



# Accessing Health-Related Social Needs (HRSN) Services

## A Guide to Help Oregon Health Plan Members

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**MEDICAID WAIVER**  
IMPLEMENTATION PROJECT | OREGON

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# What are Health-Related Social Needs Services?

## New services, new supports to stay healthy!

Some Oregon Health Plan (OHP) members may qualify for these services. They can help OHP members get through extreme weather events, get and keep a place to live, and afford quality food.



**Climate supports (starting March 1, 2024)** are devices to keep members healthy during extreme weather. They include air conditioners for heat risks, air filtration devices to protect against wildfire smoke, portable heaters, mini refrigeration units for medications, and portable power supplies to keep medical devices running during power outages.



**Housing supports (starting November 1, 2024)** help people get housing or stay housed. They include help with the cost of rent, utilities, and other bills, help keeping a place to live, and help communicating with landlords.



**Nutrition supports (starting in 2025)** help people with nutrition-related health conditions eat to stay healthy. They include help to buy food, including fruits, vegetables and medically-tailored meals, and education to help people have a healthy diet on a budget.



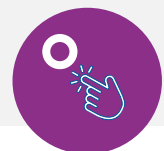
**Outreach and engagement supports** help people finding the resources they need. These include HRSN services and other medical and nonmedical benefits.

## How to use this document

This document includes steps, information, and resources to help people understand how to apply for, get, and use HRSN services.

Visit the "[Member Steps at a Glance](#)" page to view the overall journey and click into each step.

Text or graphics that have the following symbol are **clickable**.



# How Do I Know if I May Be Eligible?

To qualify for HRSN benefits, I must be a current Oregon Health Plan (OHP) member AND:

**Be in one or more of the following groups:**

- I am an adult or youth discharged within the past year from a mental health or substance use disorder Institution for Mental Disease.
- I am an adult or youth released within the past year from incarceration.
- I have been involved in the Oregon child welfare system at some point in my life.
- Within the next three months or past nine months, I am transitioning from Medicaid-only to dual coverage (receiving both Medicaid and Medicare).
- I am houseless or at risk of becoming houseless and need help to keep my housing.
- I am a young adult, aged 19-26, with Special Healthcare Needs (eligible starting in 2025).

## Additional eligibility criteria

In addition to being an OHP member and part of an eligible group, I also need to meet criteria depending on which HRSN services I am applying for.

[Learn if I am eligible and start the request form](#)



### Please note:

To be eligible, you **cannot** be receiving the same or similar benefits through state-, local-, or federally-funded programs.

# What is the Oregon Health Plan?

The [Oregon Health Plan \(OHP\)](#) is free health coverage. It is for people who live in Oregon and meet income and other criteria. OHP currently covers more than one out of four people in Oregon. People can apply for OHP at any time. An OHP member is either enrolled in a Coordinated Care Organization (CCO) or OHP Open Card to get their health care needs.

## Find out if I am already an OHP member or may qualify

If I am not sure if I am an OHP member, I can call OHP Client Services Unit at 1-800-273-0557 to find out.

## If I am not an OHP member but may qualify

I can apply for OHP at any time:

- **Online:** Log on or create a ONE Online account at [benefits.oregon.gov](https://benefits.oregon.gov).
- **By phone:** Call ONE Customer Service at 1-800-699-9075, Monday through Friday from 7 a.m. to 6 p.m., Pacific Time.
  - All relay calls accepted.
  - If you need an interpreter for your call, start by calling a toll-free language line .
  - 16 language lines are available.
- **In person or by phone** at a local office: Visit or call the Oregon Department of Human Services or Area Agency on Aging (AAA) Type B office near you for help. Interpretation is available. [Find your local office](#).
- **With free help from a community partner:** [Find a community partner near you](#).

For more information about applying for medical, food, cash or child care benefits, go to [benefits.oregon.gov](https://benefits.oregon.gov).

[Benefits.oregon.gov](https://benefits.oregon.gov) also is available in Spanish at [beneficios.oregon.gov](https://beneficios.oregon.gov).

# Who Can Help Me?

Different organizations and people play a role in ensuring eligible people can receive these new services, including:



## Care Coordinators

Care coordinators work directly with OHP members. They connect members to health providers, like doctors, counselors, and dentists. OHP members may think of care coordinators as “member services” for their health plan. All OHP members can get help from care coordinators. Each CCO has care coordinators for their members. OHA has care coordinators for OHP Open Card members.



## Community Connectors

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 can help people fill out forms and connect with care coordinator. People can [find local help](#).



## Service Providers and Vendors

Service providers and vendors deliver or provide climate, housing, and nutrition services to qualified OHP members. These might include organizations that deliver heaters, air filtration devices, Portable Power Supplies (PPS), mini refrigeration units, or install and deliver air conditioners, vendors that deliver medically-tailored meals, or case managers that help people find or keep housing.





# Member Steps At A Glance

Click each step to learn more.



## Step 1

### Learn about options and get started.

Learn about the different ways you can get more information and apply for Health-Related Social Needs (HRSN) services.



## Step 2

### Complete the screening process.

Learn how to apply and complete the screening process.



## Step 3

### Get decision from my health plan.

Learn how you will be told if you qualify or do not qualify and what you can do next.



## Step 4

### Get Health-Related Social Needs (HRSN) services:

- [Climate supports](#)
- [Housing supports](#)
- [Nutrition supports](#)



## Step 5

### Use my HRSN services and get help when needed.

Learn where you can go for help with your benefits.

# Member Steps

Click each step to learn more.



Step 1



Learn about options and get started

2

Complete the screening process

3

Get decision from health plan

4

Get HRSN services

5

Use my HRSN services and get help when needed



## Learn about Health-Related Social Needs (HRSN) services and start the process

I can get started using any of these options:

- Start the screening process directly with my health plan.
- Complete and send the [HRSN Request Form](#) to my health plan.
- Work with my primary care provider, a community organization, or someone I trust to fill out and send a request form to my health plan.

Continue to Step 2 



### Helpful Tip

It might be easiest to request HRSN services directly from my health plan. If I work with a community organization, they will refer me to my health plan and help me request services.



# Member Steps

Click each step to learn more.



Step 2

1

Learn about options and get started



Complete the screening process

3

Get decision from health plan



4

Get HRSN services



5

Use my HRSN services and get help when needed



## Complete screening process with my health plan

Someone from my health plan helps me complete my screening to find out which HRSN services I qualify for.

I will answer questions to help people from my health plan check if I qualify and what my needs are.



## Share more information if needed

I may need to provide more documents or information to help people from my health plan decide if I qualify.

If I want to, I can [fill out a form](#) letting my health plan share needed information with my provider to make sure I get services.

Someone from my health plan will work with me to make a plan to meet my health needs. This person can also connect me to other services.

Continue to Step 3



## Helpful Tip

Sharing documents or information that show I am eligible for HRSN services can help my health plan quickly check my eligibility.

# Member Steps

Click each step to learn more.



Step 3

1

Learn about options and get started



2

Complete the screening process



Get decision from health plan

4

Get HRSN services



5

Use my HRSN services and get help when needed



## Get decision from my health plan

I will learn whether I qualify for the services I requested and what to do next from someone from my health plan within 14 days of sending my forms and completing my screening for HRSN services.

If I qualify, someone from my health plan will contact me to let me know and refer me to an HRSN provider to help me get what I need.

If I qualify for a climate device, I should let my health plan know as soon as possible if I need help installing my device.



## Ask for an appeal or hearing if needed

If I don't qualify, my health plan will send me a letter by mail.

If I think my health plan made a mistake, I can [ask for an appeal](#). My service provider or an [OHP ombudsperson](#) can help me with this.

I can also ask my health plan to check if I am eligible for the same or similar services through other programs.

Continue to Step 4 



### Helpful Tip

My health plan may contact me in different ways if they need more information to complete my screening and will always send me letters by mail if they deny my services. I should [check and update my mailing address, phone number, email, or other information](#).

# Member Steps

Click each step to learn more.

Step 4

1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN services

5

Use my HRSN services and get help when needed



## Get help with:



Climate



Housing



Nutrition



### Plan for delivery\*

An HRSN provider will contact me when my services or equipment are ready.

I can confirm my address so I can get my services or equipment where I live.

\*It may take up to 30 days for me to get my services or equipment.



### Confirm I have my services or equipment

Someone from my health plan will contact me by phone or the best way to reach me to make sure I got my services or equipment, and everything works.

Continue to Step 5 



### Helpful Tip

I have the right to install portable cooling devices where I live. If this is the climate benefit I am receiving, I can [communicate my rights](#) with my landlord when needed.

# Member Steps

Click each step to learn more.



Step 4

1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN services

5

Use my HRSN services and get help when needed



## Get help with:

Climate

Housing

Nutrition



### Get housing services

If I am getting financial help, my HRSN provider or health plan will send money directly to my landlord, utility company, or moving company.

My HRSN provider can also help me communicate with my landlord, understand my lease, or get other services to help me reach my housing goals.



### Confirm I have my housing services

My health plan will contact me by phone or the best way to reach me to make sure I got the help I needed.

[Continue to Step 5](#)



### Helpful Tip

If I am getting financial help, my HRSN provider may need documents to make the payment, such as my lease agreement or a copy of my utility bill. Having these documents ready will speed up the process.

# Member Steps

Click each step to learn more.



Step 4

1

Learn about options and get started



2

Complete the screening process



3

Get decision from health plan



Get HRSN services

5

Use my HRSN services and get help when needed



## Get help with:

Climate

Housing

Nutrition



Information on nutrition services coming soon!

[Continue to Step 5](#)

# Member Steps

Click each step to learn more.



Step 5

1

**Learn about options and get started**



2

**Complete the screening process**



3

**Get decision from health plan**



4

**Get HRSN services**



**Use my HRSN services and get help when needed**



## Use my services and get help when needed

I can contact my health plan to fix or replace my equipment or see if I qualify for more services.

Someone from my health plan will check in with me at least every six months to understand if my services are meeting my needs or if I may need other services.



## Make or update a plan for my care

If I have not already, I can work with someone from my health plan to make a plan for my care when it is convenient for me.

I can meet with someone from my health plan in person, by phone, or by videoconference to review and update my plan every 12 months.



### Helpful Tip

Making a plan for my care can help me keep services I already qualify for and find others I may qualify for. I can do this as soon as I learn that I qualify for HRSN services.

# Helpful Links

## For more information:

### [HRSN Services Webpage](#)

Learn more about how Oregon is expanding Medicaid to cover more people and benefits.

### [Ways to Update Your Contact Information](#)

Learn how you can update your contact information so we can reach you with updates on your benefits.

### [Apply for Medical, Food, Cash, or Child Care Benefits](#)

Learn how to apply for other medical, food, cash or child care benefits.

### [Oregon Health Plan \(OHP\) Appeals and Hearings](#)

Learn more about the steps you need to take to request a hearing if you disagree with a decision about your benefits.

## Important resources:

### [HRSN Climate Resources for OHP Members](#)

Learn more about HRSN eligibility requirements for members.

### [HRSN Request Form](#)

You can fill this out on your own, with your health plan, or with someone from your community to start the process.

### [Information Sharing Authorization Form](#)

Fill out this form to allow your health plan to send your eligibility determination to an HRSN provider so they can help you.

### [Tenants Have the Right to Install Portable Cooling Devices](#)

Eligible for a climate device? Use this document to show your landlord that you have legal rights to install portable cooling devices.

