

HRSN Service Provider Quick Reference Guide

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What are health-related social needs services?

Health-related social needs (HRSN) are basic needs that affect a person’s ability to stay healthy.

OHP will offer these HRSN services:

- Help with housing
- Nutrition support
- Climate equipment like air conditioners and air filters
- Help getting other services

Who can get these services?

Only Oregon Health Plan (OHP) members qualify for these services. Each service has a

Roles and responsibilities

Oregon Health Authority

The Oregon Health Plan (OHP) is comprised of 16 Coordinated Care Organizations (CCOs) and the Open Card program (also called the Fee-for-Service program). Each OHP member belongs to one of these **health plans**. OHA (Oregon Health Authority) oversees these.

Health Plans: CCOs and Open Card

- Manage care for OHP members.
- Authorize HRSN Services.
- Make referrals for HRSN Services.
- Manage the HRSN Person-Centered Service Plan (PCSP).

Health Related Social Needs (HRSN) Service Providers

- Social service providers across Oregon.
- Provide housing, climate, nutrition, and outreach and engagement services to OHP members.
- Work with providers to deliver care.

range of benefits. Not all OHP members will qualify for them. Some may qualify for all, a few, just one, or none at all.

Who qualified for HRSN benefits?

Each HRSN benefit has different services, and who can get those benefits isn't the same. In general, people need to be OHP members that are experiencing a major life change and have a health condition that can be improved by the HRSN service provided. The [HRSN Service Provider webpage](#) includes benefit-specific factsheets and eligibility information for your reference.

What is an HRSN Service Provider?

HRSN Service Providers are organizations that will provide HRSN services in a way that is culturally and linguistically appropriate, responsive, and trauma-informed.

- All contracted HRSN Service Providers must meet certain [provider qualifications](#).
- Once an HRSN Service Provider is enrolled, has a contract with OHA and or a CCO, they can provide and bill for HRSN services.

How to enroll as an HRSN Service Provider?

Enrollment is the first step to becoming an HRSN Service Provider. There are two ways to enroll as an HRSN Service Provider.

Enroll in OHP Open Card: People can find information on how to apply to become a provider for OHP Open Card and find forms on the [Provider Enrollment webpage](#). People may call OHA's Provider Enrollment Team at 800-336-6016, option 6, to ask questions.

Enroll in a CCO: People can contact the [CCO\(s\) in their area](#) to learn how to apply to become a provider for the CCO.

How to provide HRSN Services after enrolling as an HRSN Service Provider?

Step 1: Conduct outreach to potentially eligible populations

Once you become an HRSN Service Provider, you can be paid for certain services you provide. You may decide to follow your organization's normal processes to conduct outreach to people who benefit from HRSN Services, or you may develop a specific process to conduct outreach specifically for people who may be eligible for HRSN Services.

Step 2: Request HRSN Services for clients who may be eligible

HRSN Service Providers can request HRSN services for their existing and new clients. The HRSN Request Form requires the client's name, contact information, and identification of HRSN Service need. There is the option to fill out more information about eligibility to help the health plan determine eligibility.

HRSN Service Providers can help people with the HRSN request or see if they qualify for similar services if they are denied for HRSN services.

To receive payment for the work of assisting an OHP Member to fill out the HRSN Request Form or supporting with the appeal process, the HRSN Service Provider must be enrolled as an Outreach and Engagement Provider.

Individuals can also self-refer, or work with their primary care provider, a community organization, or someone they trust to fill out the HRSN Request Form.

Step 3: Send the HRSN Request to the client's Health Plan

- HRSN Service Providers send the HRSN Request Form to the client's Health Plan.
 - For CCO members, the request form can be sent directly to the CCO. CCO contact information can be found [here](#).
 - For Open Card members, the request form can be sent to Acentra, OHP Open Card Care Coordination. Please submit forms securely to ORHRSN@acentra.com or via fax at fax number: 833-551-2607. You may also call 888-834-4304.
- The health plan will follow up with the client and HRSN Service Provider for more information on eligibility and additional required documentation, if necessary.
- The health plan will receive the HRSN Request Forms and will determine whether the service may be authorized.

Enrollment tips

Speed up the CCO enrollment process.

Providers should let the CCO know if they are already enrolled as an OHP Open Card Provider and have a Medicaid ID number. This can speed up the CCO enrollment process.

Work with multiple CCOs.

If providers work with multiple CCOs, they may have to follow different processes to enroll, stay enrolled, or disenroll. [Contact each CCO for help.](#)

Refer to the OHP Open Card Provider Enrollment Training materials.

Providers can quickly find and select the right HRSN provider type and specialty number(s) to enroll as an OHP Open Card provider. [Find training materials here.](#)

- People will learn from their health plan whether they qualify for requested HRSN Services.
 - In most situations, people will learn whether they qualify within 14 days of submitting their request. In some cases, the health plan will inform people that they need additional time.
 - If authorized, the health plan will refer the OHP member to an HRSN Service Provider to receive services.
 - If people are not approved for the requested service but think they may qualify, they can ask for an appeal and get help from their service provider or an OHP Ombudsperson. Learn more [here](#).
- People can also ask their health plan to check if they are eligible for the same or similar services through other programs.

Step 4: Receive HRSN Referrals for HRSN Services from the Health Plan

HRSN Service Providers will receive referrals from health plans to provide HRSN Services. Where possible, health plans will refer members to the same HRSN Service Provider that helped them fill out the HRSN Request Form.

HRSN Service Providers must respond to the referral to let the health plan know if they can or cannot fulfill the referral request.

Step 5: Provide HRSN Services

HRSN Service Providers can provide the authorized services. See the benefit-specific factsheets for more details.

OHP members who receive HRSN Services will have a care plan called the HRSN Person-Centered Service Plan (PCSP). The health plan will develop this with the member and will value the input provided by HRSN Service Providers. The HRSN PCSP is important to ensure members are receiving the right care at the right time, from the right provider.

Helpful tips — general

People can:

Update their contact information to make sure their health plan and HRSN providers can reach them with important information.

People should [check and update their mailing address, phone number, email, or other information](#).

Request HRSN services directly from their health plan to speed up the process.

If people work with a community organization, the organization will refer them to their health plan and help them request services.

Make a plan for their care to help them keep services they already qualify for and find others they may qualify for.

People can do this with their health plan as soon as they qualify for HRSN services.

Step 6: Invoice for payment

When working with OHP Open Card:

- Visit [Ayin's website](#) to download a reimbursement form.
- Send the invoice to Ayin (OHA's contractor) online at [Ayin's website](#) or by mail at:
PO Box 12809
1050 25th St SE
Salem OR 97309
- If there are errors on the invoice, correct the invoice and resend it to Ayin if applicable.

When working with a CCO:

- Each CCO will have its own process for invoicing. [Contact the CCO\(s\)](#) in your area to learn more.

Resources

- [HRSN Webpage](#)
- [HRSN Provider Training Webpage](#)
- [HRSN Service Provider Webpage](#)

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Chelsea Egbert at chelsea.egbert@oha.oregon.gov or 503-580-0295 (voice and text). We accept all relay calls.

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