



Health Related Social Needs Housing Benefit

Joint Office of Homeless Services Fall 2024 Provider Conference

November 13, 2024



Agenda

Welcome and Introductions

Health-Related Social Needs (HRSN) benefits

Housing Benefit Overview: Supports, Eligibility,
Referral Pathways

Q & A

Introductions

Lori Shmulewitz Kelley - Planning and Evaluation Manager, Joint Office of Homeless Services (JOHS)

Maureen Seferovich – Program Manager, Health Systems Integration, Health Share of Oregon

Stephanie Auxier — Population Health Portfolio Manager, CareOregon

Thomas Bialozor – Director, Behavioral Health Services, Trillium Community Health Plan



Learning Objectives for Today

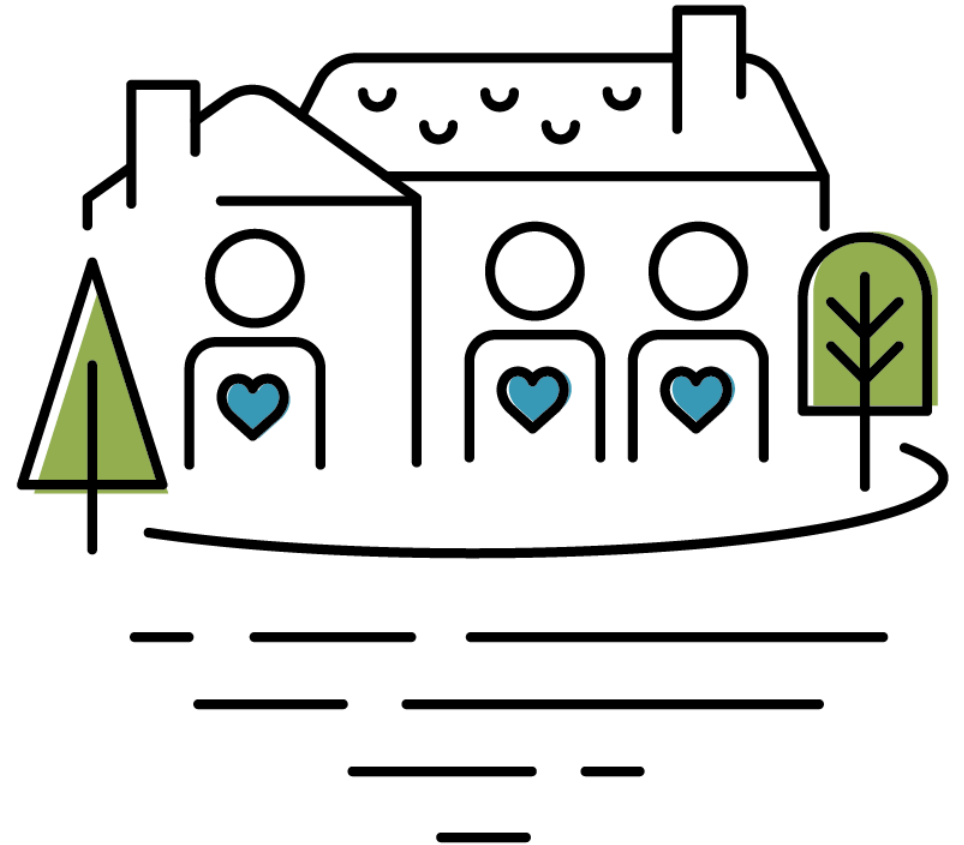
- Define the new Health Related Social Needs benefits
- Understand who might qualify for the benefits
- Learn about the referral flow for these benefits



What is your comfort level?

On a scale of 1-5, what is your comfort level in knowing what to say if someone walked into the door of your nonprofit or agency and asks:

“I heard that I qualify for housing support through OHP. Can you help?”



Oregon Health Plan and Coordinated Care Organizations (CCOs)

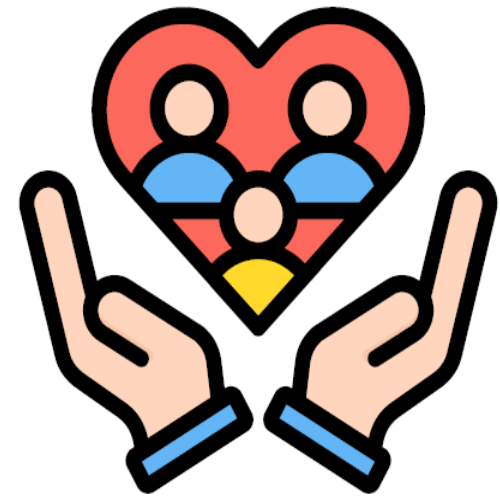
- OHP benefits are coordinated and delivered by CCOs across the state
- CCO's bring together health plans, providers, and community health resources to provide care to OHP members of our community
- Health Share of Oregon and Trillium Community Health Plan are CCO's that serve OHP members in Multnomah, Clackamas and Washington counties



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 will:
 - ✓ Improve care
 - ✓ Increase efficiency
 - ✓ Reduce costs
- Waivers are approved for 5 years but projects can be extended



Oregon's 2022-2027 1115 Waiver

Goal: Advance health equity

The final Waiver proposal was informed by public input through community engagement sessions led by OHA.

The waiver applies to all OHP members across the state.

All CCOs must participate.



OHP membership expands to 2 years vs. 1 year



Guarantees coverage for preventive health services for ages 0-21 years



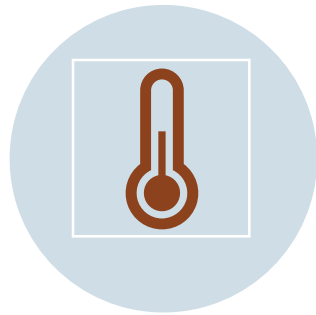
Introduces a health-related social needs (HRSN) benefit

Community Context



Health Related Social Needs (HRSN) Benefit

Goal: Provide social supports to OHP members who are experiencing certain life transitions and clinical and social risk factors (as defined by the Oregon Health Authority), to improve their health during and after these transitions.



CLIMATE



HOUSING



FOOD

HRSN Benefit Supports and Go-Live Dates

Climate Supports 3/1/2024

Medically necessary devices:

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

Housing Supports 11/1/2024

- Tenancy sustaining services
- Rent assistance (past due and future due) for up to 6 months
- Utility assistance (past due and future due) for up to 6 months
- Storage fees
- Medically necessary home accessibility modifications

Food Supports 1/1/2025

- Nutrition counseling and education
- Medically-tailored meals
- Medically-tailored meal assessments

Additional benefits may become available in 2025, including:

- Housing move in supports (e.g., deposits)
- Fruit and veggie
- Pantry Stocking
- Meals

Who is eligible for the housing benefit?

HRSN Housing benefits aim to support health and well-being by preventing homelessness, sustaining current housing, and supporting tenancy during times of housing insecurity

- To be eligible for HRSN housing, a person must:
 - Be currently housed
 - Need support maintaining current housing
 - Have a lease or written rental agreement
 - Have an income that is 30% or less than the average yearly income where the individual resides
 - Have a housing clinical risk factor (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)

Housing Benefits to Support Housing Stability and Prevent Eviction

Benefits

- Rent assistance for up to 6 months (past due or future due)
- Utility assistance for up to 6 months (past due or future due)
- Utility set up fees
- Storage fees for up to 6 months
- Tenancy support

Eligibility Requirements

- ✓ Currently housed
- ✓ Needs support staying in current housing
- ✓ Is a renter and has a written rental agreement
- ✓ Has an income that is 30% or less than the average yearly income where they live
- ✓ Lacks resources to prevent homelessness
- ✓ Has a qualifying clinical health need

Housing Benefits to Support Home Safety & Health

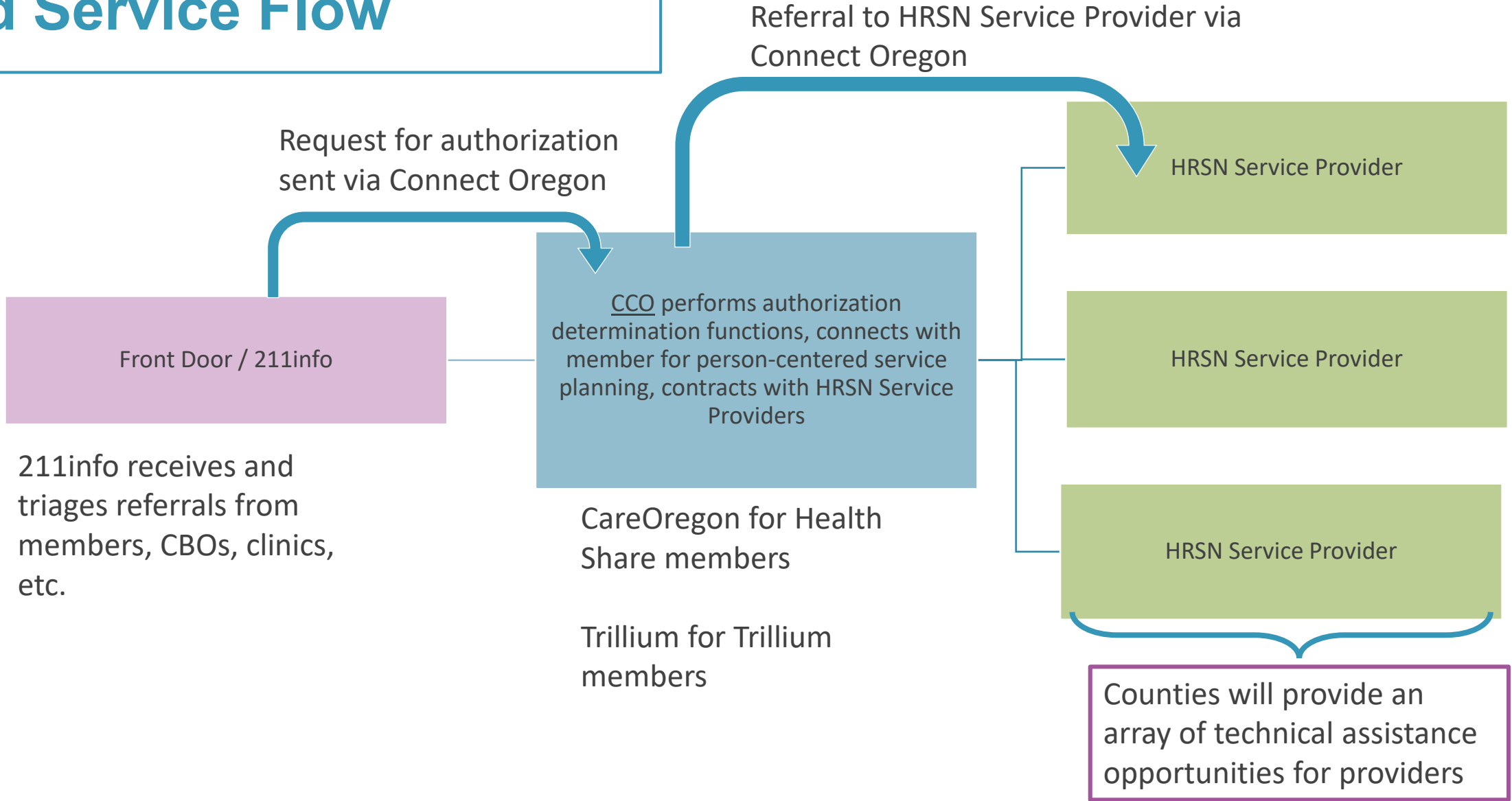
Benefits

- Wheelchair ramps
- Grab bars
- Drawer pulls
- Deep cleaning
- Pest eradication
- Installing window blinds
- Hotel/motel stays if relocation is needed during home modifications

Eligibility Requirements

- ✓ Currently housed
- ✓ Experiencing an eligible life transition
- ✓ Has a qualifying clinical health need that requires changes to current housing for safety
- ✓ For renters, landlord approval is required

Initial Housing Referral and Service Flow



211info

Purpose of partnership: Serves as a “front door” to complete initial HRSN screening and triage requests to the CCO and/or other community-based organizations.

Responsibilities

- Screens all incoming requests for climate and housing services for eligibility for HRSN and other types benefits/services
- Sends presumed eligible HRSN requests to the appropriate CCO
- Can connect members to additional services to support their social health needs



HRSN Housing Service Providers

Definition

- An organization contracted with a CCO to provide HRSN housing services directly to eligible members.

Responsibilities

- Educate community members about the HRSN benefit
- Support potentially eligible members to complete and submit HRSN request forms to the CCO
- Receive referrals or authorization information from the CCO to initiate housing services
- Connect to authorized members to coordinate and provide services
- Submit information about the services to the CCO, including invoices and requests for reimbursement



County Based Network Hub Evolution

- The Counties are established entities that currently contract with CBOs to deliver housing supports.
- We recognize the need to leverage County expertise in this work.
- OHP members often access many different types of social resources through County programs.
- HRSN benefit timelines were unrealistic for developing new infrastructure and launching a new benefit with a newly organized network of community-based providers.
- Counties and CCOs are partnering to develop and begin implementation of a comprehensive technical assistance (TA) plan aimed at supporting HRSN Housing Service Provider recruitment, engagement and training for 2025.



Referral Pathways – Health Share

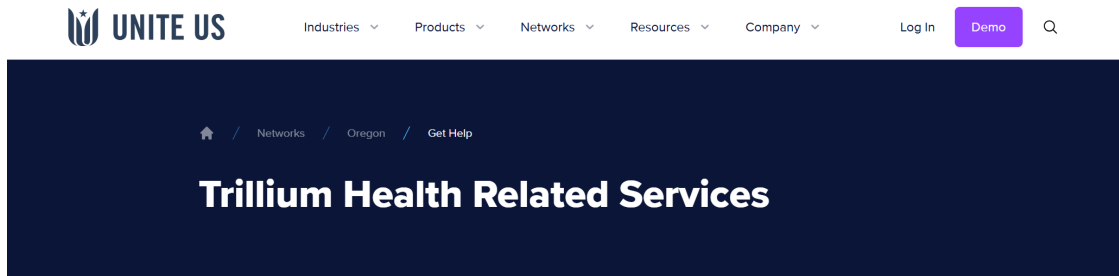
- Health Share is partnering with CareOregon to administer the HRSN Housing Benefit on behalf of all Health Share plan partners.
- Health Share members will complete an initial eligibility form to request the benefit.
- Members can submit this form themselves or can work with **211info Coordination Center** staff, their provider, Customer Service or a community-based organization for support.
 - Methods for submitting an eligibility form include:
 - **Digital form:** Members can make a request using the [digital form](#) (embedded in Unite Us)
 - **PDF form:** Members, providers, or community-based organizations can complete the fillable PDF form and submit it to 211info for processing through email at hrrsn@211info.org or fax at 503-214-8909. **Housing request form posted [here](#)**
 - **Over the phone:** Members can call 211info Coordination Center at 503-468-5375 for help with completing the HRSN request. 211info will support gathering needed documentation and submitting the request to CareOregon for authorization determination.

Referral Pathways – Trillium

- Trillium members complete an initial eligibility form to request the benefit.
- Members can submit this form themselves through Unite Us *or* work with Trillium Member Services *or* contact Trillium’s Community Health Workers to apply. In the coming weeks, members will also be able to utilize support from community-based organizations.
- Methods for submitting an eligibility form include:
 - **Digital form:** Members can make a request using the [digital form](#) (embedded in Unite Us)
 - **Email Support:** members can email Trillium's Community Health Workers who will engage with members and support them with the application. The TCHP CHW team can be reached here: CHW@TrilliumCHP.com
 - **Over the phone:** Members can call Trillium Member Services at **1-877-600-5472** to get support with applying.

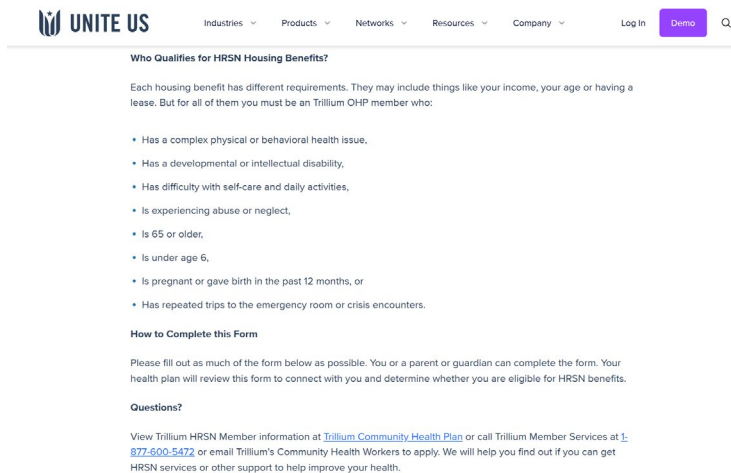
Referral Pathways – Unite Us Example

Digital Form Available in Unite Us for Health Share and Trillium Members



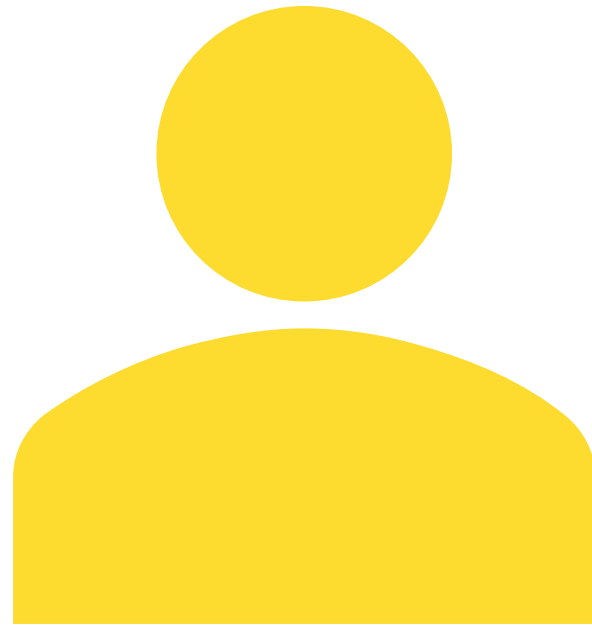
This is a referral form to the Trillium Health-Related Social Needs (HRSN) program.

Trillium Oregon Health Plan (OHP) members facing certain life challenges will have services available to them. These services are to help members stay healthy during times of greater need. The services available as of November 1, 2024 are Climate Supports, Housing Supports, and Outreach and Engagement.



The screenshot shows the digital form for the HRSN program. It features the Unite Us logo and navigation menu at the top. A language dropdown menu is set to 'English'. The form is titled 'Personal Information' and includes the following fields:

- First Name *
- Last Name *
- Date of Birth * (MM/DD/YYYY with a calendar icon)
- Phone number *
- Email Address *
- Address Type * (dropdown menu)
- Address *
- Address Line 2 *
- Gender *



Member Journey



Questions, Reflections, Comments

Resources

- [OHA HRSN Website](#)
- [OHA Housing Eligibility Fact Sheet](#)
- [OHA- Housing Benefit FAQ](#)

