

Understanding the Health Related Social Needs (HRSN) Benefit

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April 25, 2025

jacksoncareconnect.org



**Before we talk all about the
HRSN benefit,
we want to anchor in our
WHY.**



Our members.



**Today we want to share
the story of one JCC
member.**

**He has paraplegia and is
reliant on wheelchair use.**



**He was struggling to make
ends meet on rental
payments.**



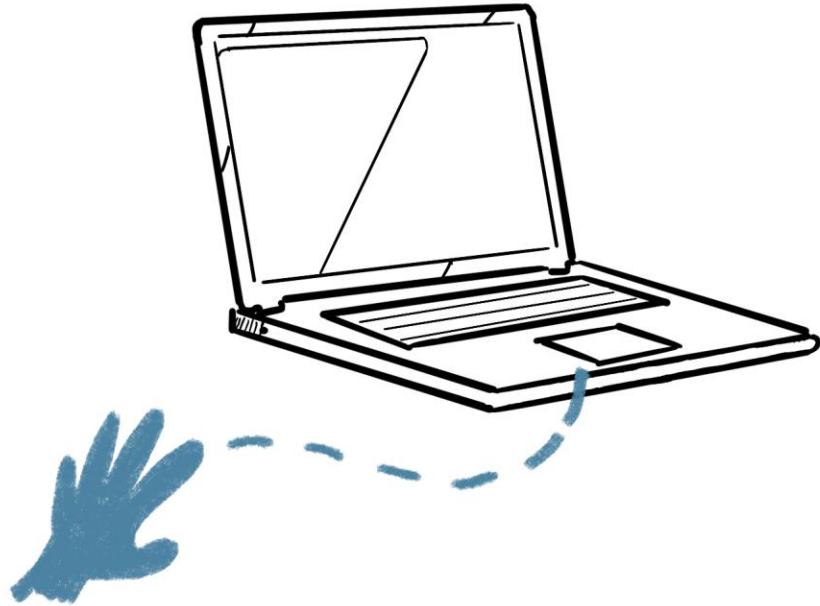
**His Case Manager
suggested the HRSN benefit
could potentially help...**



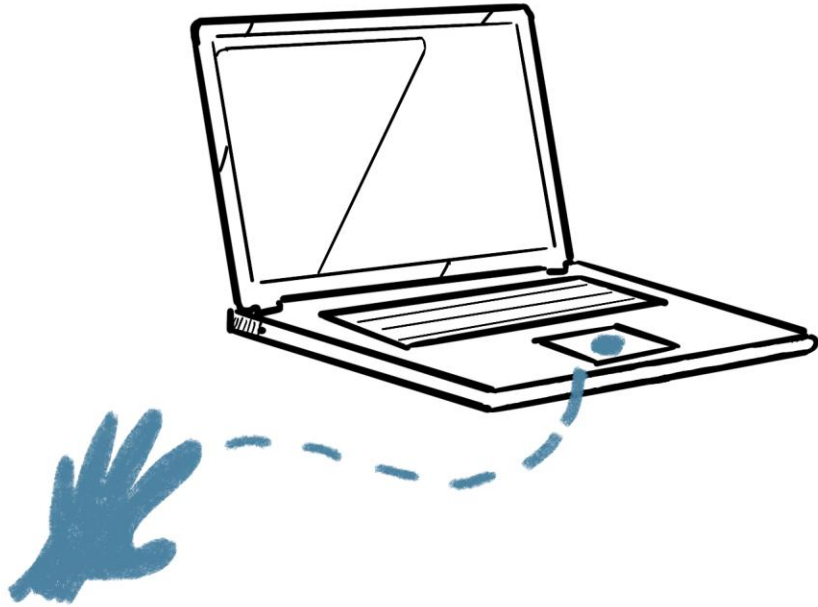
with rent payments...



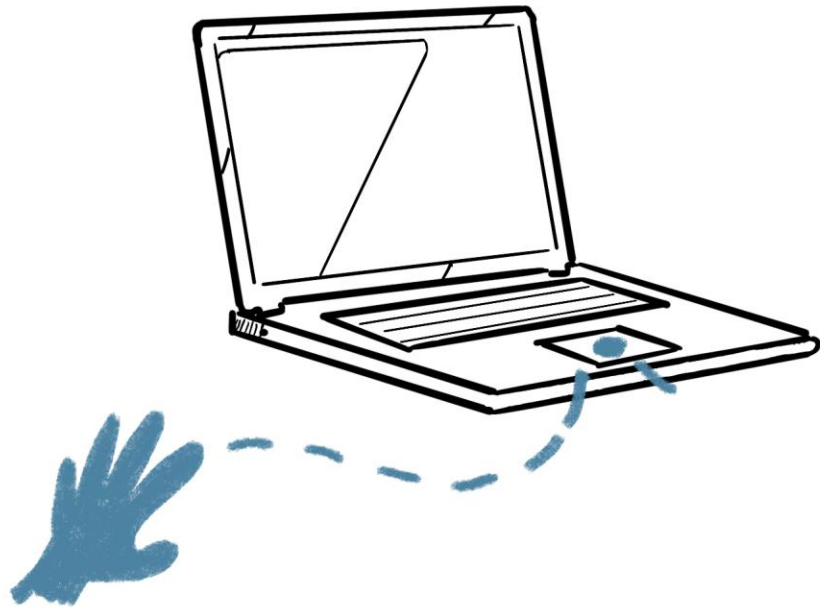
as well as utilities...



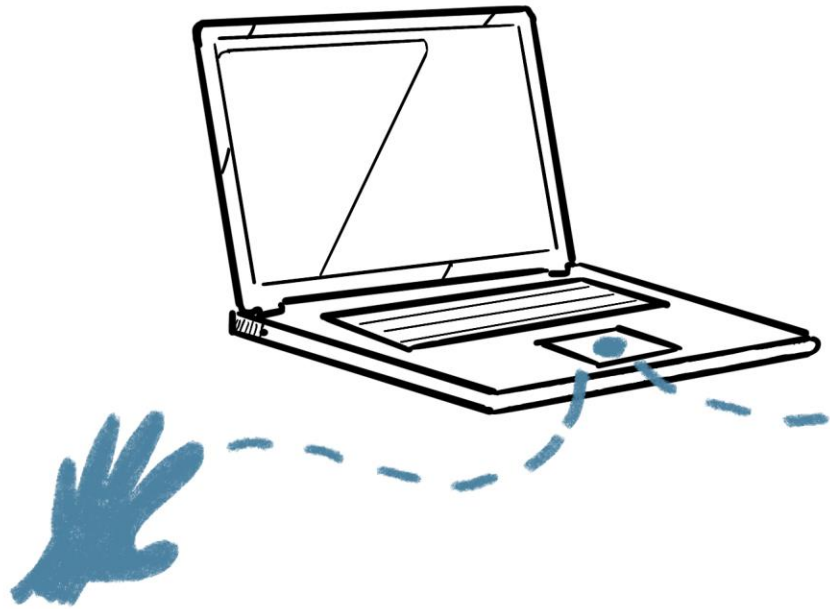
for up to 6 months.



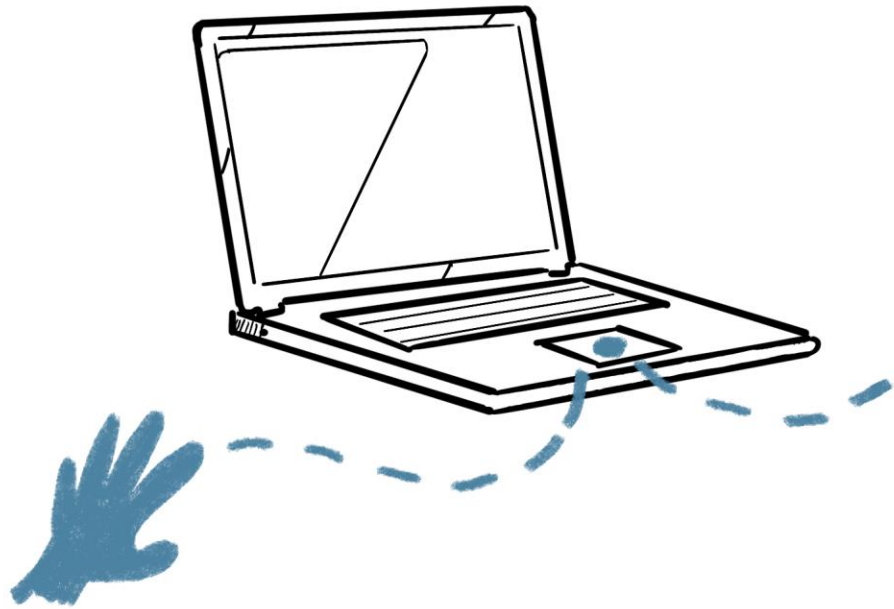
**They thought he likely
met eligibility for the
benefit,**



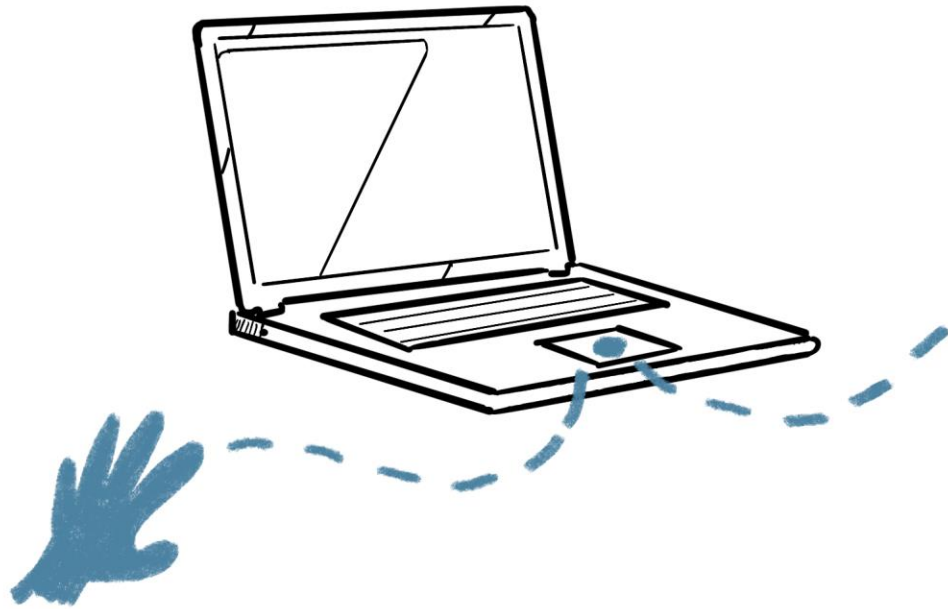
**so the Case Manager
and JCC Member...**



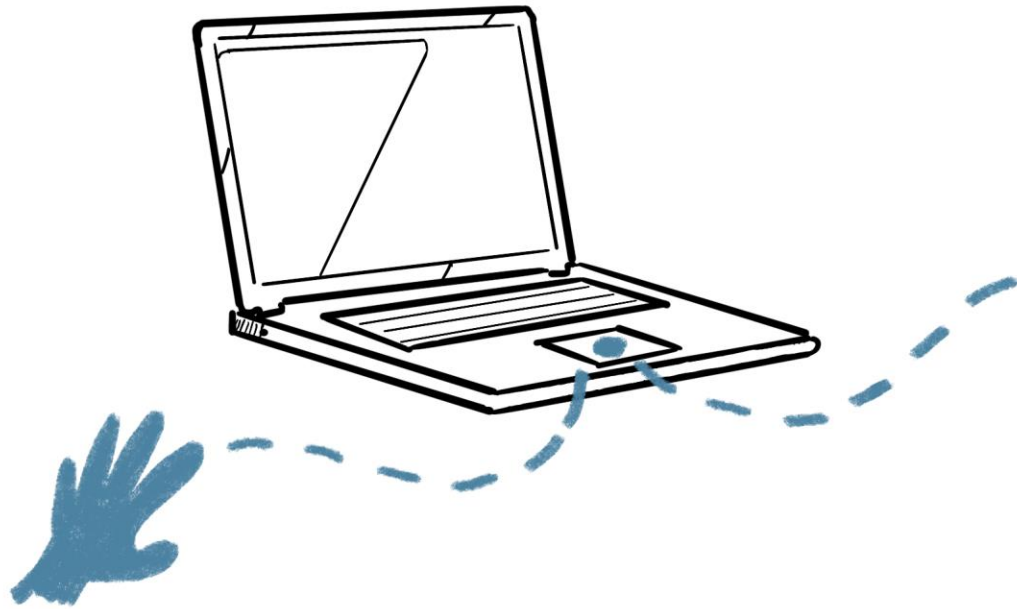
**submitted the request,
as well as lease and utility
info,**



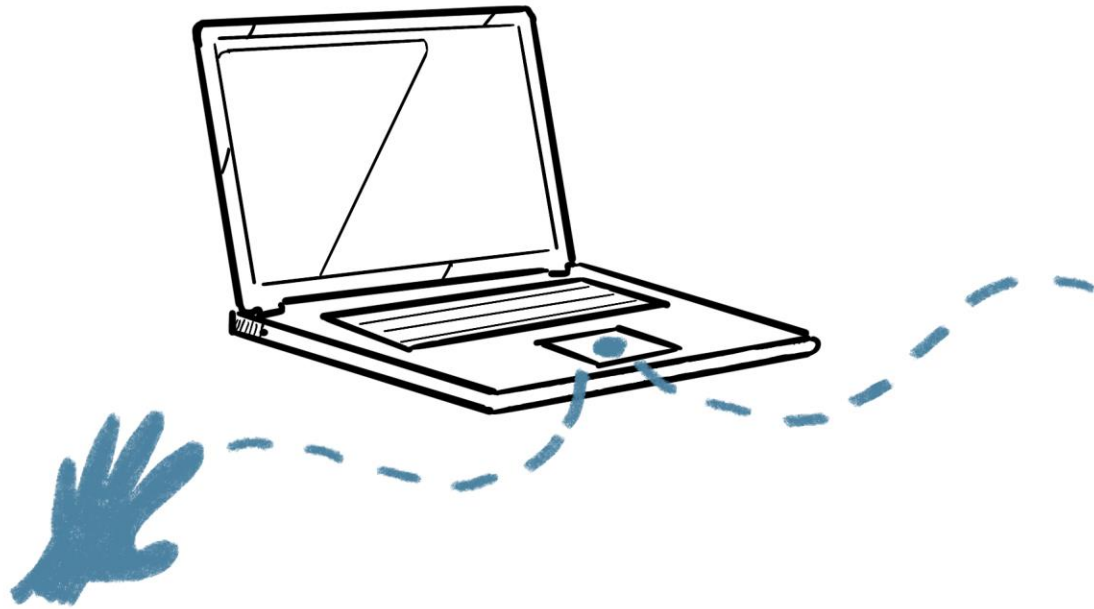
online.

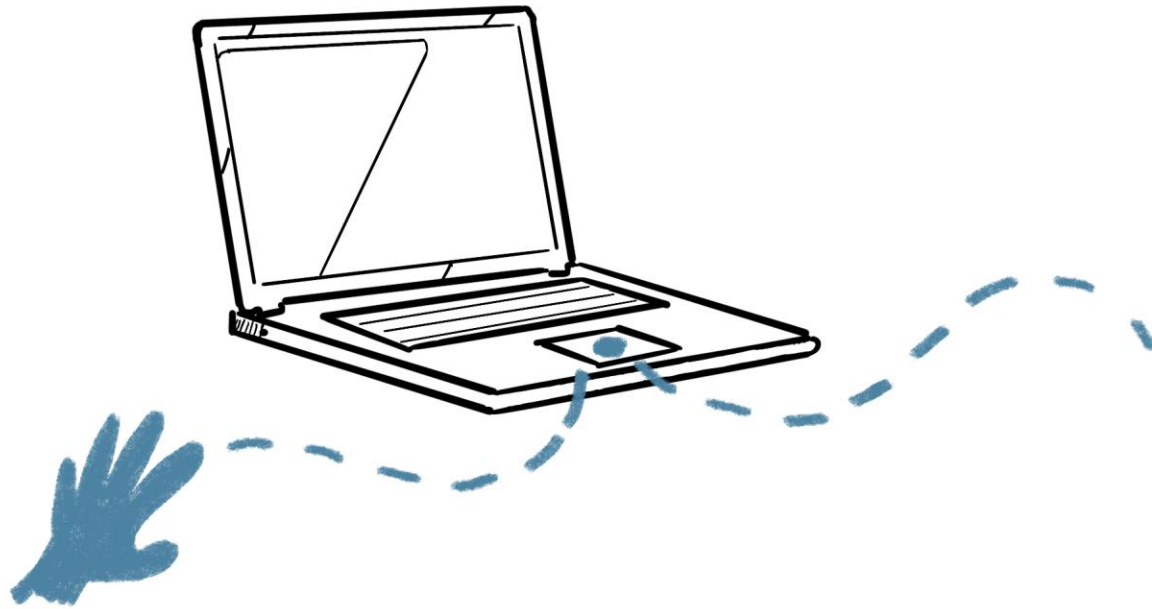


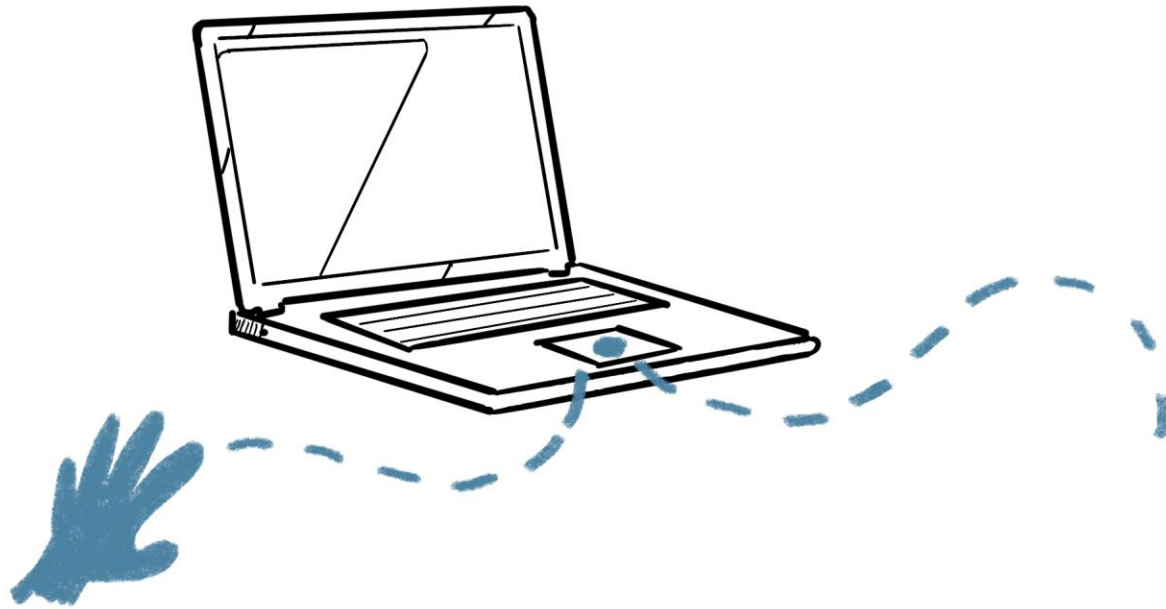
**It was a
"rather easy process,"**

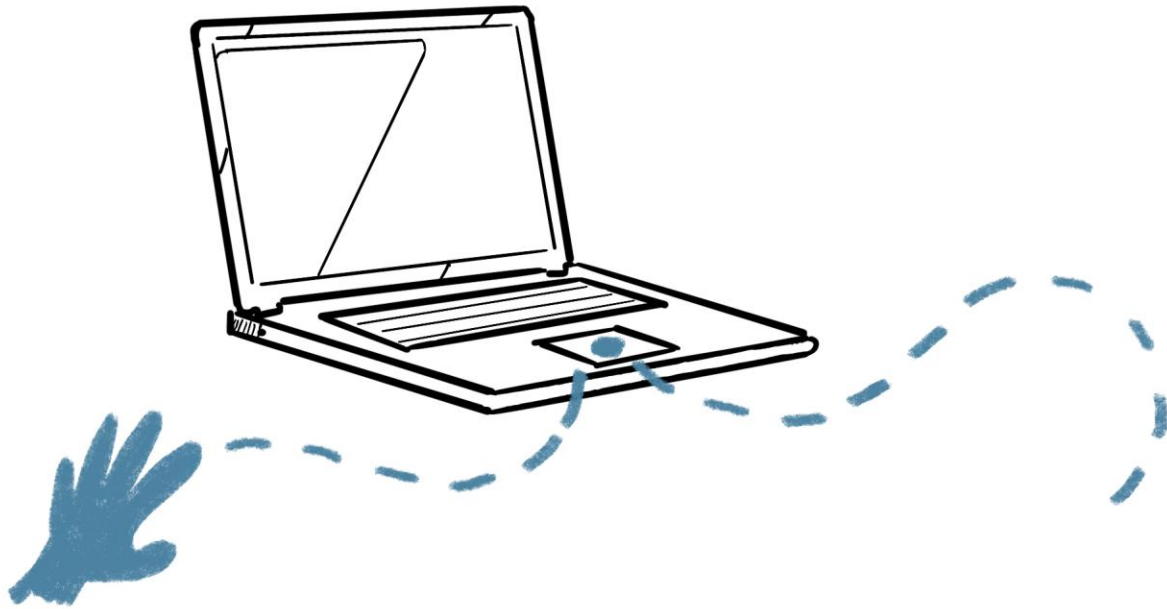


**although, admittedly,
the “wait time was long”**

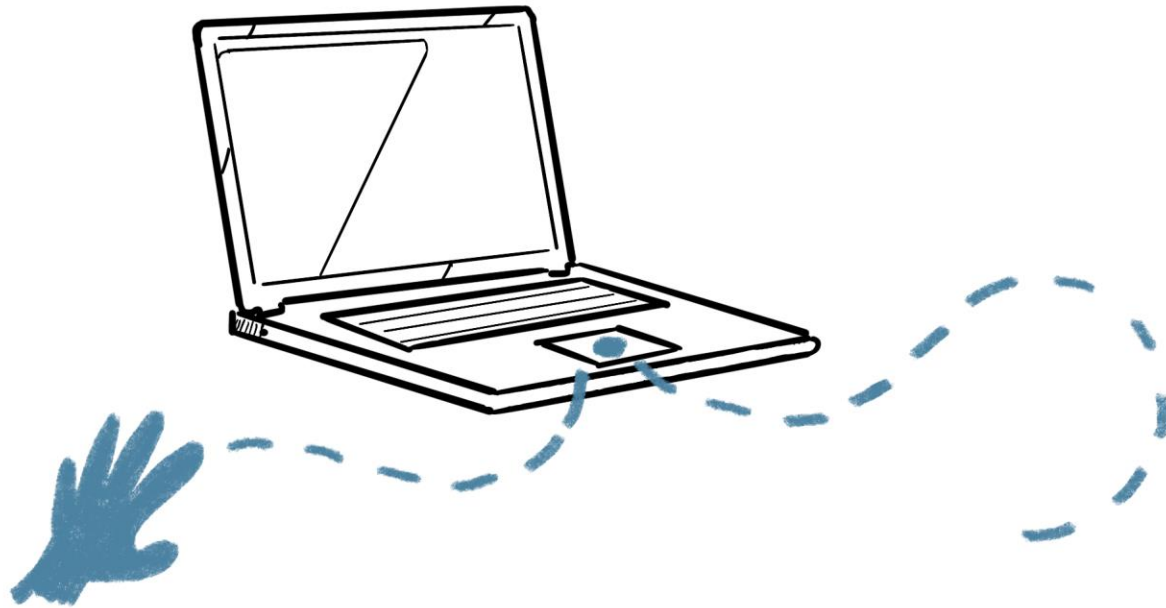




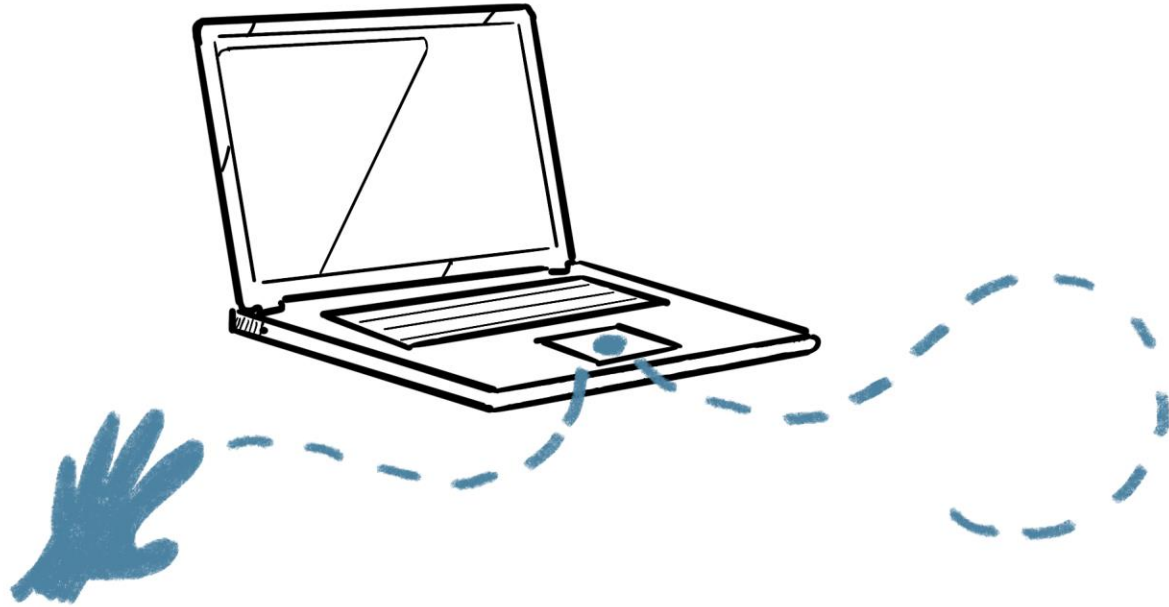




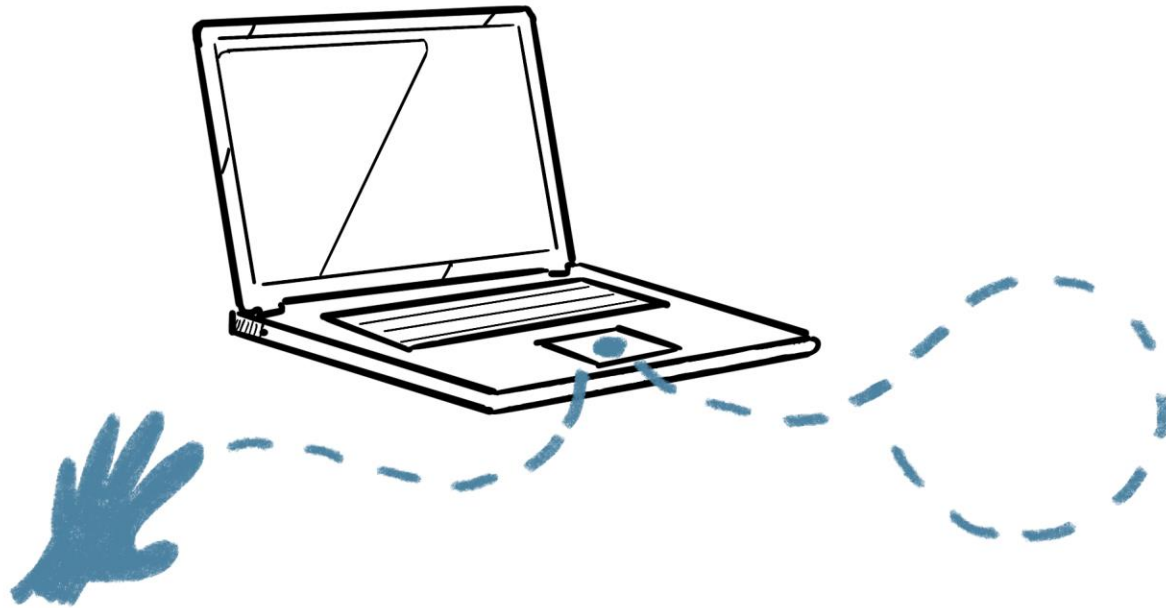
**But, after a few
weeks,**



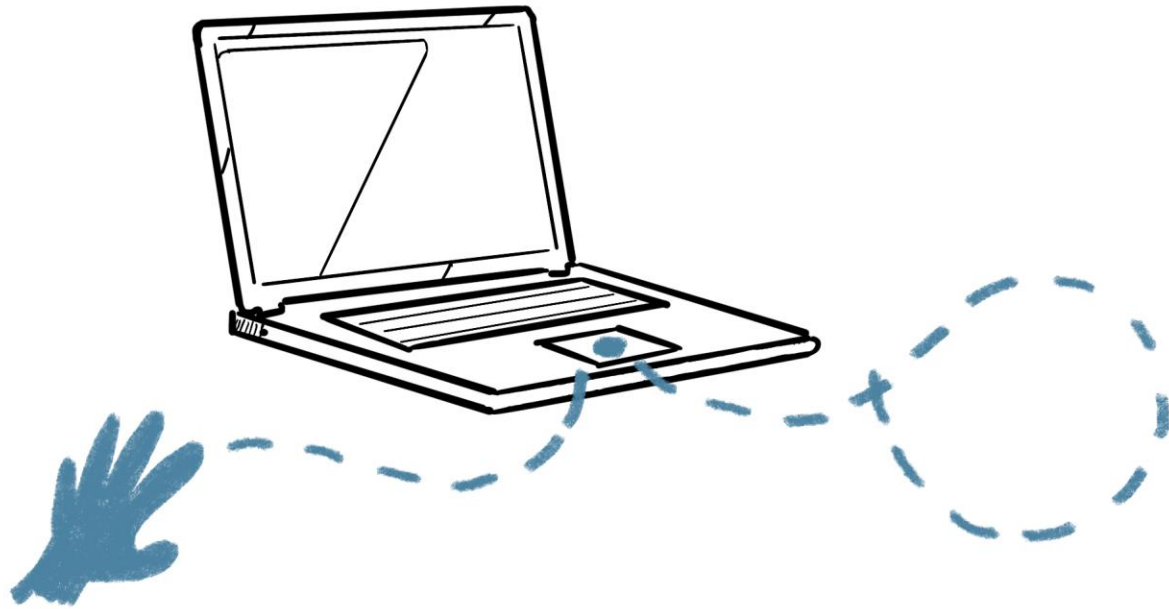
**they heard back
from JCC.**



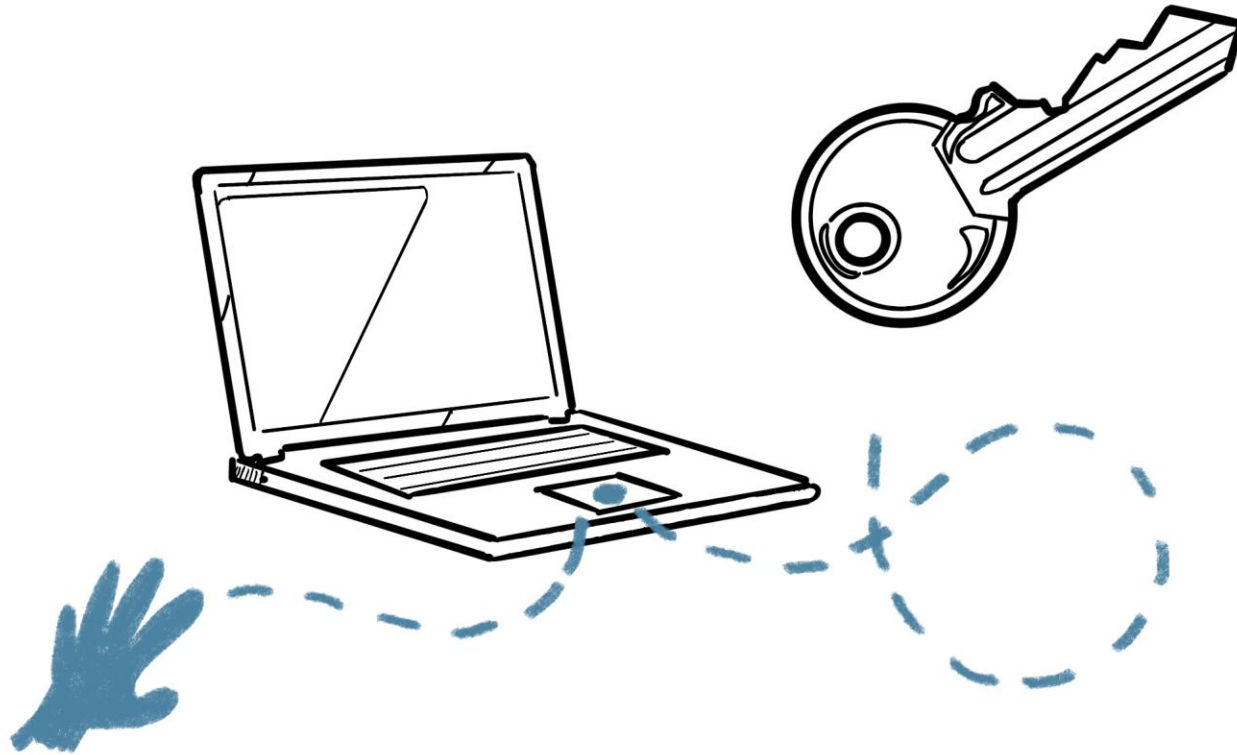
The Member met all requirements...



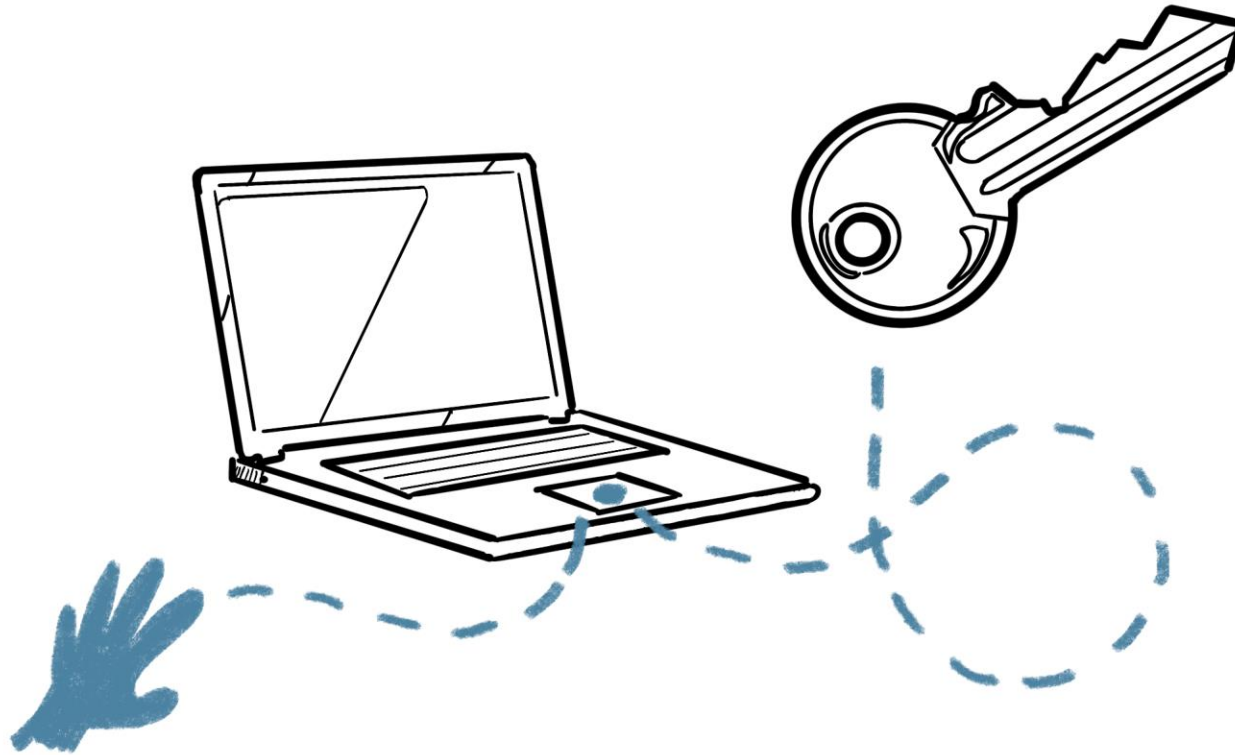
**and had been
authorized...**



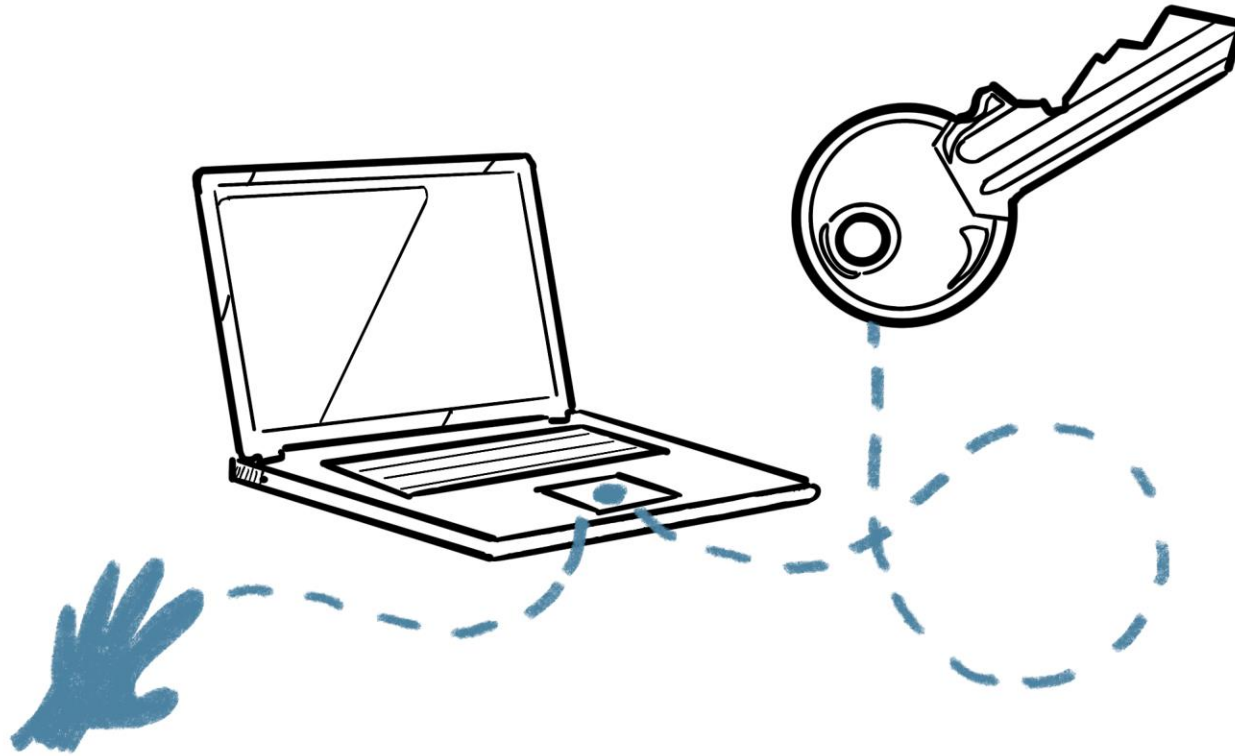
**for HRSN Stability Housing
benefits.**



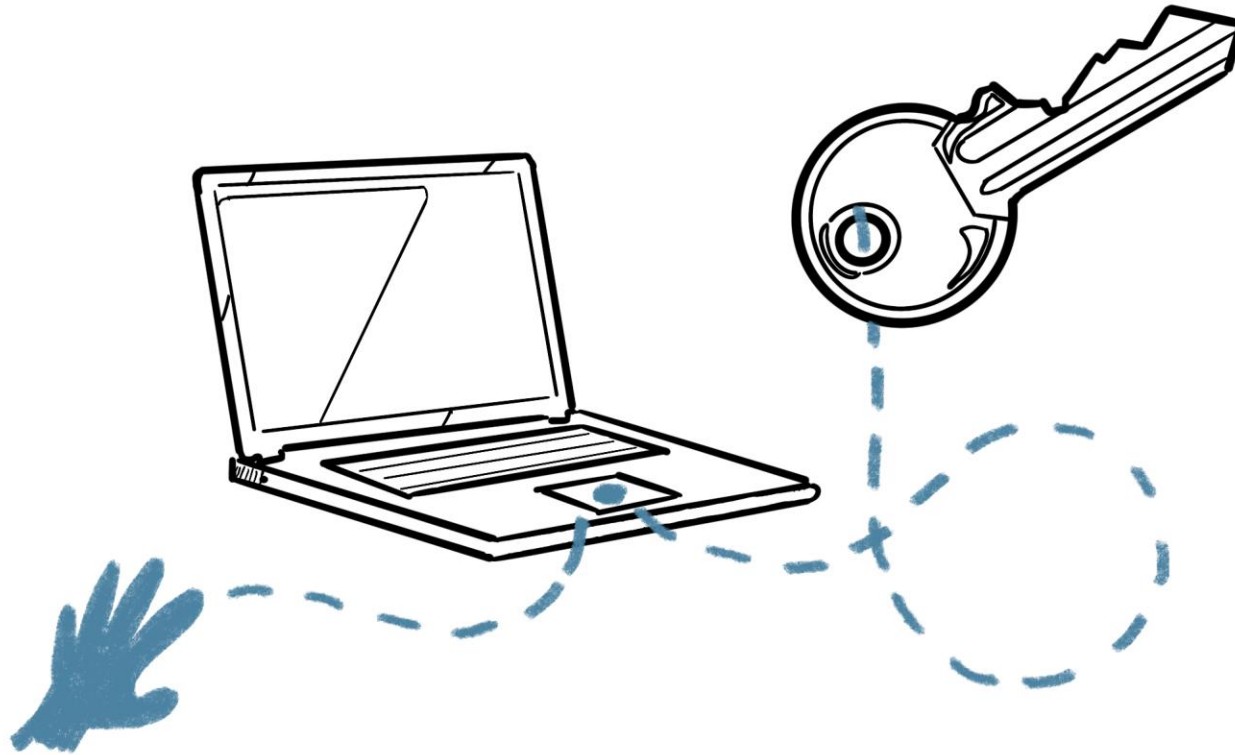
This enables him to receive supports...



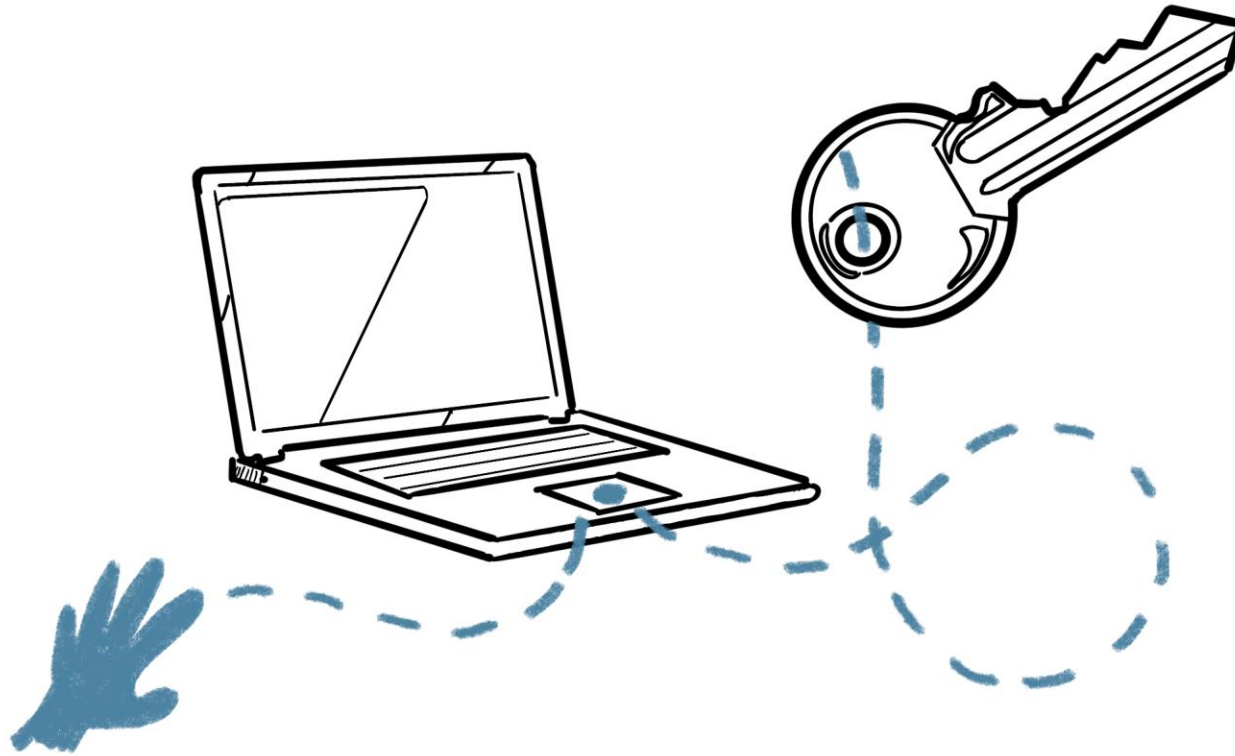
**that keep him in his
home.**



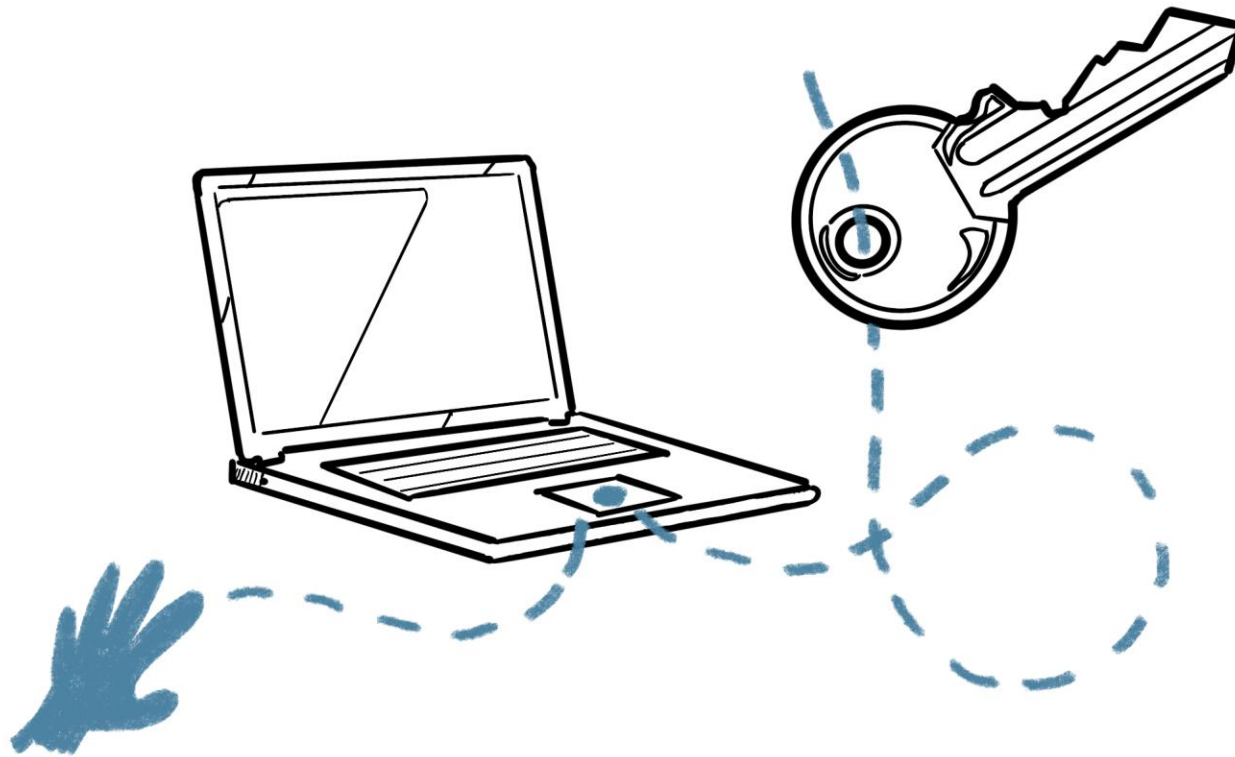
By working with...



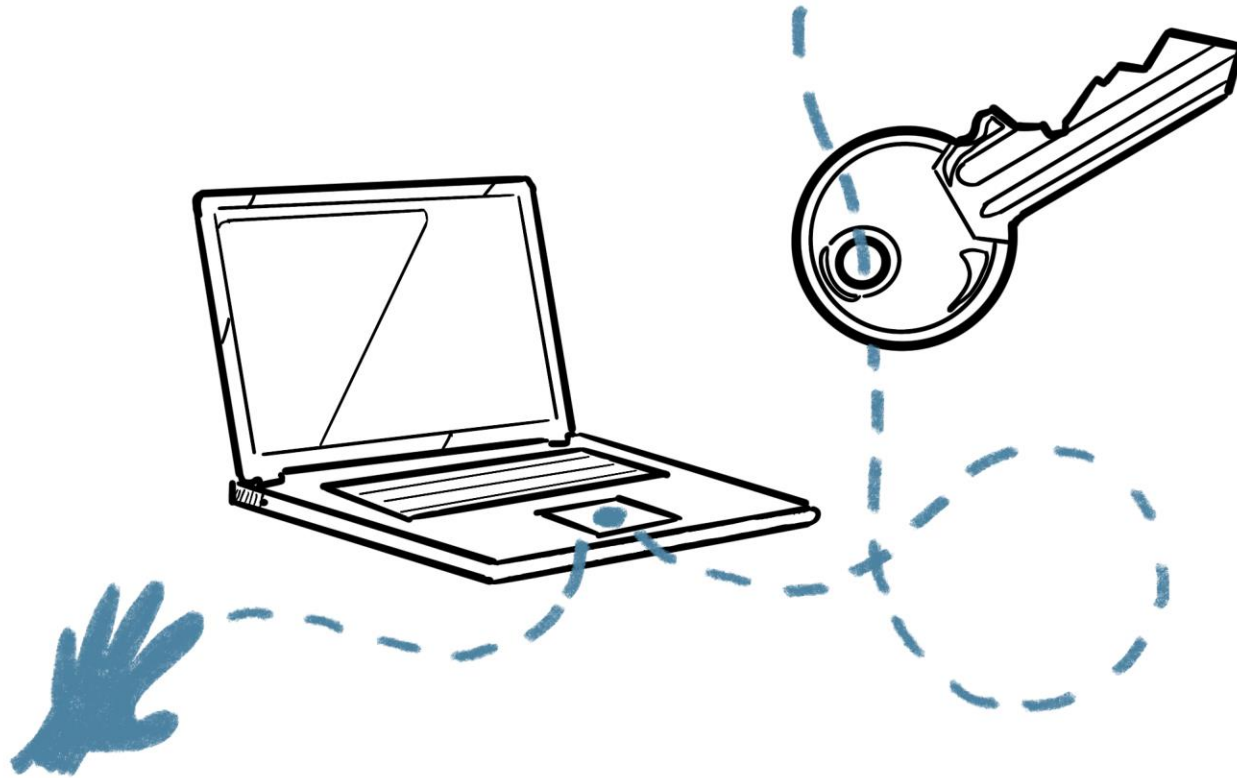
a JCC Contracted HRSN Service Provider...



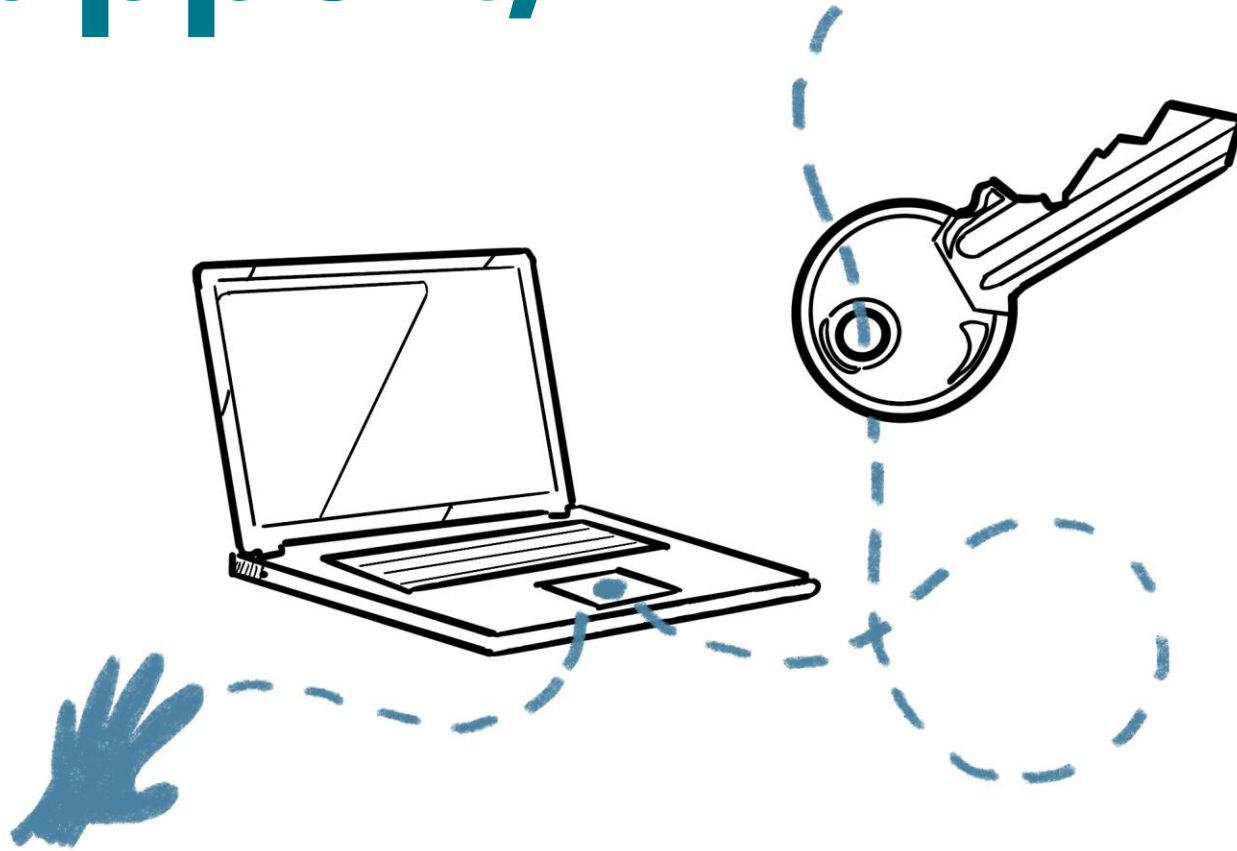
he has benefitted,



**not only from the financial
assistance...**



**of rent and utilities
support,**



**but also from the
expertise...**



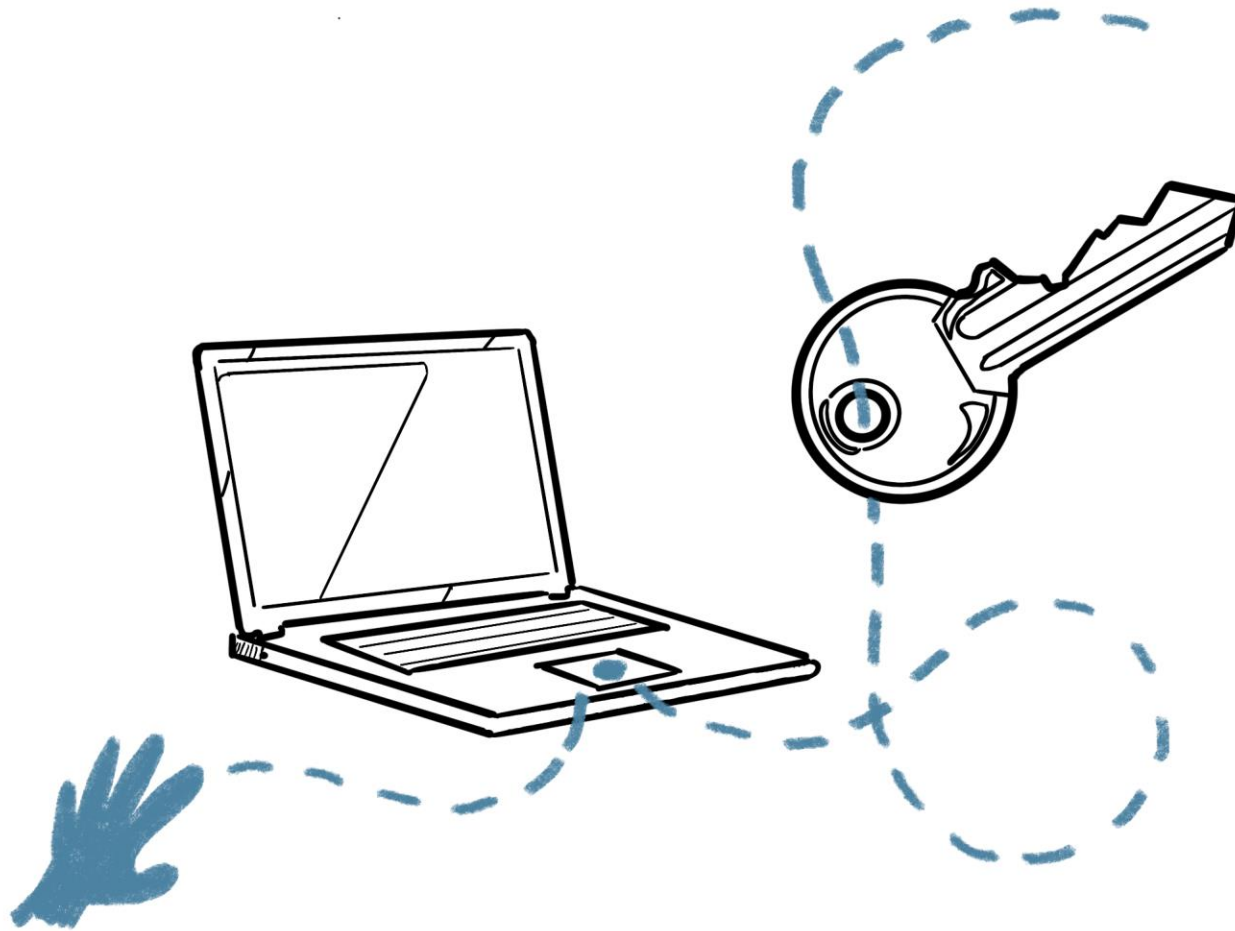
**and tenancy management
supports...**



**of the community based
organization...**



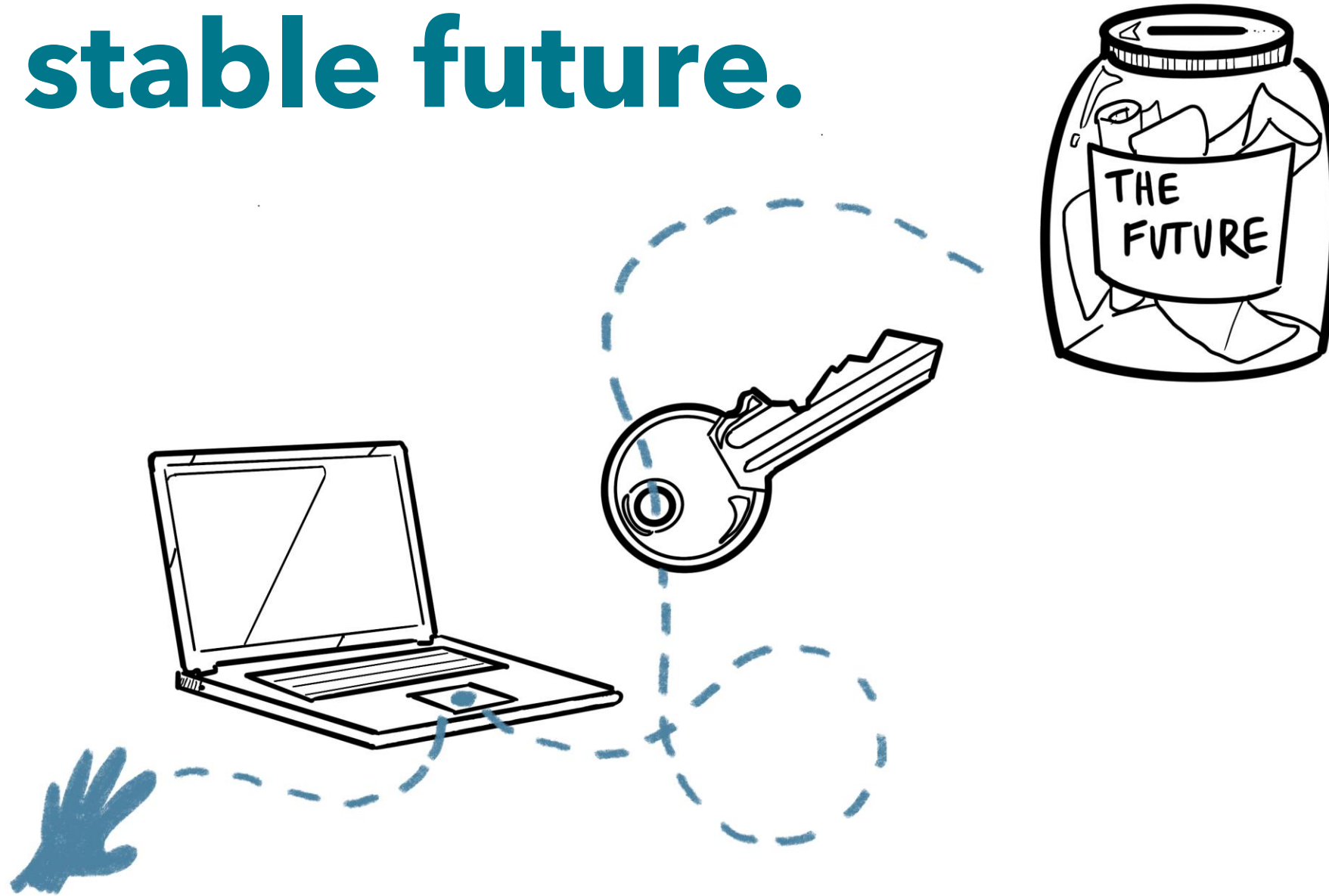
who is serving him.



The benefit is enabling him to save for...



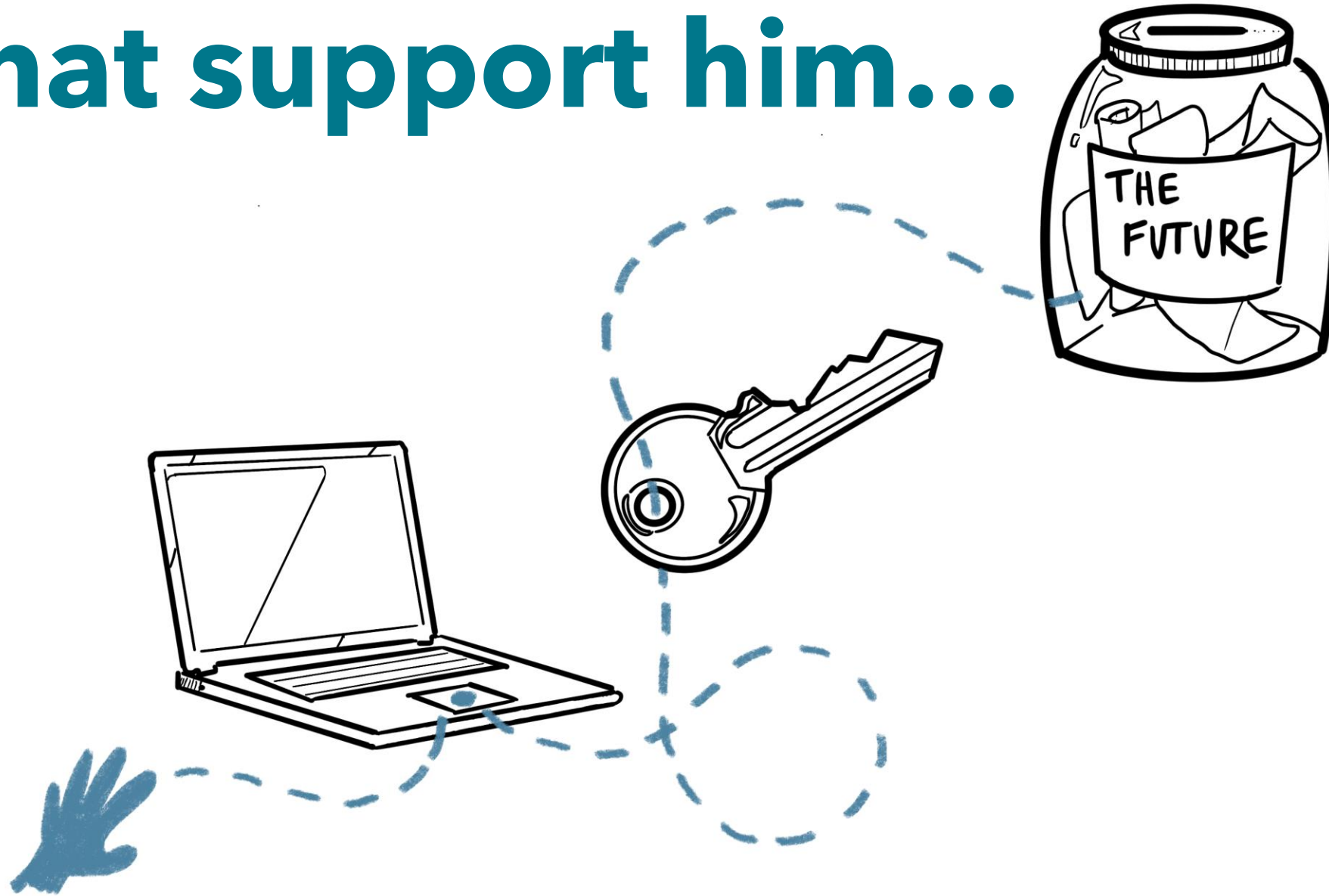
a stable future.



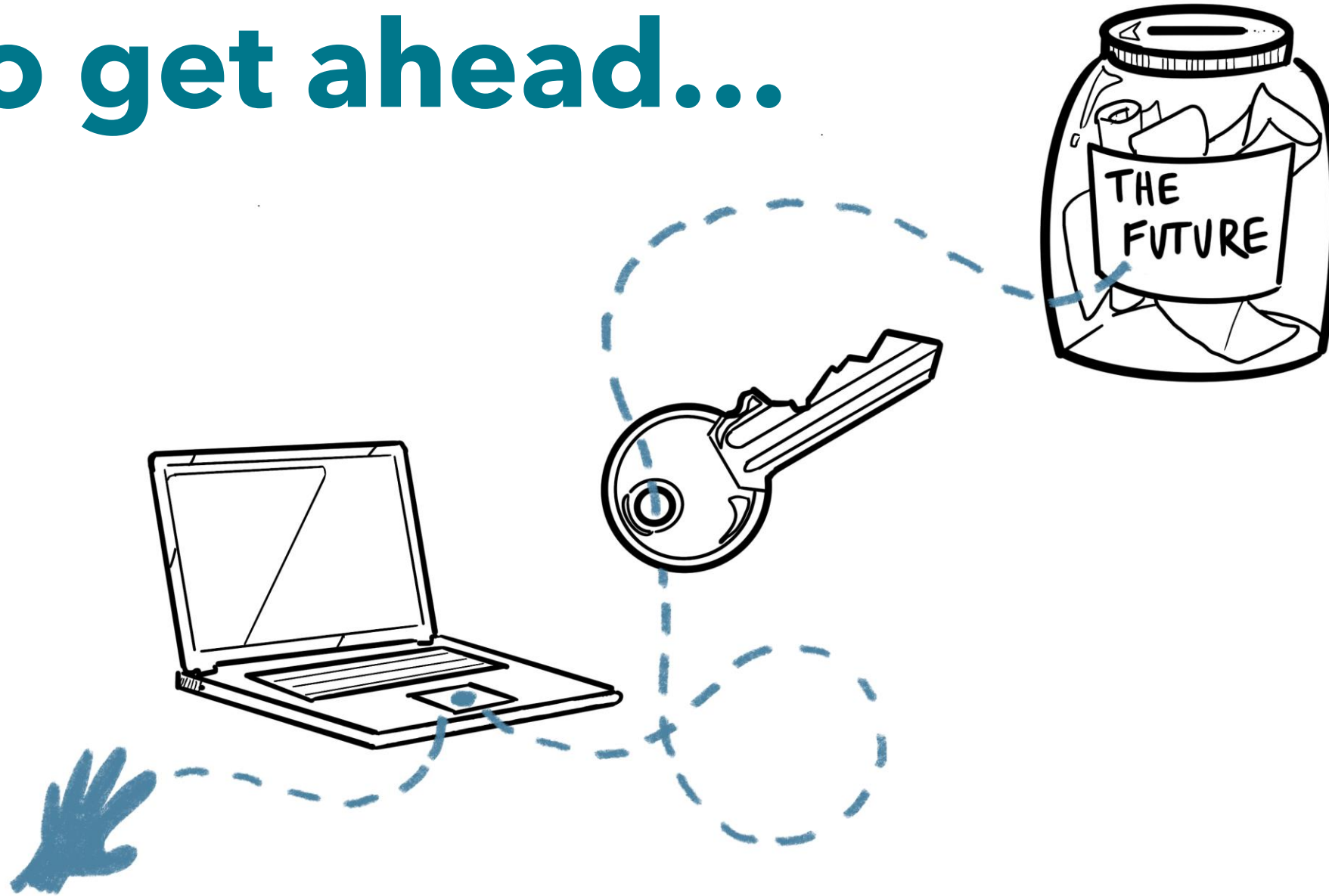
He is taking actions now...



that support him...



to get ahead...



and stay ahead.



HRSN has provided supports...



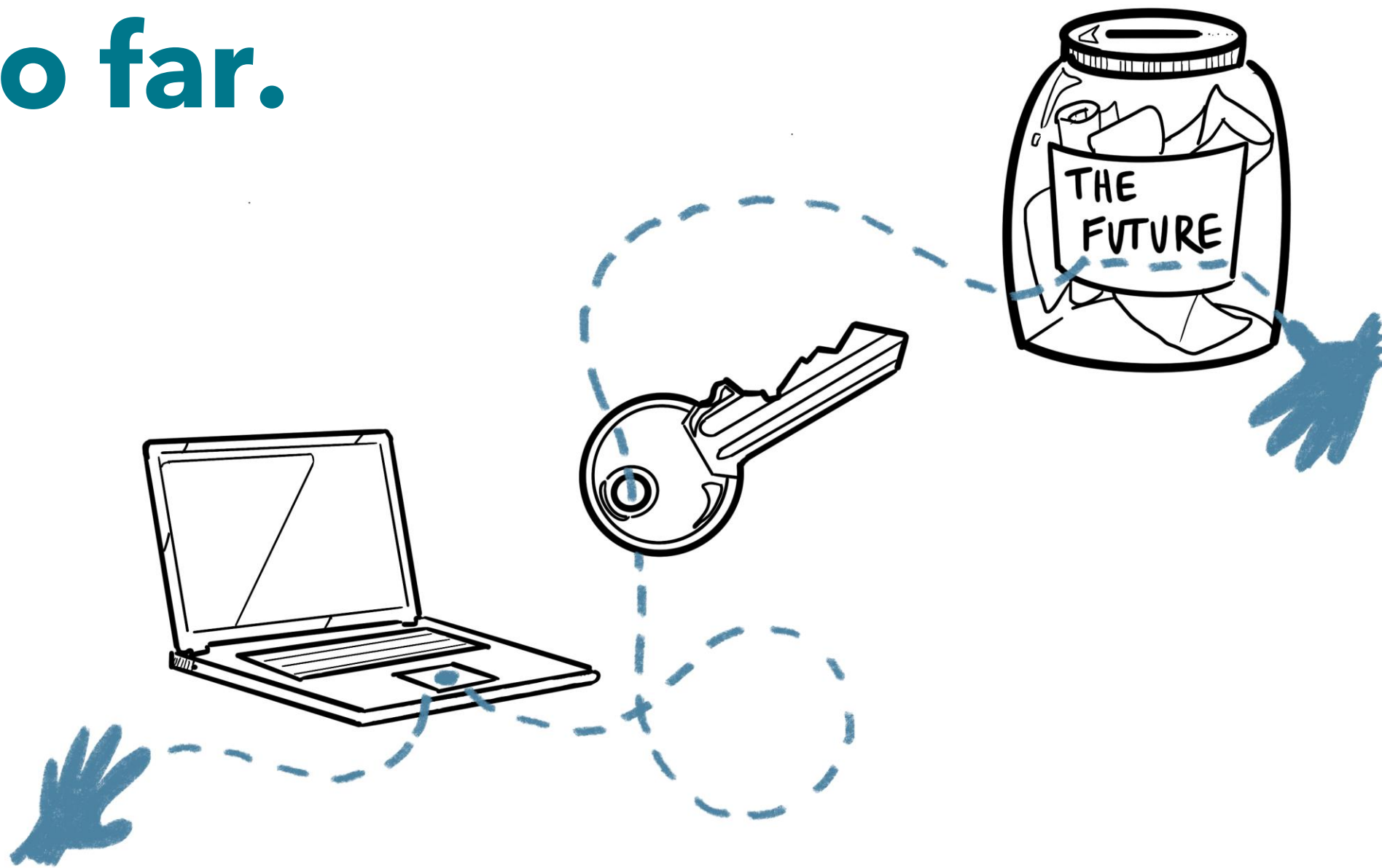
**...for 431 JCC
housing
authorizations**



**That's 431 housing
supports for
families.**



So far.



Our plan for today

- **Overview of HRSN Benefits**
 - Eligibility criteria
 - Scope of Benefit
- **Process**
 - Request Process
 - HRSN contracted providers
 - Pain Points
- **JCC**
 - Data
 - What's coming next
- **Q&A**



HRSN Overview





What do we mean by social needs?



Health Related Social Needs (HRSN) are unmet social and economic needs that individuals experience, that contribute to poor health and well-being. An individual's HRSN are often the result of their community's underlying SDoH.

HRSN can account for as much as 50% of health outcomes—much more than clinical care.

What is an 1115 Demonstration Waiver?

The 1115 demonstration waiver is an opportunity for the state to negotiate changes to our Medicaid agreement with the Federal government, such as waiving or adding terms.

Waivers offer a chance to test new approaches that aim to:

- Improve care
- Increase efficiency
- Reduce costs





Health Related Social Needs (HRSN) Benefit

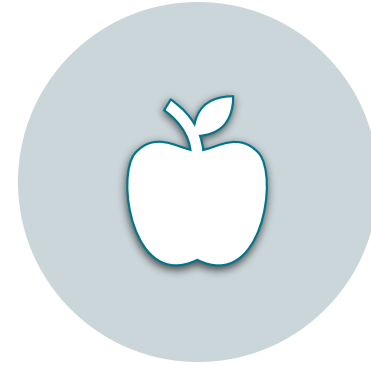
Goal: To provide social supports to **OHP members who are experiencing certain life transitions** (as defined by OHA), to improve their health during and after these transitions.



CLIMATE



HOUSING



FOOD

Support through the HRSN Benefit



Climate Supports (3/1/2024)

Medically necessary devices:

- Air conditioners
- Heaters
- Air filtration devices
- Personal Power Supplies
- Refrigerators

Housing Supports (11/1/2024)

- Housing Safety
 - Medically necessary home accessibility modifications and remediations
- Housing Stability
 - Rent for up to 6 months
 - Utility assistance for up to 6 months
 - Storage

Food Supports (1/1/2025)

- Nutrition counseling and education
- Medically-tailored meals, for up to 6 months



Eligibility for Benefit

Who can access the HRSN benefit?



OHP



Life Transition



Social and Clinical Health Need

Is a current
OHP Member

- Individuals involved with the **child welfare system**
- People experiencing **homelessness**
- People who are **at risk of homelessness**
- Adults and youth released from **incarceration** within the past 12 months
- Adults and youth discharged from an HRSN eligible **behavioral health facility** within the past 12 months
- Individuals transitioning to dual status (**both Medicaid and Medicare coverage**)
- Young adults ages **19-26 with special health care needs**

*Some benefits have narrower eligibility criteria

Has a **social health need**
(food, housing, climate)



Has a **clinical health need**
Examples:

- Complex physical health needs
- Complex behavioral health needs
- Pregnancy
- Age (under 6, over 65)
- Needs assistance with ADLs
- Developmental disability

Qualifying Life Transitions



Individuals involved in the child welfare system

- Current or previous involvement in Oregon's child welfare system, including Foster/substitute care; recipient of adoption or guardianship assistance, an open child welfare case, etc.

People *at risk of* homelessness

- Has an income that is 30% or less than the area median income where the individual resides
- Lacks sufficient resources or support networks to prevent homelessness
- Is currently a housed renter and seeking resources to maintain current housing

People *experiencing* homelessness

- An individual or family who lacks a fixed, regular, and adequate nighttime residence

Qualifying Life Transitions



Adults and youth released from incarceration/Behavioral Health facility

- Released/Discharged within the past 365 calendar days from an eligible facility

Individuals transitioning to dual status

- Members enrolled in both Medicaid and Medicare, 90 days preceding the date Medicare coverage is to take effect and 270 days after it takes effect

Young adults with special health care needs

- Enrolled in a program for young adults who meet pre-determined social and clinical criteria

Clinical Health Need



- All HRSN benefits are required to be medically appropriate, and members must have a clinical risk to qualify
- Clinical risks are **confirmed during the authorization process by the JCC/CareOregon team** using claims and enrollment data on file for the member.

- Complex physical health needs
- Complex behavioral health needs
- Currently pregnant or gave birth in the past 12 months
- Age (under 6, over 65)
- Needs assistance with Activities of Daily Living
- Developmental disability



Scope of HRSN: Climate

Eligible Climate Devices



Air conditioners

For individuals at health risk due to significant heat

Heaters

For individuals at increased health risk due to significant cold

Air filtration devices and replacement filters

For individuals at health risk due to compromised air quality

Mini refrigeration units

As needed for medication storage (e.g., medications for diabetes, glaucoma or asthma)

Portable power supplies

For individuals who need access to electricity-dependent equipment (e.g., communication devices, dialysis machines, feeding pumps)



Housing Stability and Safety

Housing Eligibility



OHP



Life Transition



Social and Clinical Health Need

**Is a current
OHP Member**

Housing safety, climate, and nutrition supports:

- Individuals involved with child welfare
- People experiencing homelessness
- People who are at risk of homelessness
- Adults and youth released from incarceration
- Adults and youth discharged from an HRSN eligible behavioral health facility
- Individuals transitioning to dual status
- Young adults with special health care needs (2025)

Housing stability supports:

- **People who are at risk of homelessness**

Has a housing need



Has a clinical health need

Examples:

- Complex physical health needs
- Complex behavioral health needs
- Pregnancy
- Age (under 6, over 65)
- Needs assistance with ADLs
- Developmental disability

*Some benefits have narrower eligibility criteria

"At risk for homelessness" definition



Member:

- Has an income that is 30% or less than the area median income where the individual resides
- Lacks sufficient resources or support networks to prevent homelessness
- Is a **currently housed renter** and seeking resources to maintain current housing

Unfortunately, the HRSN Housing Stability is not applicable to all in need of housing supports. The benefit cannot support:

- Members in need of help with their mortgage
- Members who are houseless
- Members seeking new housing



HRSN Housing Safety

- **Home modifications**

- Ramps and grip bars
- Door and cabinet handles for members who have dexterity issues

- **Home remediations**

- Pest eradication
- Installation of washable curtains or synthetic blinds
- Chore services, e.g. Heavy household cleaning inside the home, Removal of yard hazards, etc.

- **Hotel/motel stays**

- Available if a person cannot safely reside in their home during home modifications or remediations



Rent Assistance Definition

Definition: Provision of payment to cover a member's cost for recurring rent, including:

- Rent payment, including future or past-due rent and any associated late fees because of past-due rent
- Renter's insurance if required by the lease
- Landlord paid utilities that are not duplicative of other utility assistance covered by HRSN

Maximum allowed:

- **Duration:** No longer than 6 months for any combination of past due or future due rent
- **Frequency:** 6 months total per household for the duration of the waiver (September 2027)
- **Spend:** Determined by region, size, and the number of occupied bedrooms in the member's household



Utility Assistance (include arrears/ set up fees)

- **Definition:** Provision of payment to cover a member's cost for the following utilities:
- Garbage
- Water
- Sewage
- Recycling
- Gas
- Electric
- Internet
- Phone (land line and cell)

Maximum allowed:

- **Duration:** No longer than 6 months inclusive of past and future due utilities. The duration of any future due utilities cannot go beyond the member's authorized future due rent assistance
- **Frequency:** 6 months total per household for the duration of the waiver (September 2027)
- **Spend:** Determined by region, size, and the number of occupied bedrooms in the member's household

Other requirements:

- Must also be receiving rent assistance to qualify
- Must submit the bill(s) from the utility company(ies)



Storage Fees Definition

Definition: Storage of personal property to facilitate the safe storage of a member's belongings. Examples of the types of personal property and belongings that may need storage are:

- Appliances
- Furniture
- Bedding
- Clothing
- Identifying documentation

Maximum allowed:

- **Duration:** Up to six months
- **Frequency:** 6 months total per household for the duration of the waiver (September 2027)
- **Spend:** up to \$202.50/month

Other requirements:

- Must also be receiving rent assistance to qualify
- This service includes commercial storage units, including self-storage and portable moving and storage solutions (e.g. PODS, U-Box)



Tenancy Services Definition

Definition: Tenancy services are flexible supports provided to members or members' households to achieve and maintain their housing stability goals. Members may receive support for any of the activities listed below, and providers may bill for these services on a fee-for-service basis. These services include:

- Member supports services
- Landlord engagement services
- Coordination and logistics of service provision
- CCO/FFS TPC engagement services

Maximum allowed:

- **Duration:** 15-minute increments for a minimum of 6 months & up to 18 months, at which time eligibility can be reassessed to continue service
- **Frequency:** Service persists until services are no longer needed, with no maximum
- **Spend:** \$20.00/15-minute increment with no maximum
- Can be authorized as only benefit if that's all member needs



Housing Exclusions

Rent/Utility

- Pet fees
- Parking garage fees
- Amenity fees (pool, recreation center, etc.)
- Property insurance
- Any homeowner expenses
- Phone insurance, business lines, hot spots, device costs

Home Mods/Remediation

- Anything that adds on to the square footage of the home
- Anything that is not considered medically necessary for the health and safety of the member



Food/Nutrition

Current Nutrition Benefits



Assessment for Medically Tailored Meals

- Conducted with a PCP or RD
- Develop a nutrition care plan highlighting the need for MTMs

Prerequisite
for MTM

Medically Tailored Meals

- Meals tailored to support a member's health condition and overall well being
- Includes up to 3 meals/day
- Meals are prepared and delivered either fresh or frozen

Nutrition Education

- 1:1 nutritional counseling or group education class
- Meal preparation education is also included
- May be provided one-time or on a recurring basis

Nutrition Benefit Eligibility



OHP



Life Transition



Social and Clinical
Health Need

Is a current
OHP Member

- Individuals involved with the **child welfare system**
- People experiencing **homelessness**
- People who are **at risk of homelessness**
- Adults and youth released from **incarceration** within the past 12 months
- Adults and youth discharged from an HRSN eligible **behavioral health facility** within the past 12 months
- Individuals transitioning to dual status (**both Medicaid and Medicare coverage**)
- Young adults ages **19-26 with special health care needs**

Be experiencing low or very
low food security



Nutrition Education

- Clinical Health needs, as shared on previous slides

Medically Tailored Meals

- Has a health condition that is identified in the OHP Prioritized List, for which Medical Nutrition Therapy (MNT) is an indicated treatment.

*Some benefits have
narrower eligibility
criteria

Qualifying Health Conditions



Examples of diagnosis from the [OHP prioritized list](#), for which Medical Nutrition Therapy (MNT) is an indicated treatment:

- Pregnancy
- Type 1 diabetes mellitus
- Type 2 diabetes mellitus
- Epilepsy and febrile convulsions
- End stage renal disease
- Hypertension and hypertensive disease
- Heart failure
- Nutritional deficiencies
- Cleft palate and/or cleft lip
- Obesity in adults and children; overweight status in adults with cardiovascular risk factors
- Chronic kidney disease



Process

Who is Involved?



211info

Unite Us

JCC/CO

HRSN
Providers

Request process



Requests can be submitted independently by the member or with the assistance of a provider

Request submitted with member information

- Requests accepted through:
1. Digital form
 2. PDF form
 3. Via 211
 4. Unite Us referral
 - *if being assisted by provider who has access*

Initial eligibility reviewed by 211info

- 211info collects required documentation and ensures it is represented in Unite Us
- 211info triages to either HRSN, HRSF, or a community resource based on eligibility

JCC/CareOregon reviews criteria and makes authorization decision

- Clinical Operations and Navigation team review and follow up with members as needed

If authorized, info is shared with member/provider to initiate service

- Respond to referral within 3 days
- If accepted, begin services <30 days

Health Related Services “Flex” Alignment



Aligned processes for requesting supports for social needs of members



Pain Points



- **HRSN does not fit neatly into preexisting programs**
 - Specific workflows, documentation practices, and staff are needed to provide this benefit
- **Capacity and Time**
 - Anticipatory estimates did not match demand nor time needed per member
 - Request urgency coupled with wait times
- **New processes**
 - Community Information Exchange (CIE) restrictions
 - Struggles with configurations of multiple systems
 - Many moving pieces amongst many partners with rigid benefit framework
- **Benefit design challenges**
 - Administrative burden
 - Timeline



JCC



Jackson Care Connect™

Part of the CareOregon Family



JCC Contracted HRSN Provider Network

Housing



Community
Works



OHRA



The Pathfinder
Network

Food/Nutrition (statewide)



Mom's Meals



Meals on Wheels
People





Regional Data

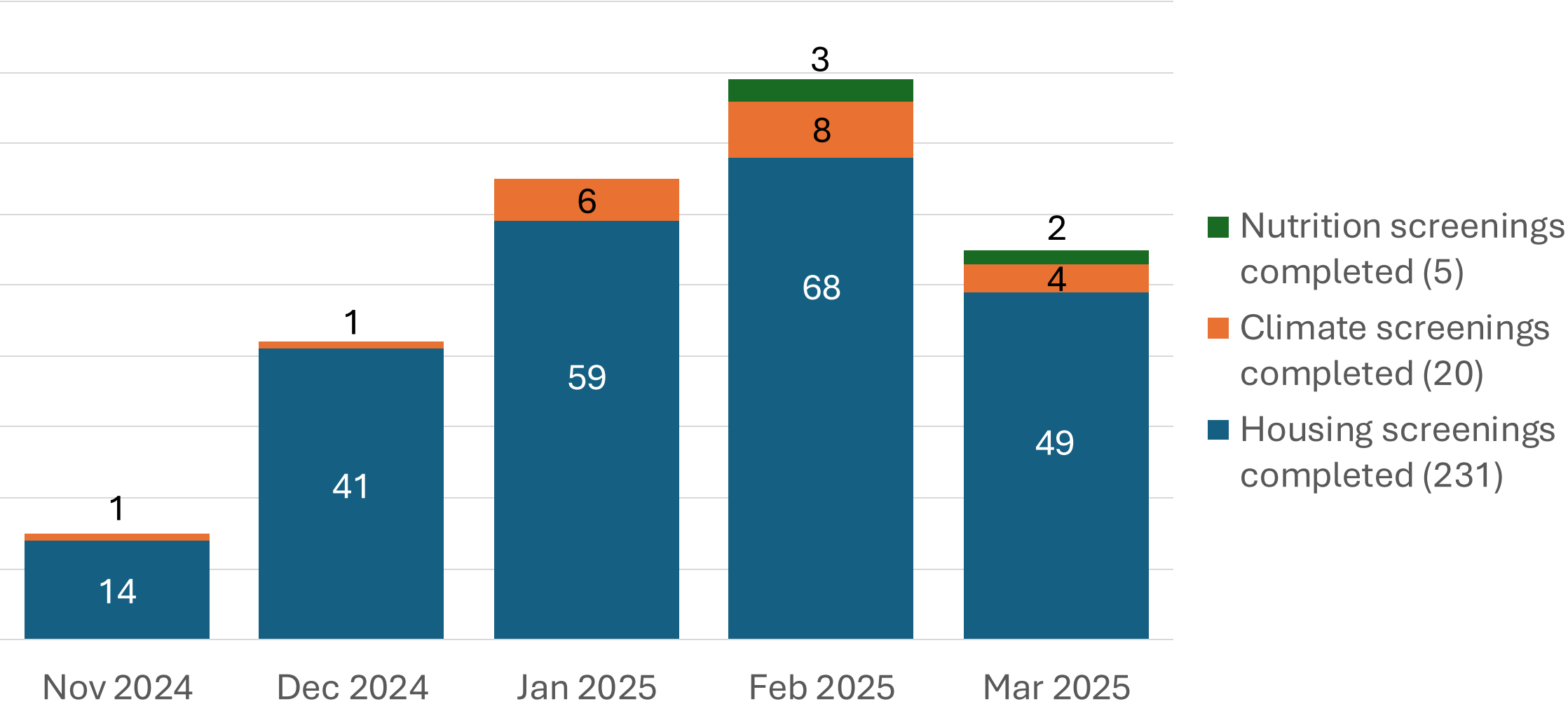


Jackson Care Connect™

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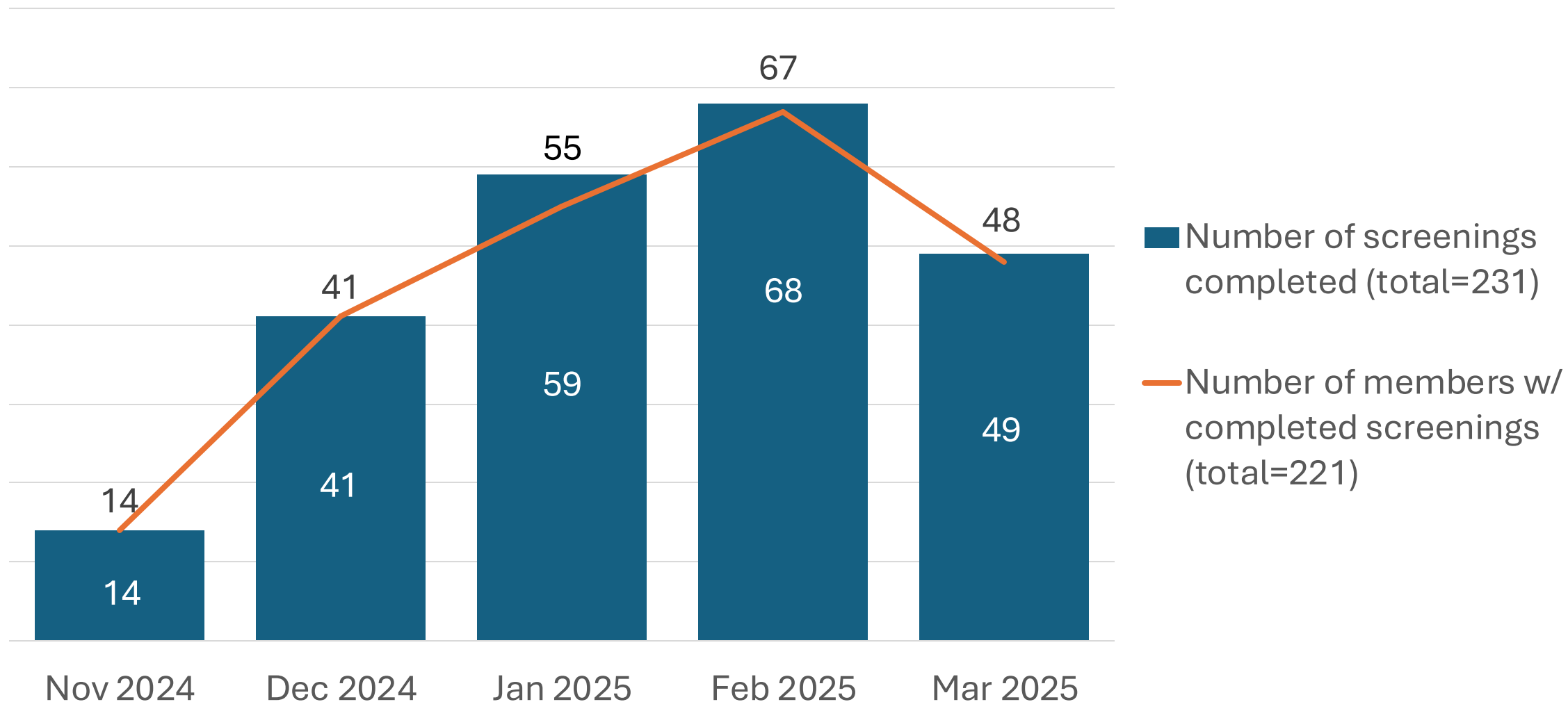
HRSN Benefit Screenings Completed, JCC



All data are preliminary. Data from Unite Us Insights dashboards, 4/11/2025.

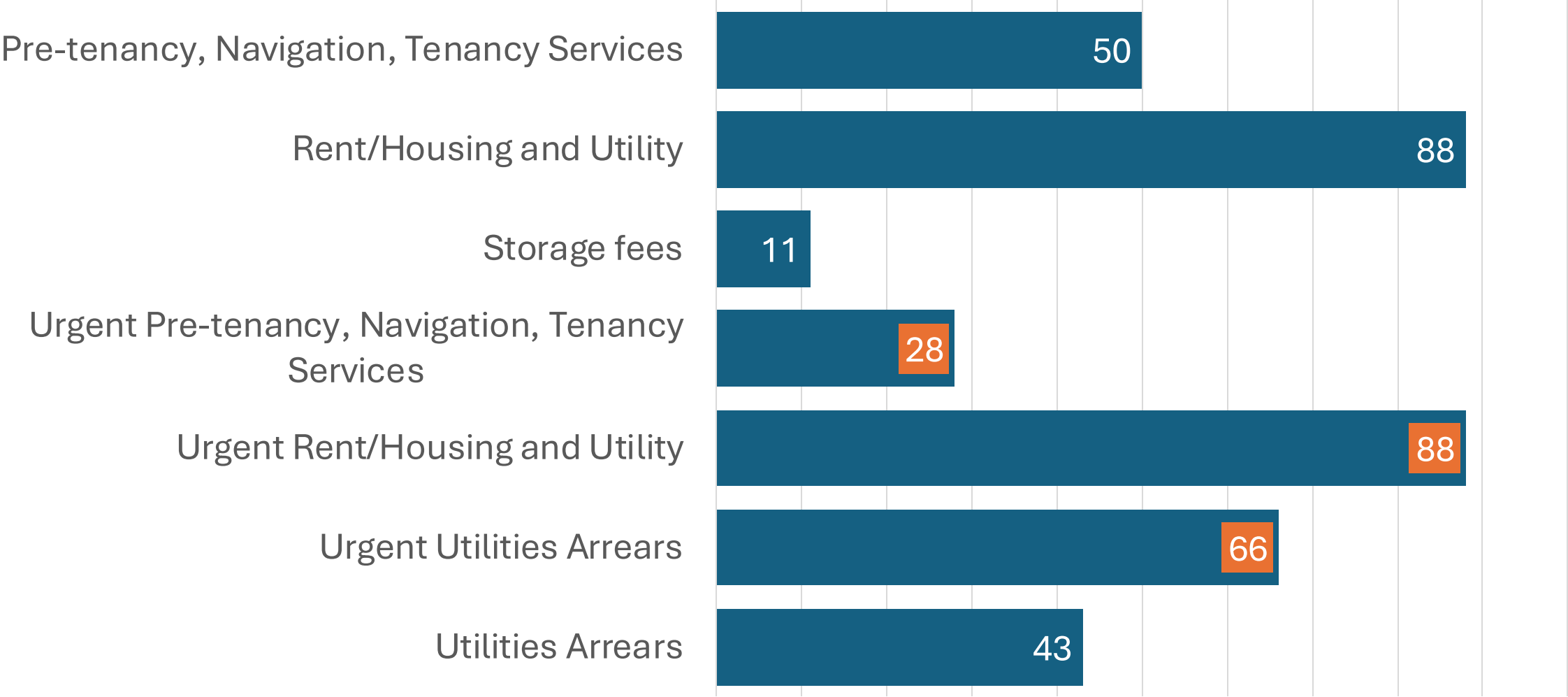


HRSN Housing Benefit Screenings Completed, JCC



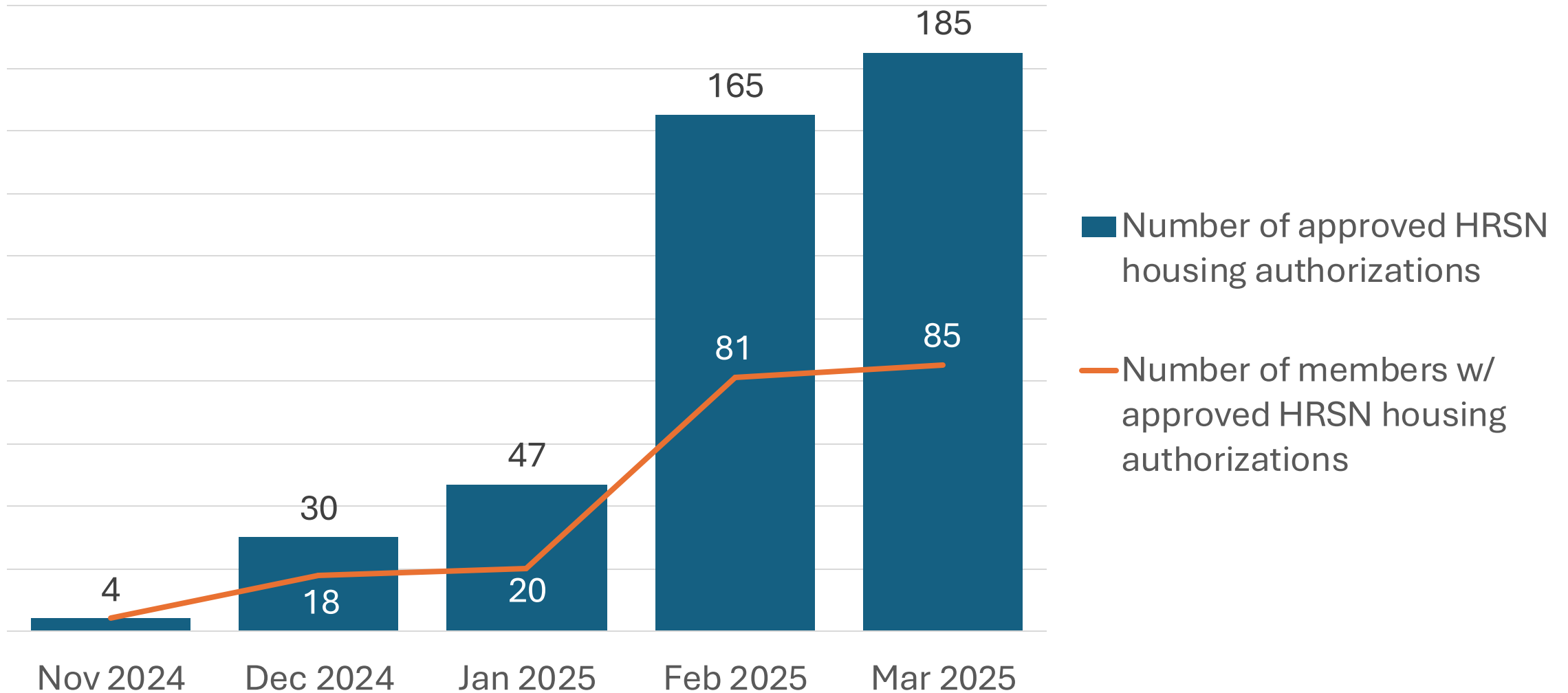


Authorization Requests for HRSN Housing Services, JCC





Approved Authorizations for HRSN Housing Benefit, JCC





What's coming next

- **New benefits coming online**

- Food/Nutrition
 - Fruit and Veggie – to be launched sometime between October 2025-July 2026
 - Pantry Stocking – Will be served via card and not Provider Network
- Housing
 - Moving assistance for individuals who have been authorized for HRSN services but need to relocate due to accessibility issues of housing or domestic violence - January 2026

- **Community Capacity Building Funds (CCBF)**

- Grant application window April 1, 2025 – May 30, 2025
- Provide infrastructure funding to organizations that are interested in becoming contracted HRSN providers

- **Contracting**

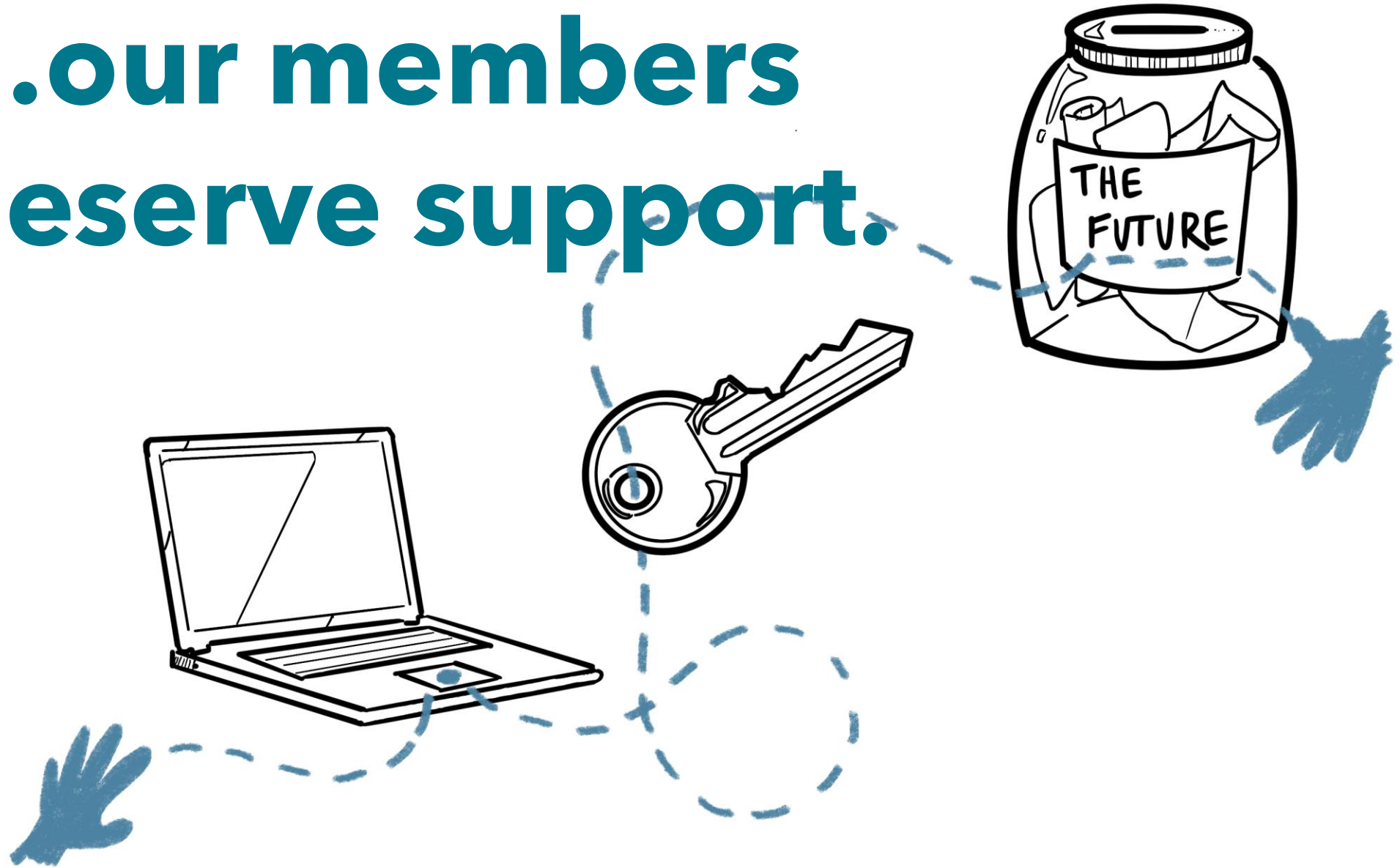
- Will be expanding local providers of HRSN Housing and Food Benefits



**Every day, we are turning
feedback into actions to
improve HRSN.
This work is important
because we know...**



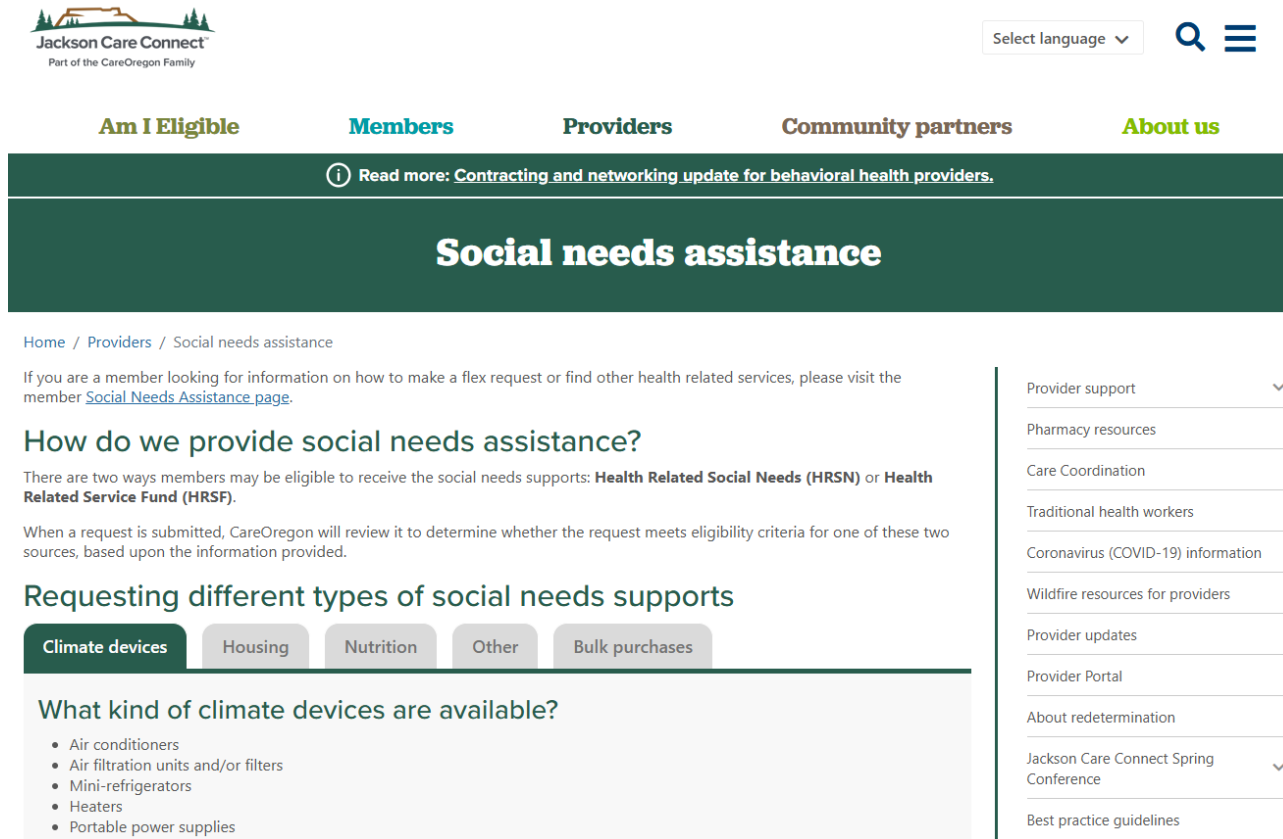
**...our members
deserve support.**



Questions?



Member & Community Communications



The screenshot shows the Jackson Care Connect website. At the top is the logo and navigation links: Am I Eligible, Members, Providers, Community partners, and About us. A search bar and language selector are also present. The main heading is 'Social needs assistance'. Below this, there is a breadcrumb trail: Home / Providers / Social needs assistance. The text explains that members can find information on how to make a flex request or find other health related services by visiting the 'Social Needs Assistance page'. A section titled 'How do we provide social needs assistance?' states that there are two ways members may be eligible to receive social needs supports: Health Related Social Needs (HRSN) or Health Related Service Fund (HRSF). It also mentions that when a request is submitted, CareOregon will review it to determine if it meets eligibility criteria. A section titled 'Requesting different types of social needs supports' features tabs for Climate devices, Housing, Nutrition, Other, and Bulk purchases. The 'Climate devices' tab is selected, showing a list of available devices: Air conditioners, Air filtration units and/or filters, Mini-refrigerators, Heaters, and Portable power supplies. A sidebar on the right contains a list of links: Provider support, Pharmacy resources, Care Coordination, Traditional health workers, Coronavirus (COVID-19) information, Wildfire resources for providers, Provider updates, Provider Portal, About redetermination, Jackson Care Connect Spring Conference, and Best practice guidelines.

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Select language ▼ 🔍 ☰

[Am I Eligible](#) [Members](#) [Providers](#) [Community partners](#) [About us](#)

Read more: [Contracting and networking update for behavioral health providers.](#)

Social needs assistance

[Home](#) / [Providers](#) / [Social needs assistance](#)

If you are a member looking for information on how to make a flex request or find other health related services, please visit the member [Social Needs Assistance page](#).

How do we provide social needs assistance?

There are two ways members may be eligible to receive the social needs supports: **Health Related Social Needs (HRSN)** or **Health Related Service Fund (HRSF)**.

When a request is submitted, CareOregon will review it to determine whether the request meets eligibility criteria for one of these two sources, based upon the information provided.

Requesting different types of social needs supports

[Climate devices](#) [Housing](#) [Nutrition](#) [Other](#) [Bulk purchases](#)

What kind of climate devices are available?

- Air conditioners
- Air filtration units and/or filters
- Mini-refrigerators
- Heaters
- Portable power supplies

Provider support ▼

Pharmacy resources

Care Coordination

Traditional health workers

Coronavirus (COVID-19) information

Wildfire resources for providers

Provider updates

Provider Portal

About redetermination

Jackson Care Connect Spring Conference ▼

Best practice guidelines

JCC Social Needs Assistance Website walks members and community partners through steps and considerations of applying for HRSN and/or HRSF

Social Needs Guidelines are a helpful reference

Resources

- **Submit a request** *(can be completed independently by the member or with assistance)*
 - Digital Form
 - Nutrition PDF form, Climate PDF form, Housing PDF form, HRSF “flex” PDF form
 - **Via 211-** Fax: 503-214-8909, Email: hrrsn@211info.org, Phone: 1-866-698-6155
 - **Within the Unite Us platform**
- **JCC Social Needs Assistance website**
 - Social Needs Assistance Guidelines
- **OHA Medicaid 1115 Demonstration Waiver information**
- **Questions?**
 - **Email Sadie Wade** wades@careoregon.org

Thank you!

