

# HRSN Outreach & Engagement (O&E) Services and the HRSN Housing Benefit: Tenancy Supports

HRSN Outreach & Engagement (O&E) Services should complement HRSN Housing Supports; however, there are differences on when HRSN Service Providers should provide the Member with one service or the other. This document provides information to HRSN Service Providers on when it is appropriate to provide and bill for HRSN O&E Services and HRSN Tenancy Supports.

For additional benefit-specific information, please go to the [HRSN Service Provider webpage](#).

## When to provide HRSN O&E Services versus HRSN Tenancy Supports?

In short, it depends.

HRSN Service Providers<sup>1</sup> should provide HRSN O&E Services when an OHP Member:

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<sup>1</sup> HRSN Service Providers must be enrolled with the Oregon Health Authority (OHA) as an HRSN Outreach & Engagement Service Provider and/or an HRSN Housing Service Provider. An HRSN Outreach & Engagement Service Provider can bill for Outreach & Engagement Services and an HRSN Housing Service Provider can bill for Tenancy Supports. An HRSN Service Provider can enroll as both.

- Does not need or want HRSN Housing Supports, but still needs help connecting to other resources including healthcare and social needs
- Does not qualify for HRSN Housing Supports, but still needs help connecting to other resources including healthcare and social needs
- Needs help requesting HRSN Housing Supports and obtaining the documentation required during the service authorization process

HRSN Service Providers should use HRSN Tenancy Supports when:

- A Member has received service authorization for HRSN Tenancy Supports. HRSN Service Providers will know a Member has been authorized for HRSN Tenancy Supports because they will receive a referral for this authorized service from the Member's health plan

## **HRSN O&E and the HRSN Service Authorization Process**

HRSN Service Providers may provide HRSN O&E Services to help eligible OHP Members gather information regarding eligibility and other documentation for the service authorization process for HRSN Housing Supports. After the OHP Member receives authorization for HRSN Housing Supports, the HRSN Service Provider should provide HRSN Tenancy Supports to support the OHP Member to achieve their housing stability goals, instead of O&E. In other words, HRSN O&E should be used to assist a Member in submitting an HRSN Request Form up until HRSN Tenancy Supports are authorized. Once HRSN Tenancy Supports are authorized, HRSN Service Providers will likely want to switch to HRSN Tenancy Supports because there is no cap on the number of hours.

## **Should HRSN Housing Providers enroll as HRSN O&E Providers?**

HRSN Service Providers who are enrolled to provide HRSN Housing Service Providers are encouraged to also enroll as HRSN O&E Service Providers to provide both services. This will ensure HRSN Service Providers are able to bill and get paid for all the services they provide OHP members.

## What types of activities are covered under HRSN O&E and HRSN Tenancy Supports?

Both HRSN O&E and HRSN Tenancy Supports activities are commonly described as case management, and many activities overlap.

HRSN O&E includes but is not limited to:

- Referrals to other HRSN Services
- Help with Medicaid re-enrollment paperwork
- Connections to other social need resources
- Support accessing healthcare services like making appointments or filling out paperwork

HRSN Tenancy Supports includes, but is not limited to:

- Speaking with the person or company you're renting from (landlord)
- Understanding leases
- Referrals to other housing services like where to find healthcare, legal support, or applying for disability or social security

For a complete list of activities covered under both Services please see OAR 410-120-2005.

The table below may help illustrate the differences between the services.

	HRSN O&E	Tenancy Services
<b>Intent</b>	Connect members to needed services	Enable an individual to reach their housing stability goals.
<b>Limit</b>	30 hours per year per member per health plan	No limit
<b>Billing Codes</b>	T1017 - targeted case management Outreach and engagement activities conducted by CBO or HRSN provider  Modifiers to bill for O&E services include: U1 — HRSN Waiver Program UD — Outreach and Engagement	H2015 - comprehensive community support services Pre-tenancy, housing transition navigation, and tenancy supports

<b>Prior Auth</b>	Not required	Required
<b>Eligibility</b>	Presumed HRSN Eligible Member; meaning an OHP Member that likely: <ul style="list-style-type: none"> <li>• Is in an HRSN Covered Population</li> <li>• Has an HRSN Clinical Risk Factor</li> <li>• Has a need for O&amp;E Services</li> </ul>	See <a href="#">housing eligibility framework</a>
<b>Fee schedule</b>	\$20 per 15 minutes	\$20 per 15 minutes

## For more information

- Visit the [HRSN Service Provider webpage](#) to find more information on who qualifies, housing supports, and other HRSN benefits.
- Email us at [1115Waiver.Renewal@odhsoha.oregon.gov](mailto:1115Waiver.Renewal@odhsoha.oregon.gov).

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