

OHP Health Related Service Need Benefits

Over the past year, the Oregon Health Plan has been implementing the changes that came along with the passage of the new waiver. This new waiver has allowed the Oregon Health Plan to increase the amount of income an individual and household can make to qualify for Medicaid insurance benefits in addition to moving members regardless of immigration or age to the Basic Plan which provides much greater coverage for members. Another wonderful change that came with the passage of this waiver is the health-related service need (HRSN) benefits. These give most members access to services that have never been included as a medical benefit.

The new services are climate, housing, and nutrition.

- The climate services are related to heat and cold needs as well as needs due to power outages, etc. This benefit became available to members early 2024.
- The Housing benefits began November 1, 2024, and include up to 6 months of rent and/or utility support for members who qualify and are at risk of becoming houseless.
- The nutrition benefit began January 2025. This includes medical nutrition and education for members.

These benefits are managed by a members coordinated care organization (CCO).

Listed below are the CCO's and their contact information to help members apply for these benefits.

Oregon Health Plan Open Card:

1-888-834-4304 or email ORHRSN@acentra.com

Health Share of Oregon (Part of Washington County, All of Multnomah and Clackamas Counties)

****This includes health plans: Care Oregon, Kaiser, OHSU Health, Legacy Pacific Source, Providence Health Assurance***

For Housing Supports

- Send Request online to 211info: Social Needs Request Form
 - (<https://uniteus.com/networks/oregon/get-help/healthshare/>)
 - **If you currently have a court-ordered eviction notice, utility shut-off notice, or disconnected service, please call 211info at 503-468-5375**
- Call the 211info Coordination Center: 503-468-5375
- [Housing Request Form \(PDF\)](#)
- Email: hrrsn@211info.org

- Fax: 503-594-4602

For Climate Supports

Care Oregon, Kaiser Permanente or OHSU Health:

- Send Request online to 211info: Social Needs Request Form
 - <https://uniteus.com/networks/oregon/get-help/healthshare/>
- Call the 211info Coordination Center: 503-468-5375
- Email: hrrn@211info.org
- Fax: 503-594-4602

Legacy Health Pacific Source:

- Call: 877-500-2680
- [Legacy Health Pacific Source Request Form](#)
 - <https://uniteus.com/networks/oregon/get-help/pacificsource/>

Providence Health Assurance:

- Call: 503-574-7247
- [Providence Health Assurance Climate Devices Request Form](#)
 - <https://www.providencehealthplan.com/-/media/providence/website/pdfs/provider-s/medical-policy-and-provider-information/hrrn-request-form.pdf?rev=a0fadc4e7fc94ab19abeec1f2c1db646&hash=32E1BB4742C277FB9D8B696D918FE1BB>

If health plan is unknown:

- Call the 211info Coordination Center: 503-468-5375
- Complete the Request Form: [Social Needs Request Form](#)
 - <https://uniteus.com/networks/oregon/get-help/healthshare/>

Trillium Community Health Plan (Multnomah, Clackamas and Washington Counties)

For Housing and Climate Supports

To apply fill out form on Unite Us website

<https://uniteus.com/networks/oregon/get-help/trilliumchphrrn>

If help is needed applying

call Trillium Member Services at 1-877-600-5472

Yamhill Community Care (SW Washington County)

<https://yamhillcco.org/providers/hrsnserviceprovider/>

For Housing and Climate Supports

A request form needs to be filled out and submitted to YCCO by email or fax.

- If the you would like help filling out the HRSN application form contact Customer Service at 855-722-8205 (TTY 711).
- The form can be returned to YCCO by:
 - Fax: 503.850.9398
 - Email: utilizationmanagement@yamhillcco.org

If you would like to learn more about these benefits and access the documents, you can go directly to the Oregon Health Authority website.

<https://www.oregon.gov/OHA/HSD/Medicaid-Policy/Pages/HRSN.aspx>

Income Requirements for the health-related social needs benefits (this includes housing)

30% of the average income level								
Household size	1	2	3	4	5	6	7	8
Portland /Vancouver/ Hillsboro Metro	\$24,800	\$28,350	\$31,900	\$35,400	\$38,250	\$41,100	\$4,3900	\$46,750