

Health-Related Services: Hotel Request Form Instructions

These instructions will help you fill out the Hotel Request Form.

If you are in need of an air conditioner, air purifier, heater, medication refrigerator or generator please see our [Climate Device Request Form](#).

Please make sure that:

- You have filled out the form completely.
- The form is easy to read.
- You have filled out all boxes.
- You have included your contact information.
- You have signed the form. You can sign the form by hand or digitally.

To get a health-related social needs item you must have current CareOregon Medicaid with either:

- Columbia Pacific CCO
- Health Share of Oregon
- Jackson Care Connect

Whether we approve or deny your request depends on your benefit plan. Health-Related Services Flex (HRSF) is a Medicaid program. The status of your request may depend on whether you:

- Have a diagnosis from a medical professional.
- Have symptoms.
- Have a current treatment plan for your symptoms.
- Have an alternative long-term funding plan for the requested service or item.

Please review the details below to help us process your request:

- Include the best way to contact you. This will allow us to follow up on the outcome of your request.
- We may need to ask for chart notes from your doctor or provider. Your doctor or provider can best describe your diagnoses or symptoms.
- Jackson Care Connect can fund up to 28 days in a hotel in a row. This is due to tenancy laws. You must find a hotel. You must confirm if the hotel has availability for the length of your stay.
- Most hotels only accept service animals. According to the Americans with Disabilities Act this may only include dogs or miniature ponies. If you have any additional animals, please find a hotel that will accept that type of animal. This may result in additional fees.
- If you need a smoking room, mention it on the request form.

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- We ask that you try to book with one of our contracted hotels. This will speed up the process of reviewing the request. If you need a non-contracted hotel, please explain why. For example, if you need an ADA room, or if the hotel accepts pets. Our Customer Service Team can help you find a hotel that meets your needs. Call Customer Service at 855-722-8208.
- Please fill out and include the Hotel Checklist Form to confirm details needed for the stay. Please fill out and include the Code of Conduct Form to confirm that you will uphold all hotel policies during your stay. You can find both forms with the Hotel Request Form. Both forms are required for a complete submission.
- We cannot promise your requested hotel. Jackson Care Connect reserves the right to choose a contracted hotel that meets your needs and has vacancy.
- If you are requesting a hotel extension, please submit a new request at least seven days before your check-out date.
- If Jackson Care Connect has follow-up questions, we will contact you or the person listed as your follow-up contact on the form. If you do not return contact, we will not be able to reserve the hotel stay.
- We will send you written notification letting you know if we can fund your request.
- You cannot appeal a decision made for HRSF. If your request is denied you can re-submit a new request with new supporting documentation and new information.
- There is no expedited process for resubmitted requests. We will review resubmitted requests in the order that we receive them.

Fax completed forms to: 503-416-4728

Email completed forms to: requests.social.determinants@careoregon.org

If you have questions about HRSF, need help filling out the form, or wish to file a grievance, please call Jackson Care Connect Customer Service at 855-722-8208 TTY 711

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711. We accept relay calls.

OHP-JCC-24-3713

315 SW Fifth Ave, Portland, OR 97204 | 541-500-0567 | 855-722-8208 | TTY 711

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