

About OHP's new HRSN outreach & engagement benefits

Information about how to connect Oregon Health Plan members to HRSN benefits and other services

Some Oregon Health Plan (OHP) members may qualify for health-related social needs (HRSN) outreach & engagement benefits. Outreach & engagement (O&E) benefits help members:

- Learn about other programs and services
- Apply for benefits
- Organize paperwork
- Find help in their language

What are HRSN benefits?

Health-related social needs are basic needs that affect a person's health. HRSN benefits are new services for OHP members who qualify.

HRSN benefits include:

- Help with housing
- Nutritious food to support wellness
- Equipment like air conditioners and air filters to stay healthy in extreme weather
- Outreach & engagement

What are HRSN outreach & engagement benefits?

Outreach & engagement benefits help OHP members apply for and receive HRSN benefits as well as other social and healthcare services. O&E is intended to:

- Identify members who may qualify for HRSN benefits and help them apply
- Connect members to other supports like medical, peer, social, educational and legal services
- Be accessible, culturally specific and responsive

Who provides OHP members with HRSN benefits?

HRSN service providers offer these benefits to OHP members. They're organizations or individuals that:

- Can help with housing, nutritious food to support wellness, equipment to stay healthy in extreme weather and outreach & engagement.
- Serve OHP members in a way that is culturally and linguistically appropriate, responsive and trauma informed

How to enroll as an HRSN service provider

Visit the HRSN service provider [web page](#). You can also find HRSN technical assistance trainings and materials on our HRSN provider training [web page](#).

HRSN service providers can be paid for outreach & engagement

HRSN service providers can get paid for offering O&E benefits to OHP members who qualify. Members' coordinated care organizations (CCOs) or Oregon Health Authority will pay for up to 30 hours of outreach and engagement per member every 12 months. HRSN service providers must record the date, time, duration, description of the services and outcome to bill for these services.

Outreach & engagement activities include:

- Reaching out to members who may qualify for HRSN benefits
- Verifying their OHP enrollment
- Helping members stay enrolled in OHP

- Verifying presumed eligibility for HRSN benefits
- Sending HRSN requests to members' health plans
- Helping members gather paperwork or identification and meet other requirements
- Helping members get and keep entitlements and benefits like TANF, WIC, SNAP and other federal and state programs
- Getting members access to showers, laundry, shelter and food
- Connecting members to other services

Who qualifies for HRSN O&E benefits?

To qualify, OHP members must be:

- Currently enrolled in OHP
- Need O&E benefits
- Are part of an HRSN qualifying group (or covered population)
- Have a qualifying health condition (also called HRSN clinical risk factor)
- Meet all requirements for HRSN O&E benefits

Members can self-attest to this information. Or O&E service providers can presume eligibility based on existing information about the member.

Qualifying groups for HRSN benefits (HRSN covered populations)

- Leaving incarceration (jail, detention, etc.)
- Leaving a mental health or substance use recovery facility
- In the Oregon child welfare system (foster care) now or in the past
- Going from Medicaid-only benefits to qualifying for Medicaid plus Medicare
- People at risk of becoming homeless
- Homeless

HRSN clinical risk factors, or qualifying health conditions

HRSN qualifying health conditions fall into these categories:

- Complex physical health condition
- Complex behavioral health condition
- Developmental or intellectual disability
- Difficulty with self-care and daily activities
- Experiencing abuse or neglect 65 or older
- Under age 6
- Pregnant or gave birth in the past 12 months
- Repeated use of emergency room or crisis services

Specific health conditions covered in each category:

Complex physical health conditions

- Persistent, disabling, progressive or life-threatening condition(s) that require treatment. Examples may include acute or chronic conditions like:
- Conditions a person was born with
- Blindness
- Disabling dental conditions
- Neurological diseases
- Cardiovascular diseases
- Pulmonary diseases
- Gastrointestinal diseases
- Liver diseases
- Renal diseases
- Endocrine diseases
- Hematologic disorders
- Musculoskeletal conditions
- Infectious diseases
- Cancers

- Autoimmune disorders
- Immunodeficiency disorders

Complex behavioral health conditions

- A mental health condition or substance use disorder that requires treatment or supports to achieve and maintain health goals and stability.
- Developmental or intellectual disability
- An intellectual or developmental disability that requires services or supports to achieve and maintain health goals and stability.

Difficulty with self-care and daily activities

- Needing help self-care or daily tasks, called either:
- Activities of daily living (ADLs)
- Instrumental activities of daily living (IADLs)
- Qualifying for Medicaid covered long-term services and supports (LTSS) through one of these:
 - Oregon Department of Human Services (ODHS)
 - Aging and People with Disabilities (APD)
 - Office of Developmental Disabilities Services (ODDS)

Experiencing abuse or neglect

- Experiencing now or in the past domestic, sexual or psychological violence, abuse or neglect.

65 or older

- Being 65 years old or older

Under age six

- Being a child under age 6

Pregnant or gave birth in past 12 months

- Currently pregnant or gave birth in the past 12 months.

Repeated use of emergency room or crisis services

- Repeated emergency department care (defined as two or more visits in the past 6 months or four or more visits in the past 12 months)
- One crisis service encounter in the past 6 months or two encounters in the past 12 months, including:
- Behavioral health mobile crisis, crisis respite services or school behavioral health crisis services as defined by [OAR 411-320-0080](#)
- Any length of stay in a jail or detention center
- Any stay in an emergency shelter
- Any stay in emergency foster care
- Being required to leave a housing or behavioral healthcare program (shelter, day habilitation program, etc.), a school or an early childhood program in the past year

Stay informed

Visit the HRSN service provider [web page](#) to find:

- Information on how to enroll as an HRSN service provider
- Helpful forms
- Other resources

Questions?

Email us at 1115Waiver.Renewal@odhsoha.oregon.gov.

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 503-945-5772 (voice and text). We accept all relay calls.

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