

Date: February 14, 2025

To: Coordinated Care Organizations (CCOs)

From: David Inbody, CCO Operations Director

Jessi Wilson, 1115 Waiver Strategic Operations Director

Subject: Routine service authorization timeframe for HRSN Housing Supports

Effective immediately, the Oregon Health Authority (OHA) is deferring enforcement of the timeframe for routine service authorization requests for Health-Related Social Needs Services that are Housing-Related Supports (“HRSN Housing Supports”) described in:

- Oregon Administrative Rules (OARs) [410-120-2020\(1\)](#) and [410-141-3835\(11\)\(a\)](#) and
- Exhibit B, Part 2, Section 15, Paragraph h, Sub-Paragraph (1) of the [amendment](#) to add HRSN Housing Supports to the [2024](#) CCO contract effective November 1, 2024 and the [2025](#) CCO contract.

Under the above requirements, CCOs must decide whether to authorize or deny routine service authorization requests for HRSN Housing Supports within 14 days of receipt, with the possibility of a 14-day extension in certain cases. OHA previously [communicated](#) to CCOs that they will not enforce any specific timeframe for routine HRSN Housing Supports service authorization requests received by CCOs through January 31, 2025.

Due to the ongoing volume of housing requests, provider capacity, and time required to gather documentation, OHA is deferring enforcement of this timeframe through April 30, 2025. CCOs are expected to process routine requests received through this date as expeditiously as possible.

As a result of this deferral, CCOs should not fully or partially deny a routine service authorization request for HRSN Housing Supports solely due to expiration of the service authorization timeframe. Any full or partial denial of a request received through April 30, 2025, should be issued only for a reason(s) other than expiration of the timeframe.

This enforcement deferral does not relieve CCOs of any other requirements relating to HRSN Housing Supports described in the applicable OARs and CCO contracts.

OHA will continue to collaborate with CCOs on ways to mitigate barriers to service authorization, which may include further expansion of HRSN Service Provider networks and operational improvements.

Questions?

If you have questions about this temporary policy change, please contact Jessi Wilson, 1115 Waiver Strategic Operations Director at jessica.l.wilson@oha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.