver in Hood River, makes \$18,000 a year, and lives alone.
- 3 months behind on rent and was issued an eviction notice.
- Does not have a support network that can help her, lives paycheck to paycheck.

HRSN provider organization

- A coworker suggests that Louise contact New Hope Solutions for rental assistance.
- Louise meets with a case manager at New Hope Solutions, named Gustavo, and mentions that she lives with bipolar disorder.
- Gustavo believes that Louise might be able to get HRSN supports, so he starts helping her with that process.
- Since HRSN services take some time to compile documentation and get approval, he helps Louise get eviction support from the county in the meantime.



Case example 1: Louise – workflow

Gustavo's workflow

- Louise tells Gustavo that she is enrolled in OHP and has PacificSource as her CCO.
- Gustavo calls PacificSource to verify that her OHP and CCO enrollment are active.
- Gustavo helps Louise fill out an HRSN request form and sends it to PacificSource.
- Gustavo tracks the time he spent helping Louise fill out and submit the HRSN request form to PacificSource.

CCO workflow

- PacificSource's Care Coordinator, Mark, gets the request form and sees that Louise might be eligible for HRSN rent assistance.
- Mark checks Louise's records and confirms her self-attestation of bipolar disorder.
- Mark reaches out to Gustavo and Louise to collect remaining documentation.
- Once required documentation is submitted, Mark approves the request for HRSN Rent Assistance and Tenancy Support.
- Mark sends back a referral to New Hope Solutions.



Case example 1: Louise – provider workflow

Eligibility criteria for rent assistance and tenancy supports

- ❑ Be on OHP
 - **Gustavo verified by calling Louise’s CCO, PacificSource.**
- ❑ Have at least one clinical risk factor (e.g., complex behavioral health condition):
 - **Gustavo notes that Louise 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. **Gustavo helps Louise get her two most recent paystubs 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. **Louise is living paycheck to paycheck and doesn’t have any supports.**
- ❑ Needs support staying in their current housing. **She is at risk of being evicted.**
- ❑ Have a least or written agreement with their landlord. **Louise has a lease and Gustavo helps her call her landlord to get a copy.**

Case example 1: Louise – workflow

New Hope Solutions workflow

- Once New Hope Solutions has the service authorization and referral, they accept the referral and assign Louise to Gustavo's caseload.
- Gustavo follows their procedures to prepare and send a rent check to Louise's landlord.
- He also helps Louise create a housing retention plan.
- Gustavo tracks the time he spent working on Louise's case under HRSN Tenancy Supports.
- New Hope Solutions bills PacificSource for the time Gustavo spent helping Louise.
- Since New Hope Solutions is both an HRSN Housing and HRSN O&E provider, they bill for:
 - Time spent working on the HRSN request form (HRSN O&E)
 - The rent paid to the landlord (HRSN Housing – Rent assistance)
 - Time spent working with Louise and Mark to ensure rent assistance was received (HRSN Housing – Tenancy Support)
- PacificSource pays New Hope Solutions within 30 days.

Case example 1: Louise – Record & Report

New Hope Solutions workflow

- Throughout the process, Gustavo uses the New Hope Solutions case management platform to track the following for each HRSN service:
 - When he first tried to contact Louise after PacificSource authorized rent assistance and tenancy supports.
 - Outcome for each service:
 - If the service **was provided**, he could write, “Service provided.”
 - If the service **was not provided**, he could write, “Louise was not interested” or “Louise couldn’t be reached.”
- New Hope Solutions sends a report of this data to PacificSource at the end of the quarter.

Interactive case examples

Case example 2: Ingrid

About Ingrid

- Ingrid is 58 years old and lives a Permanent Supportive Housing apartment complex after being chronically homeless.
- Ingrid is on OHP, receives SSI, and has an SPMI and chronic health conditions.
- Ingrid typically kept her room tidy, but after a traumatic event, Ingrid's been struggling and has accumulated a lot of garbage and debris in her apartment, creating health and safety issues.
- She has fallen behind on her rent payments.
- Property management told Ingrid that she is at risk of eviction if she does not clean her unit and get caught up on rent.

Do you think Ingrid could be eligible for HRSN housing benefits? If so, which ones?

What documentation do you think she will need to provide her health plan to get these services authorized?

Case example 3: Josephine

About Josephine

- Josephine is a 25-year-old artist who lost her job at a retail shop when she was diagnosed with systemic lupus.
- Josephine is on OHP and no longer has an income.
- Because of her loss of income, and to avoid an eviction order, she rented a storage space for her belongings and is sleeping on her friend's couch.
- Josephine's friend has mentioned that having her there is increasing her utility costs.
- Josephine wants to find a way to pitch in for utilities and rent until she gets a new job.

Do you think Josephine could be eligible for HRSN housing benefits? If so, which ones?

What documentation do you think she will need to provide her health plan to get these services authorized?

Case example 4: Peter and Adam

About Peter and Adam

- Peter is a single parent living in Redmond.
- Adam is Peter's 6-year-old son. Adam has leukemia and uses a wheelchair.
- Peter recently took a leave of absence from work to care for Adam and is running out of savings.
- Peter and Adam live in a house with steps at both entrances, making it difficult for Adam to get into the house with his wheelchair.
- Peter and Adam are both on OHP.

What HRSN benefits do you think Peter and Adam could be eligible for?

What documentation do you think they will need to provide their health plan to get these services authorized?

More resources for housing benefits and eligibility criteria



HRSN Provider Webpage

More resources can be found on the [HRSN Provider webpage](#):

- **Guides**

- [HRSN provider journey](#)
- [HRSN member journey](#)

- **Resources**

- [Housing – eligibility](#)
- [Housing – income limits](#)
- [Housing – benefit fact sheet](#)

The screenshot displays the 'Health-Related Social Needs Information for Providers' page. On the left is a navigation menu with links for Medicaid Policy, Oregon's State Plans, OHP 1115 Waiver, SUD 1115 Waiver, Office of Health Policy, Medicaid Advisory Committee, and Oregon Health Policy Board. The main content area is titled 'Learn How to Become a Provider of Health-Related Social Needs Benefits' and includes a list of bullet points about HRSN service providers, a paragraph about identifying members to serve, and a list of requirements for OHP members. To the right are sections for 'Learn More' with links to CCBF funds, protocols, and updates, and 'Questions?' with an 'Email us' link. A purple-bordered box highlights a 'Providing HRSN Services' section containing expandable lists for 'Guides', 'Resources', and 'Forms and Templates'.

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.

The screenshot shows a webpage from the Oregon Health Authority. At the top, it says 'Medicaid Division' and '1115 Waiver Strategic Operations'. The Oregon Health Authority logo is in the top right. The main heading is 'Qualifying for Oregon Health Plan housing benefits'. Below that is a sub-heading 'About Oregon Health Plan housing benefits'. The text explains that Oregon Health Plan (OHP) offers health-related social needs (HRSN) benefits, which are basic needs affecting a person's health. It lists several basic needs: Housing, Food, Staying healthy in any weather or climate condition, and Help getting other benefits. Below this, it asks 'What are the HRSN housing benefits?' and lists: 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, and Hotel stays during work on home changes (if needed). At the bottom, there is a table with columns for 'where to find healthcare, legal', '12 months', and 'Repeated use of'.

<https://www.oregon.gov/oha/HSD/OHP/Tools/HRSN-Housing-Eligibility.pdf>

Frequently asked questions



Frequently asked questions

If a member's actual rent exceeds the rent cap for HRSN, can HRSN providers combine other funding to pay part of rent? Can HRSN be combined with other funding?

- HRSN housing benefit may be combined with funding from other local, state, and federal programs.
 - For example, members who get voucher support that covers a portion of their rent may get the HRSN rent and utility costs service if their voucher allows and does not consider HRSN a duplication of benefit.
 - A member may get imminent eviction prevention support from a local or state program, and then get the HRSN rental and utilities costs services to help them keep their housing.

Can HRSN cover rent for those who are already getting a rental subsidy?

- HRSN housing services can cover rent for people getting other subsidies, if the subsidy allows it and HRSN only covers the member's portion of rent. We encourage you to work with your PHAs to determine if the subsidy allows braiding.

Are HRSN housing services available to members who are homeowners?

- HRSN rent and utility assistance is currently only available to members who are renting their home. The benefit does not cover assistance to help members pay for their mortgage.
- However, home modification and home remediation can be available to homeowners.

Frequently asked questions

**What if there are multiple members in the household who are eligible for HRSN housing services?
Can all members get the maximum 6 months of rent assistance?**

- HRSN rental assistance is available once per household over the course of the waiver (the waiver expires in 2027).
- If more than one household lives in the same physical space, each household is eligible for rental assistance once.

What are the living arrangements that a member can live in to be eligible for rent and utility costs service?

- Apartment units, single room occupancy units, single or multifamily homes
- Mobile home communities
- Accessory dwelling units (ADUs)
- Co-housing communities
- Middle housing types (e.g. duplex, triplex)
- Trailers, manufactured homes, or manufactured home lots
- Permanent supportive housing
- Oxford Houses or other sober living houses with a lease or written agreement
- Other housing types with a lease or written agreement

Will HRSN housing services pay for time spent coordinating and delivering HRSN housing services?

- Yes. HRSN housing providers can use HRSN tenancy services to bill for the time required to:
 - Coordinate and deliver HRSN housing services.
 - Work with CCO or Open Card care coordination teams.

Questions and answers

Please write your questions in the chat!



Next Steps



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](#)

Upcoming Trainings



★ HRSN Monthly Training Sessions

- **Tuesday, November 19, 1 – 2:30 p.m.** [Register here.](#)
HRSN housing services office hours.
- **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.](#)

We value your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey: <https://www.surveymonkey.com/r/Y87W7LK>



1. Which type of training are you giving feedback on?