



# HEALTH-RELATED SOCIAL NEEDS (HRSN)

## PROGRAM OVERVIEW

**Umpqua Health Alliance**

# OREGON'S 1115 MEDICAID WAIVER

The State applies to renew its waiver with the Centers for Medicare and Medicaid Services (CMS) every five years. CMS can accept or reject proposals. Oregon's most recent 1115 Waiver was approved for October 2022 September 2027. This waiver includes HRSN services.

## Waiver Goals

Address and advance health equity

Create a more equitable, culturally- and linguistically-responsive health care system

Ensure people can maintain their health coverage

Improve health outcomes by addressing health-related social needs

Ensure smart, flexible spending for health-related social needs and health equity

## HRSN-Specific Funding Components

**\$119 million**  
grants for  
CBOs

**\$904 million**  
for HRSN  
services

# WHAT ARE HEALTH-RELATED SOCIAL NEEDS?

**Health-Related Social Needs (HRSN):** The social and economic needs that impact an individual's ability to maintain their health and well-being. For example, affordable housing and utilities, diverse healthy foods, and support accessing benefit programs.

## Oregon's HRSN Services



Climate Supports  
March 2024



Housing Support  
November 2024



Nutrition Support  
January 2025



Outreach &  
engagement

# WHO CAN REQUEST HRSN SERVICES?



**CLINICAL** (PROVIDERS, PRIMARY CARE TEAMS, SPECIALISTS, AND OTHER HEALTH CARE PROVIDERS)



**NON-CLINICAL** (I.E., CARE COORDINATORS, PATIENT NAVIGATORS, COMMUNITY HEALTH WORKERS, COMMUNITY PARTNERS, MEMBERS, OR REPRESENTATIVES)

# HOW DOES UHA ACCEPT HRSN SERVICE REQUESTS?



**IN PERSON**  
3031 NE STEPHENS  
ST. ROSEBURG, OR  
97470



**FAX**  
541-677-5881



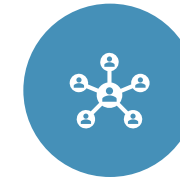
**EMAIL HRSN**  
[@UMPQUAHEALTH.COM](mailto:@UMPQUAHEALTH.COM)



**PHONE**  
541-229-4842



**ARCADIA**  
(INTERNAL UHA STAFF)

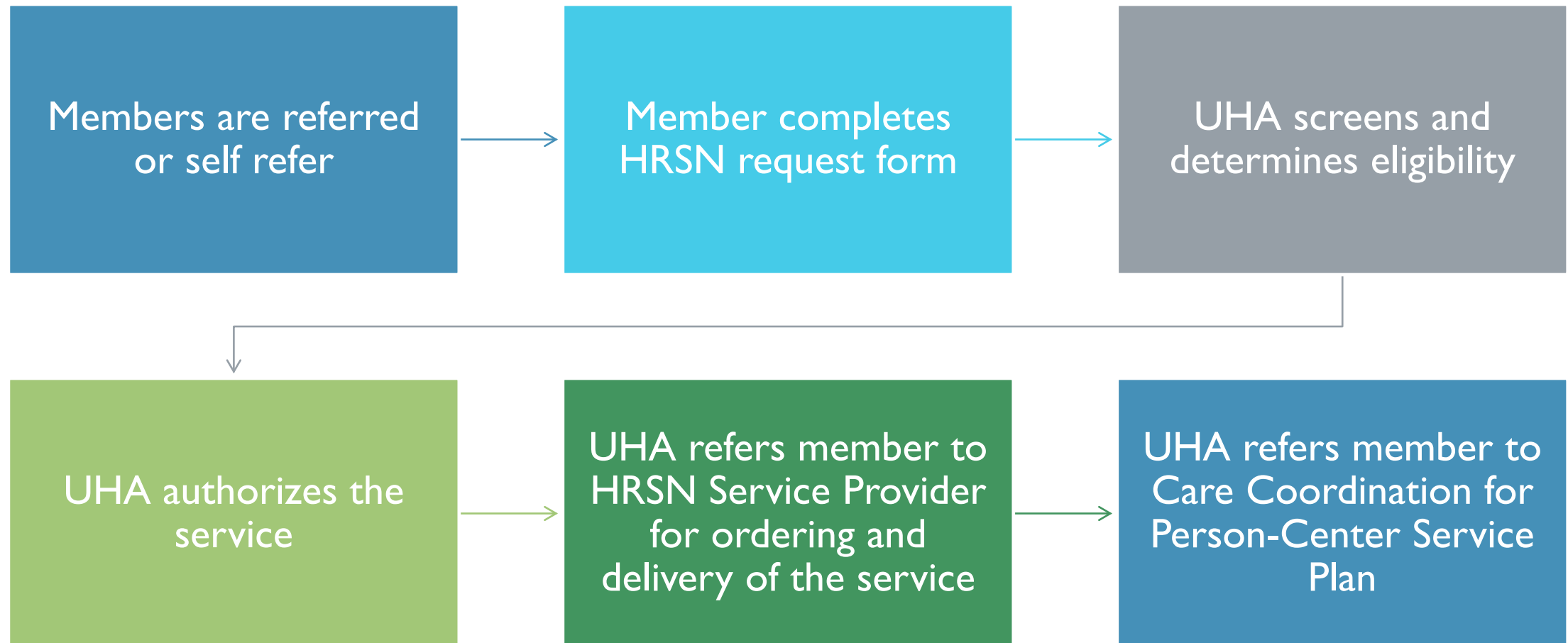


**UNITE US**  
[HTTPS://UNITEUS.COM/  
NETWORKS/OREGON/](https://uniteus.com/networks/oregon/)



**ASSISTANCE  
REQUEST FORM**  
[WWW.UMPQUAHEALTH.COM/HRSN](http://WWW.UMPQUAHEALTH.COM/HRSN)

# HOW ARE HRSN SERVICES RECEIVED





# HRSN CLIMATE SUPPORTS

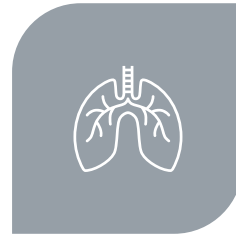
# WHAT'S INCLUDED IN HRSN CLIMATE SUPPORTS?



AIR CONDITIONERS



HEATERS



AIR FILTRATION  
DEVICES



PORTABLE POWER  
SUPPLIES (PPSS) FOR  
MEDICAL DEVICES



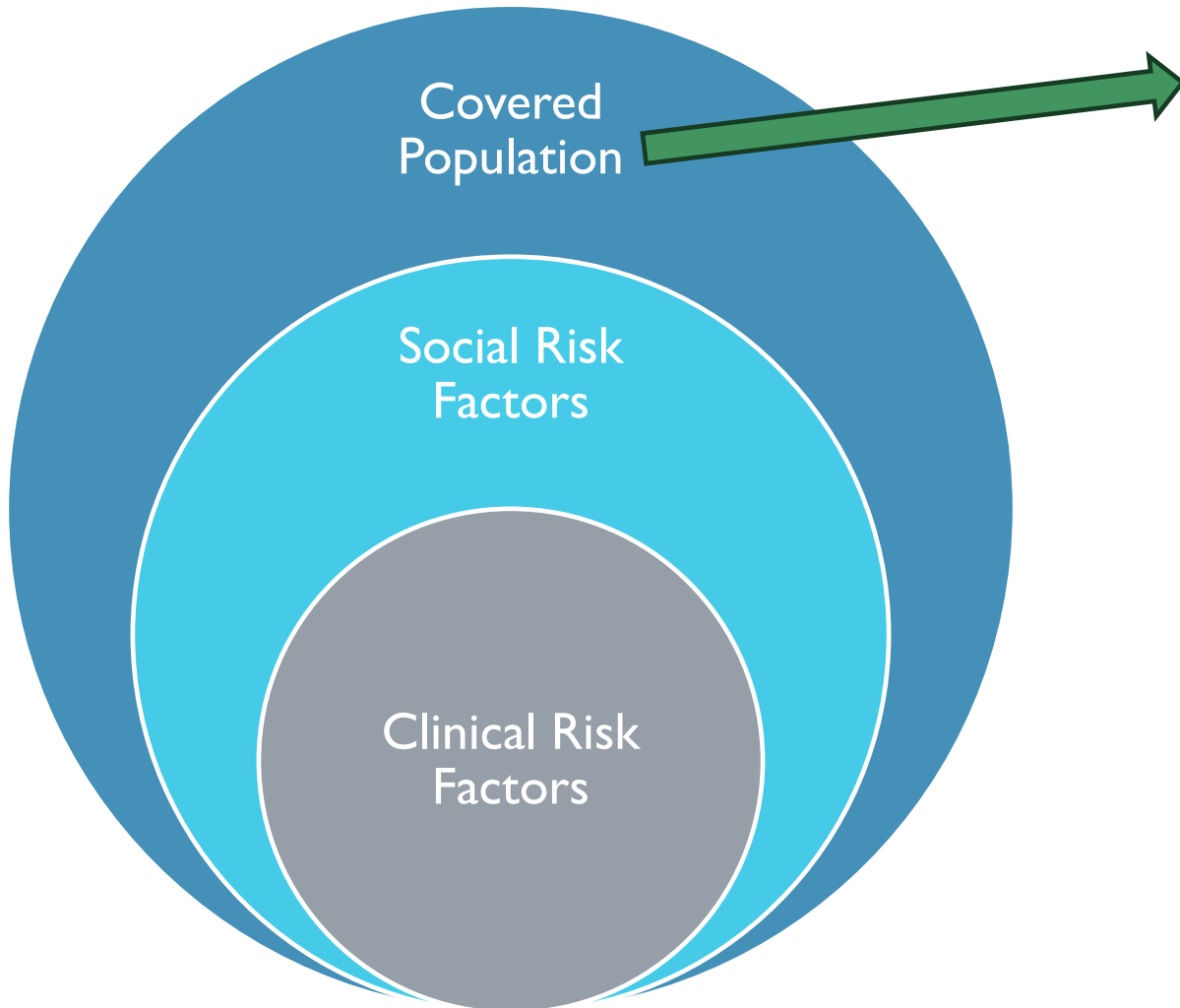
MEDICATION  
REFRIGERATORS

## CRITERIA

- OHA & CCO CONTRACT
- OAR 410-120-2000
- APPROVED HRSN SERVICES PROTOCOL
- HRSN CCO GUIDANCE DOCUMENT, SEPTEMBER 7, 2024



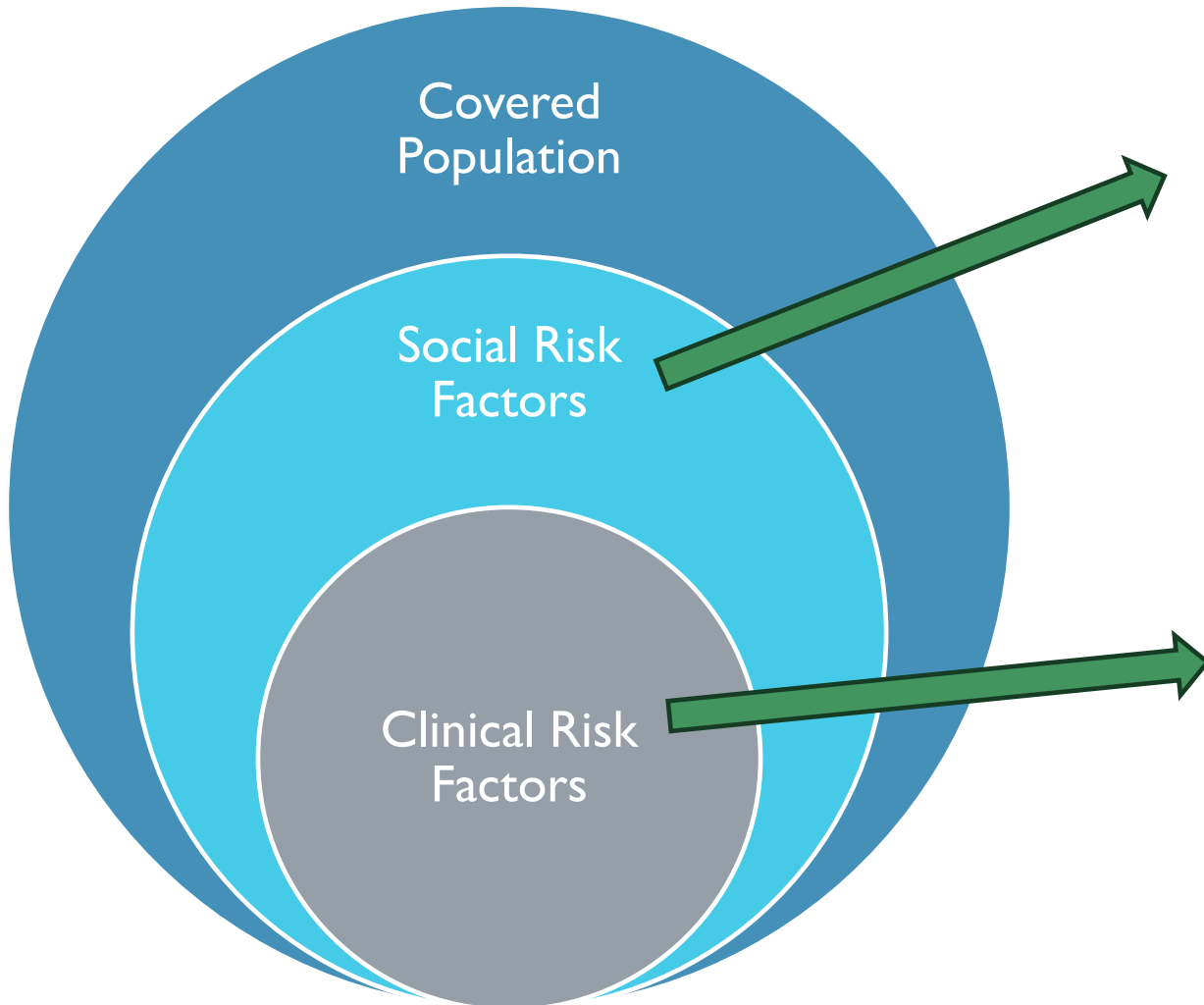
# WHO CAN RECEIVE HRSN CLIMATE SERVICES?



## **Covered Population**

- Young Adults with Special Health Care Needs (YSCHN)
- Adults and youth discharged from an Institution for Mental Disease (IMD)
- Adults and youths released from incarceration
- Youth involved with child welfare
- Individuals transitioning to Dual Status
- Individuals who are homeless or at risk of homeless

# WHO CAN RECEIVE HRSN SERVICES?



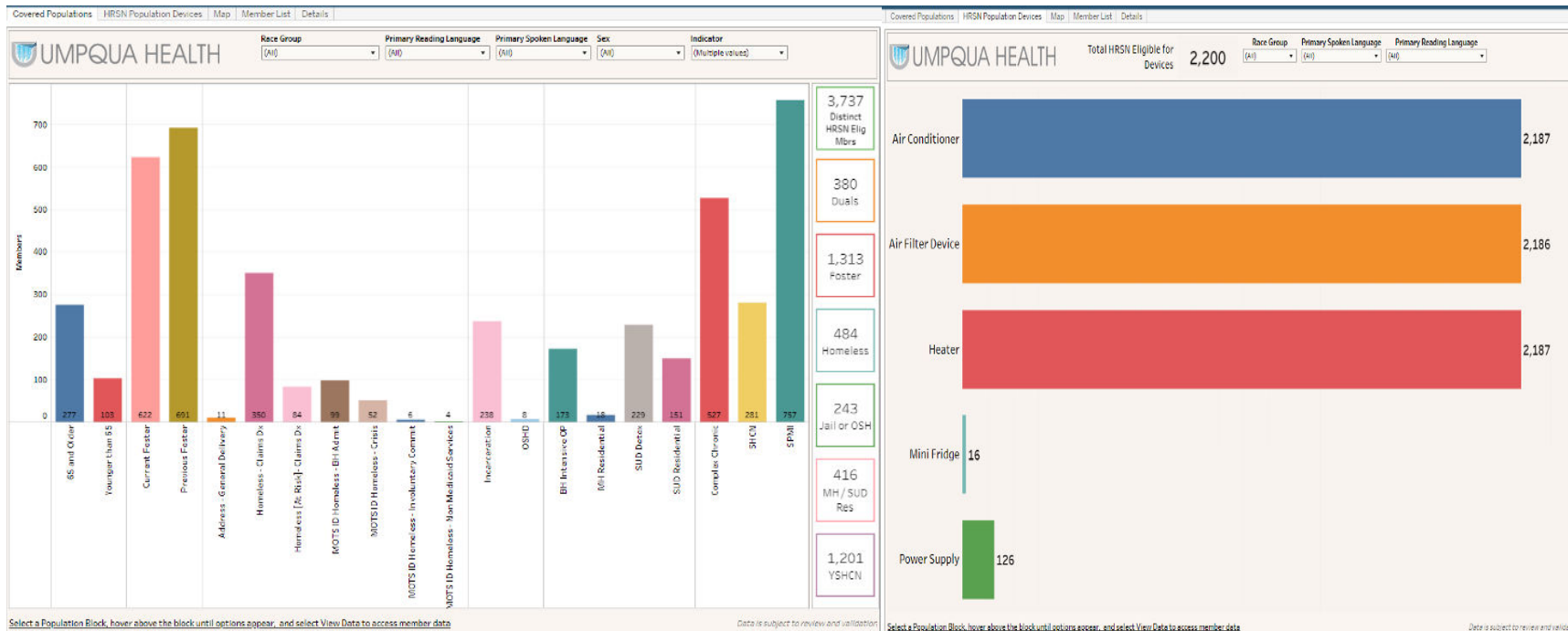
## **Social Risk Factor**

An individual who resides in their own home or non-institutional primary residence and for whom an air conditioner, heater, air filtration device, portable power supply (PPSs), and/or refrigeration units for medications is Clinically Appropriate as a component of health services treatment or prevention.

## **Clinical Risk Factors**

Each device requires its own conditions. See Service Protocol document approved by CMS.

# HRSN TABLEAU DASHBOARDS



- Compiles Data from CIM and Arcadia to pre-identify members that meet criteria for HRSN Climate Devices
- Useful in the review process, as well as identifying members for outreach and engagement.

# HRSN HOUSING SUPPORTS

NOVEMBER 2024



# WHAT'S INCLUDED IN HRSN HOUSING SUPPORTS?



- **Rent**
- **Storage Fees**
- **Renters insurance**
- **Temporary Housing**



- Medically Necessary Home Modifications:**
- **Wheelchair Ramp**
  - **Grab Bar**
  - **Pest Eradication**
  - **Chore Services**
  - **Installation of washable curtains**



- One-time transition and moving costs and housing deposits**



- Tenancy Supports**
- **Pre-tenancy and housing transition navigation services**
    - **Housing Applications**
  - **Tenancy sustaining services**
    - **Eviction prevention**

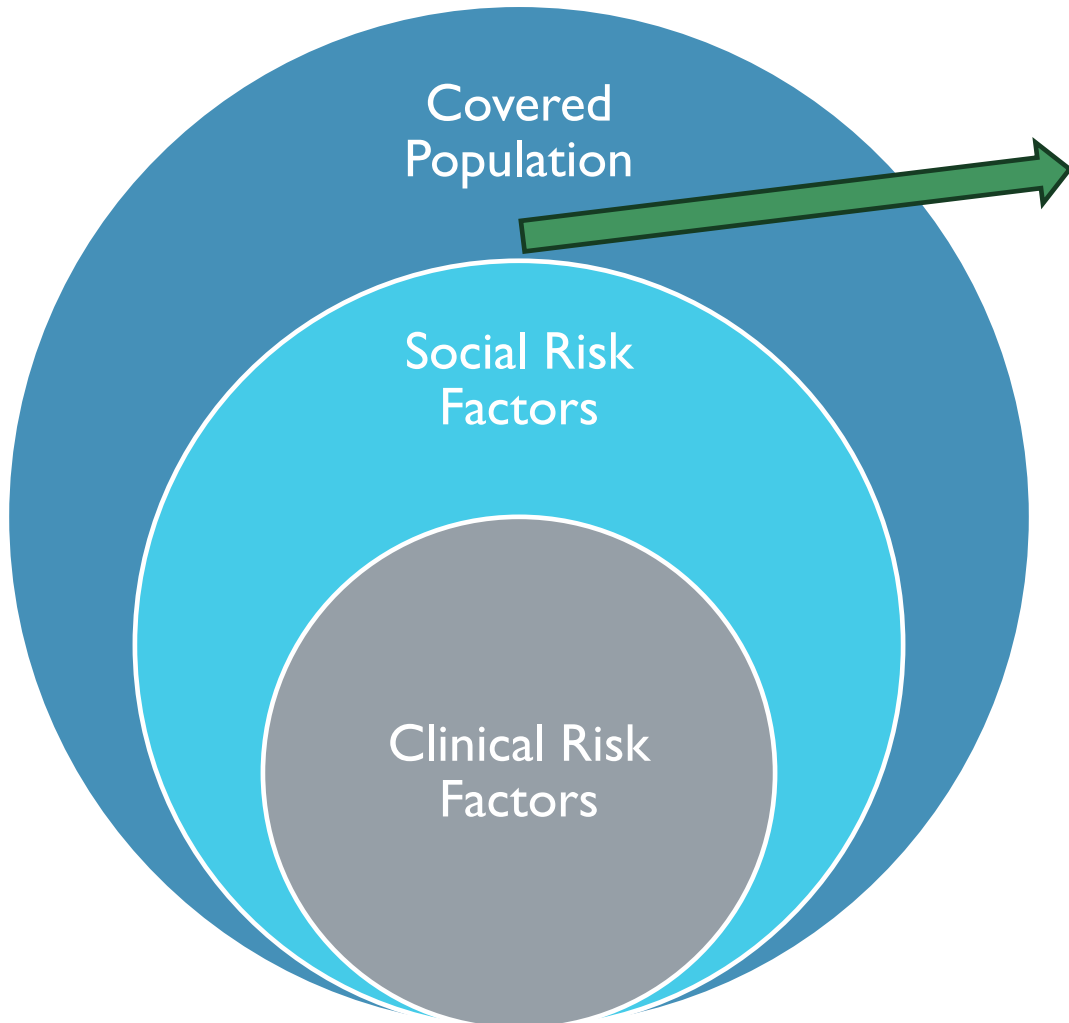


- Utility Costs:**
- **Garbage**
  - **Water**
  - **Sewage**
  - **Recycling**
  - **Gas**
  - **Electric**
  - **Phone**

## LIMITS

- Up to 6 months (Rent, Utilities, Hotel/Motel Stays, Storage Fees)
- Utility assistance is only available for members receiving rental assistance
- Can include arrears and ongoing costs
- Once per household with eligible member/s over the lifetime of the demonstration (September 2022-August 2027)

# WHO CAN RECEIVE HRSN HOUSING SERVICES?



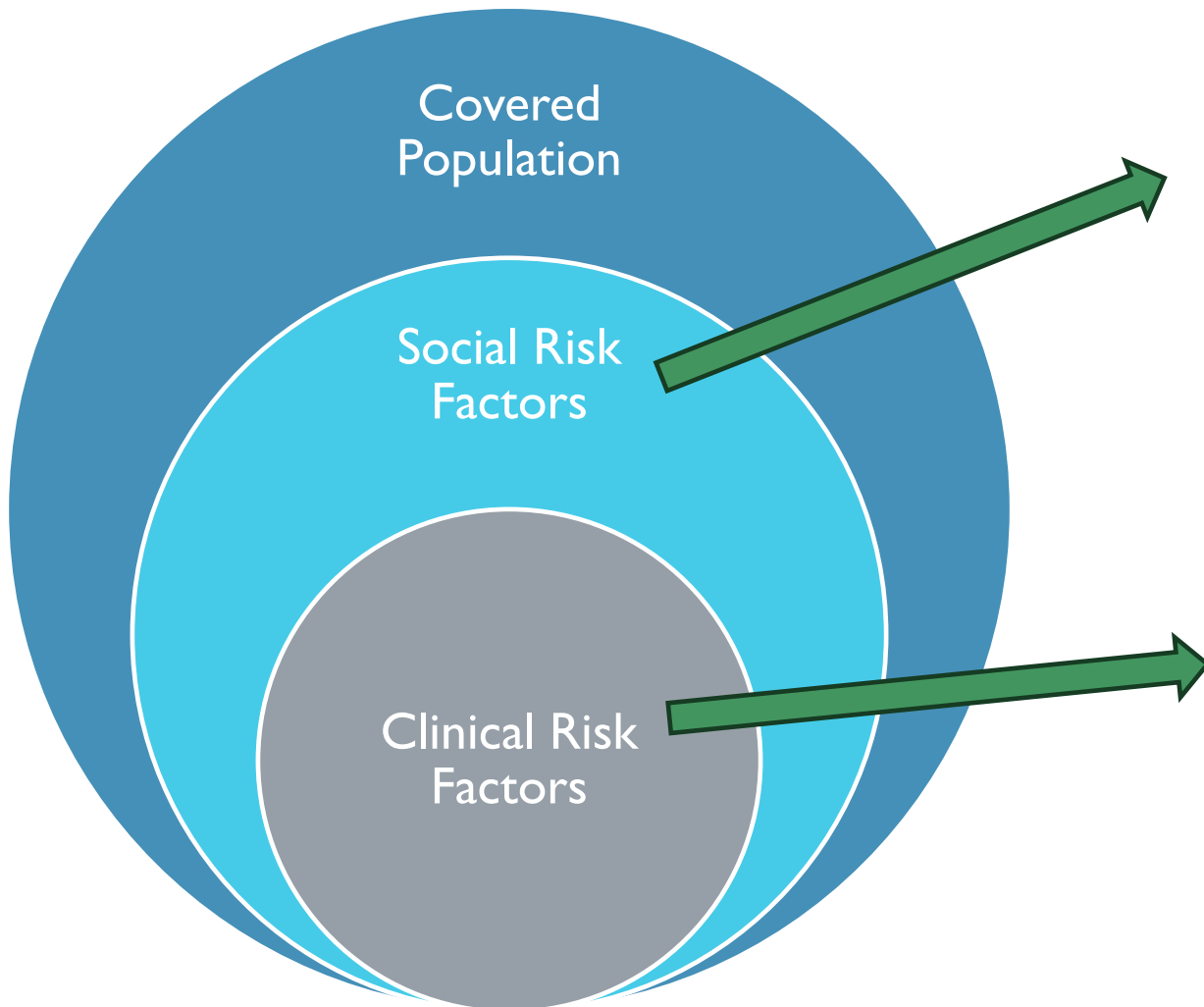
## Covered Population

- Young Adults with Special Health Care Needs (YSCHN)
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- Individuals who are homeless or at risk of homeless

- Definition:* “At Risk of Homelessness” means a Member who:
1. Has an income that is 30% or less than the area median income where the individual resides according to the most recent available data from the U.S. Department of Housing and Urban Development;
  2. Lacks sufficient resources or support networks to prevent homelessness; and,
  3. Meets any HRSN Housing and Nutrition Clinical Risk Factor.

*Note: This definition has been updated for clarity from the definition included in the HRSN Services Protocol (Released February 1, 2024).*

# WHO CAN RECEIVE HRSN HOUSING SERVICES?



## **Social Risk Factors**

- Individuals who are homeless or at risk of homelessness, or
- Have a housing related need for clinically appropriate home modification/remediation service

## **Clinical Risk Factors**

- Complex Behavioral Health Need
- Developmental Disability Need
- Complex Physical Health Need
- Needs assistance with ADLs/IADLs or Eligible for Long-Term Service Supports (LTSS)
- Interpersonal Violence Experience
- Repeated Emergency Department Use and Crisis Encounters
- Pregnant/Postpartum
- Children Less than 6 Years of age with risk factors
- Adults over 65 with risk factors
- Young Adults with Special Healthcare Needs

# HRSN HOUSING CRITERIA AND DOCUMENTATION

## CRITERIA

- OHA & CCO Contract
- OAR 410-120-2005
- Approved HRSN Services Protocol
- HRSN CCO Guidance Document, September 7, 2024

## DOCUMENTATION

- Written Housing Agreement
- Income for all adults in the household
  - Pay stubs
  - Benefit statements
  - Unemployment statements
  - Employer verification (written statement or oral report).
  - Signed and dated self-declaration from applicant, with documented attempts to obtain 3<sup>rd</sup> party verification
  - Utility Bills



# HRSN NUTRITION SUPPORTS

Implementation  
set for: January  
2025

Criteria is still  
under review  
by OHA

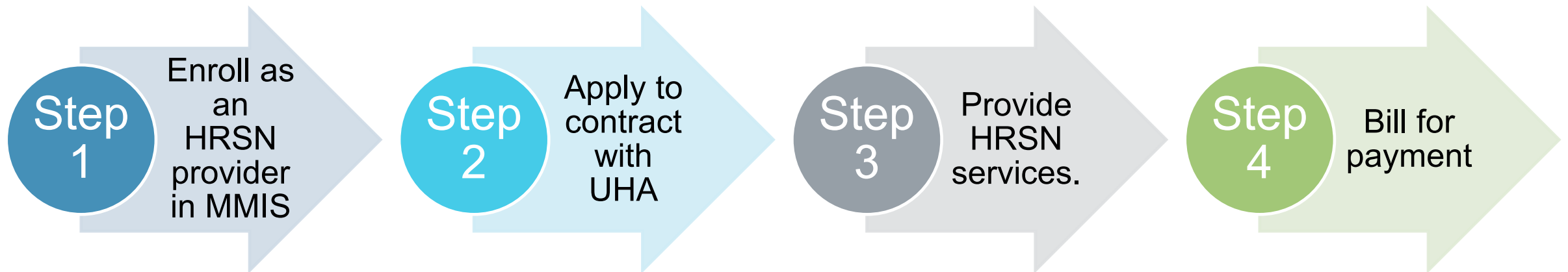


# HRSN SERVICE PROVIDERS

# HRSN SERVICE PROVIDERS

HRSN 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.

## HOW TO BECOME AN HRSN SERVICE PROVIDER



[Read the HRSN Provider Journey](#) for more details



# HRSN CONNECTORS

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# HRSN CONNECTORS

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- Connectors are people and organizations that help people in their community find medical and nonmedical benefits—like these new climate, housing, and nutrition services, as well as other peer, social, educational, and legal services. Some connectors help people fill out forms and connect with care coordinators.

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# HRSN RESOURCES

- 
- [Oregon Health Plan \(OHP\) Climate Supports](#)
  - [HRSN Devices Fee Schedule](#)
  - [Oregon Health Authority HRSN Website](#)
  - [Outreach and Engagement Fact Sheet](#)
  - [Climate support FAQ: English](#)



# HEALTH-RELATED FLEXIBLE SERVICES (HRSF)

## PROGRAM OVERVIEW

**Umpqua Health Alliance**



## Health-Related Services

- Noncovered Medicaid services
- Not required for CCO's
- Intended to improve care delivery, overall member and community health and well-being

## Flexible Services (HRSF)

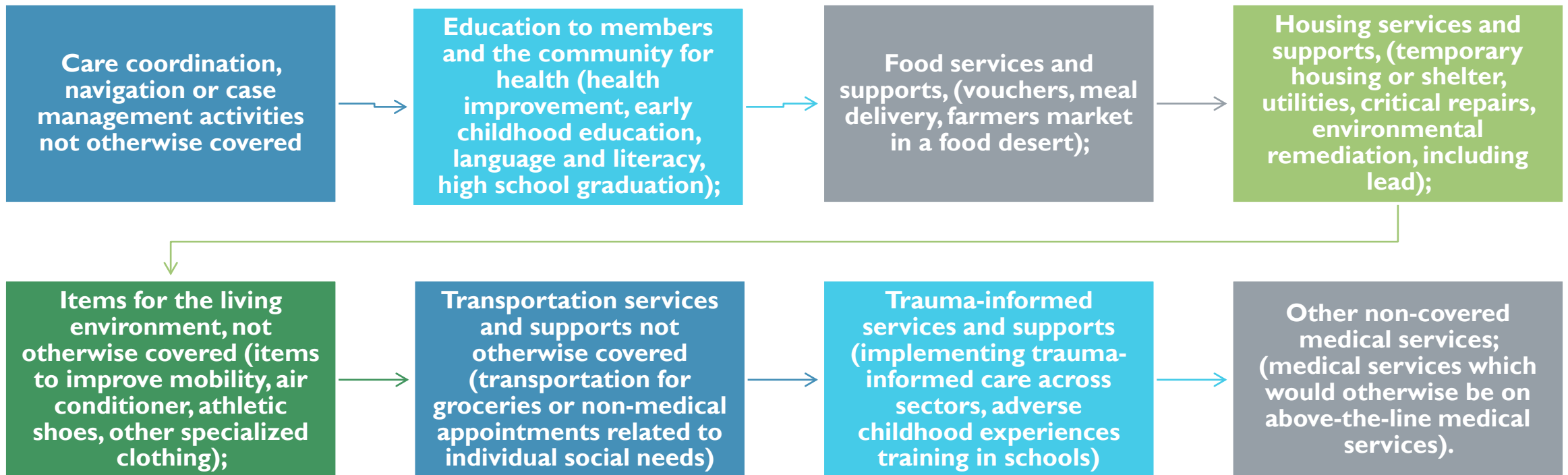
- Cost-effective services
- For UHA members
- Supplement covered benefits and improve their health and well-being.

## Community Benefit Initiatives

- Community-level
- Focused on improving population health and health care quality.



# WHAT IS COVERED UNDER HRSF?



# UHA HRSF EXAMPLES



# WHAT IS **NOT** COVERED UNDER HRSF?

Covered services for an OHP member

Administrative activities to support the delivery of covered services

Coordinated Care Organization (CCO) contractual requirements, such as ensuring an adequate provider network or required care coordination for covered services

Provider workforce or certification training

Building new buildings and other capital investment activities

Services that do not demonstrate they improve overall member health as determined by the requirements

Requests that aren't sustainable (i.e. member does not have a way to pay rent/utilities after assistance is received)

Other options for funding (including self pay) or health improvement without the service

# UHA HRSF EXAMPLES OF **NOT** COVERED SERVICES

DME supplies

Credit Card debt

New cars

Car repairs when member is not employed

Additional fee's or not sustainable

Hoteling without a secured permanent housing

Personal gym equipment

Computers/Tablets

Formula

Pool ladder

Vacuum

GPS

Childcare

Court fees

Dishwasher

# WHO CAN REQUEST FLEXIBLE SERVICES FOR UHA MEMBERS?



CLINICAL  
(PROVIDERS, PRIMARY CARE TEAMS, SPECIALISTS,  
AND OTHER HEALTH CARE PROVIDERS)



NON-CLINICAL  
(I.E., CARE COORDINATORS, PATIENT  
NAVIGATORS, COMMUNITY HEALTH WORKERS,  
COMMUNITY PARTNERS, MEMBERS, OR  
REPRESENTATIVES)

# HOW DOES UHA ACCEPT FLEXIBLE SERVICE REQUESTS?



**IN PERSON**  
3031 NE STEPHENS ST.  
ROSEBURG, OR 97470



**FAX**  
541-677-5881



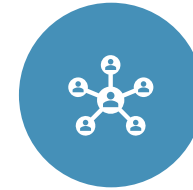
**EMAIL**  
FLEXIBLESPENDING  
@UMPQUAHEALTH.COM



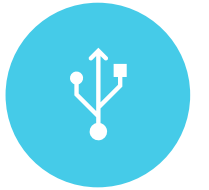
**PHONE**  
541-229-4842



**ARCADIA**  
(INTERNAL UHA  
STAFF)



**UNITE US**  
[HTTPS://UNITEUS.COM  
/NETWORKS/OREGON](https://uniteus.com/networks/oregon/)  
/



**ASSISTANCE  
REQUEST FORM**  
[WWW.UMPQUAHEALTH.COM/FLEX](http://www.umpquahealth.com/flex)

# CONTRACTED PROVIDERS TO CONTACT DIRECTLY FOR SERVICES



## YMCA Wellness Membership

1151 NW Stewart Pkwy  
Roseburg, OR 97471

(541) 440-9622



## Flexible Ride Services

<https://www.umpquahealth.com/get-a-ride/>

1-877-324-8109



## Food and Nutrition Supports

<https://www.foodsmart.com/umpqua>

Download the Foodsmart app

888-837-5325

# REQUIREMENT SOURCES FOR HRSF

Health-related services must meet requirements for activities that improve health care quality (45 CFR 158.150);

Health-related services are defined by Oregon Administrative Rules (OAR 410-141-3500 and 410-141-3845), the 1115 waiver special terms and conditions, and federal regulations.

CCOs are required to report annual HRS spending to OHA through their Exhibit L Financial Reports. OHA reviews the annual CCO Exhibit L HRS expenditures to ensure expenditures meet HRS criteria.



# OHA REQUIREMENTS FOR HRSF: MUST MEET AT LEAST ONE OF THE FOLLOWING



Improve health outcomes compared to a baseline and reduce health disparities among specified populations



Prevent avoidable hospital readmissions through a comprehensive program for hospital discharge



Improve patient safety, reduce medical errors, and lower infection and mortality rates



Implement, promote and increase wellness and health activities



Support expenditures related to health information technology and meaningful use requirements which promote clinic community linkage and/or referral processes.

# OHA HRSF REQUIREMENTS: MUST MEET ALL BELOW



Be designed to improve health quality.



Increase the likelihood of desired health outcomes in ways that are capable of being objectively measured and produce verifiable results and achievements.



Be directed to the UHA member without additional costs.



Be grounded in evidence-based medicine, widely accepted best clinical practice or criteria issued by accreditation bodies, recognized professional medical associations, government agencies or other national health care quality organizations.

# REQUEST FORM DOCUMENTATION OVERVIEW

The request should address the following:

- Alternative funding resources tried and the outcome.
- Improvement of outcomes, or prevention of deterioration.
- Sustainability (showing that the member can cover the cost in the future).

Consistent with the requirements above, UHA will review the request and any submitted documentation for:

- Ability to improve care;
- Validation that no cost sharing is required; and
- That no administrative burden is imposed on the member or community.

UHA will review the request to confirm the following are met:

- Are non-covered services.
- Health related.
- Consistent with the member's treatment plan
- Likely to improve health outcomes and prevent or delay health deterioration.
- Payer of last resort – no other community resource can provide the service.

# REQUIRED SUPPORTING DOCUMENTATION

A RECENT W9 FOR THE  
VENDOR RECEIVING  
PAYMENT

A BILL, INVOICE AND/OR  
LEDGER INDICATING HOW  
MUCH IS DUE AND/OR PAST  
DUE

PROOF OF INCOME (MOST  
RECENT 60 DAYS FOR ALL  
ADULTS LIVING IN THE  
HOUSEHOLD)

THREE (3) BIDS OR  
ESTIMATED COST OF THE  
REPAIR (AS APPLICABLE)

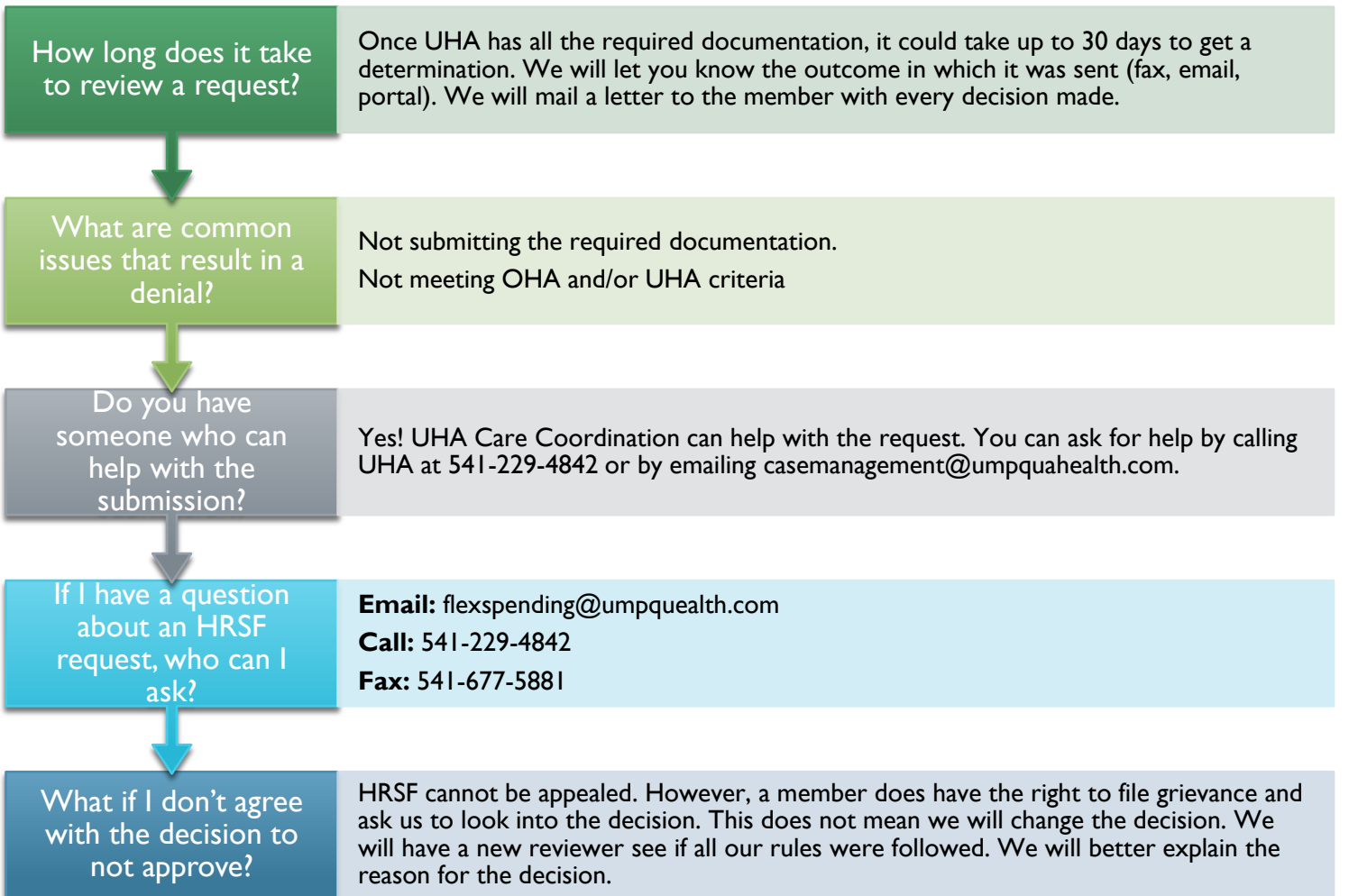
LEASE AGREEMENT OR  
PROOF OF OWNERSHIP (AS  
APPLICABLE)

CHART NOTES TO SUPPORT  
YOU HAVE A HEALTH  
CONDITION AS LISTED  
BELOW

A CARE OR TREATMENT  
PLAN FROM YOUR  
PROVIDER OR CASE  
MANAGER

EVIDENCE-BASED CRITERIA,  
MEDICAL JUSTIFICATION,  
OR PROOF THAT THE  
SERVICE/ITEM WILL HELP  
YOUR HEALTH OUTCOMES

# HRSF FREQUENTLY ASKED QUESTIONS (FAQ)



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# HRSF RESOURCES

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- **Health-Related Services Brief** (updated November 2022) – Defines health-related services, describes examples of health-related services used among CCOs, and explains how OHA incorporates health-related services into CCO payments.
  - **Health-Related Services FAQ** (updated December 2023) – Answers frequently asked questions (FAQ) about health-related services. This FAQ will be updated as additional questions are addressed.
  - OHA Website for webinars, examples, supporting studies: <https://www.oregon.gov/oha/hpa/dsi-tc/pages/health-related-services.aspx>
  - UHA HRSF Policy: <https://www.oregon.gov/oha/HPA/dsi-tc/2020ccohrspp/UHA-HRS-Policy.pdf>
  - UHA website: [www.umpquahealth.com/flex](http://www.umpquahealth.com/flex)

# DIFFERENCES BETWEEN HRSN AND HRSF

## HRSN

Required  
by OHA

State  
criteria  
for  
coverage

Appeal &  
Grievance  
rights

Covered  
for CCOA  
& CCOB  
(non-  
Bridge  
members)

Limitation  
of services  
&  
supports

## HRSF

Not  
required  
by OHA

State  
AND  
UHA  
criteria  
for  
coverage

Grievance  
rights only

Coverage  
For all  
Member  
types  
(CCOA-F)

No  
limitations  
From  
State

## DIFFERENCES BETWEEN HRSN AND HRSF

**WHAT COMES FIRST?**



**HRSN should be requested before HRSF for services that are covered by both programs (for CCOA/CCOB members)**

- **Climate devices that are submitted for HRSN are reviewed for HRSF simultaneously, if they do not meet HRSN population criteria. Members do not have to submit a request for both programs.**