



In partnership with Health Share of Oregon, welcome to

Health Related Social Needs (HRSN) Capacity Building for Community Based Organizations

we'll get started shortly.

For now, enjoy the music...





Session #3:

Participant Enrollment in HRSN, Referrals and Workflow Adaptions and the Role of the Community Information Exchange

April 17, 2024



About **CSH**

CSH collaborates to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.



CSH Team



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Today

Agenda

- Requests for HRSN Services and Referrals to HRSN providers
- Workflow and Policies and Procedures Adaptations
- Role of the Community Information Exchange or CIE

Learning Outcomes

- Participants will learn how to request HRSN services and how to accept referrals from CCOs. Participants will learn about the role of HRSN Connectors.
- Participants will learn what adaptations will be needed for their current workflows to deliver HRSN services.
- Participants will learn about the role of a Community Information Exchange and how their agency can participate in a local CIE



**Just
Breathe...**

HRSN Services



Climate Supports March 2024

Provision of Medically Necessary Devices including

- Air Conditioners
- Air Filters
- Heaters
- Mini Refrigerators
- Personal Power Supplies



Housing November 2024

Housing Navigation Services
Tenancy Sustaining Services
Rent/ Temporary Housing
Utility Costs
Medically Necessary Home Modifications and Remediations



Nutrition January 2025

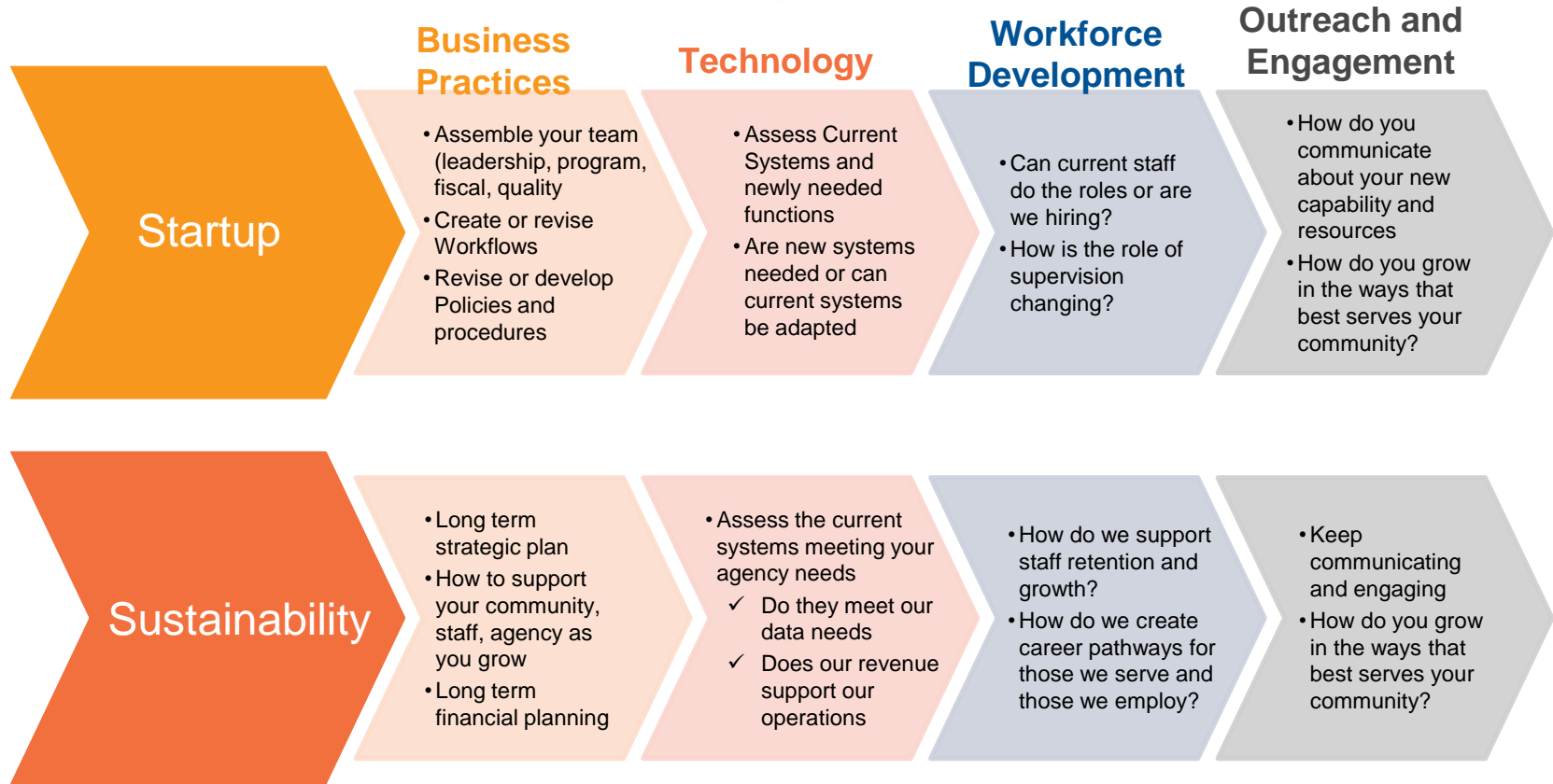
Nutrition Counseling and Education
Medically Tailored Meals
Meals or pantry stocking
Fruit and vegetable prescriptions



Outreach and Engagement March 2024

Engaging individuals in covered populations
Assessment
Helping individuals enroll and maintain enrollment
Helping secure other benefits

Consider CCBF for Start Up





Requesting HRSN Services and Receiving Referrals for HRSN Services

**Who can
request or help
someone
request HRSN
services?**



EVERYBODY!

But we also want to think
about most common pathways
and how that will occur.



What is an HRSN Connector?

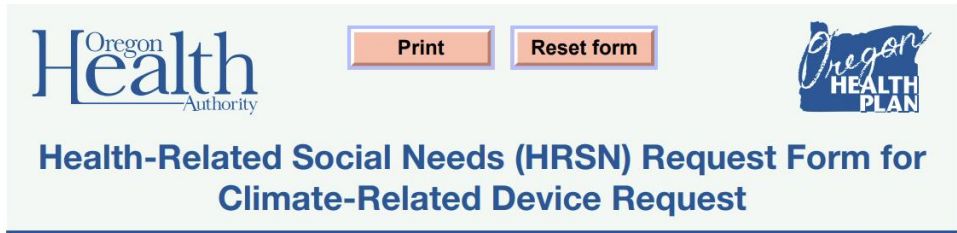


- Anyone who requests that someone else receive HRSN services.
- HRSN Connectors are not paid by Medicaid to do this work.

HRSN Request Template

- This is a form that a HRSN Connector, HRSN Provider, and Individual or anyone uses to refer or recommend individuals for HRSN services.
- We expect a similar OHA form for Housing and Nutrition Services BUT its not ready yet.

[Health-Related Social Needs \(HRSN\) Request Form for: Climate-Related Device Request](#)



Purpose

Oregon Health Plan (OHP) can cover devices to keep you safe during harsh weather and poor air quality events, such as:

- Extreme heat,
- Extreme cold,
- Wildfire smoke, or
- Power outages caused by weather.

Use this form to ask for:

- An air conditioner,
- A portable heater,
- An air filtration device,
- A mini refrigerator for medications, and
- Portable power for medical equipment if power goes out.

HRSN Request Template

To complete the form:

- Identifying Information
- How to contact the person
- What services are being requested
- How the person meets eligibility criteria
- Self Attestation
- What other health related services might be needed?

FORM



Print

Reset form



Health-Related Social Needs (HRSN) Request Form for Climate-Related Device Request

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Agencies have to consider two unique groups in this process

Who your agency is CURRENTLY serve that would benefit from HRSN

- You might need new information from those you serve

Who is NEWLY referred to us from outside our agency but is eligible and would benefit from HRSN

- How does your agency respond?

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 Journey



Policies and Procedures as a Receiver of HRSN Referrals

A lush forest scene with a dirt path leading through ferns and tall trees. The path is reddish-brown and winds through a dense forest of tall, thin trees. The ground is covered in green ferns and other vegetation. The lighting is soft and natural, suggesting a misty or overcast day.

Who do you currently involve in your policy and procedure review and editing processes?

Policies

- “A policy is a guiding principle used to set direction in an organization.”
Bizmanuals.com
- Policies are your strategies, your principles, your rules. You may choose to cite the funder, principle or regulation that your agency is complying with that governs the policy within the policy text.



Procedures



“A procedure is a series of steps to be followed as a consistent and repetitive approach to accomplish an end result.” Bizmanuals.com

Your procedures are about your process. Procedures will be specific to YOUR agency, staff roles, and how your actions and processes supports policies. Procedures may need to be revised more regularly than policies, in order to improve customer service and better support staff workflows.

Workflows are summarized in Procedures.

Health Care- Sample Written Policies and Procedures

Written policies (standards of conduct) and procedures (steps to accomplish the policy) may cover topics such as:

- Health records- contents and storage
- Documentation standards
- Cultural competence and humility expectations
- Non-discrimination policy
- Client rights
- Client consent/release of information policies and procedures
- Safety and risk management
- Tracking, reporting and investigating critical incidents



Adapting Workflows

Concepts

- *that may change workflow*

- **Authorization of Services**
 - *Conflict of Interest - Separation on who authorizes and who provides services*
- **Person Choice**
- **Reimbursement**
- **Closed Loop Referrals**

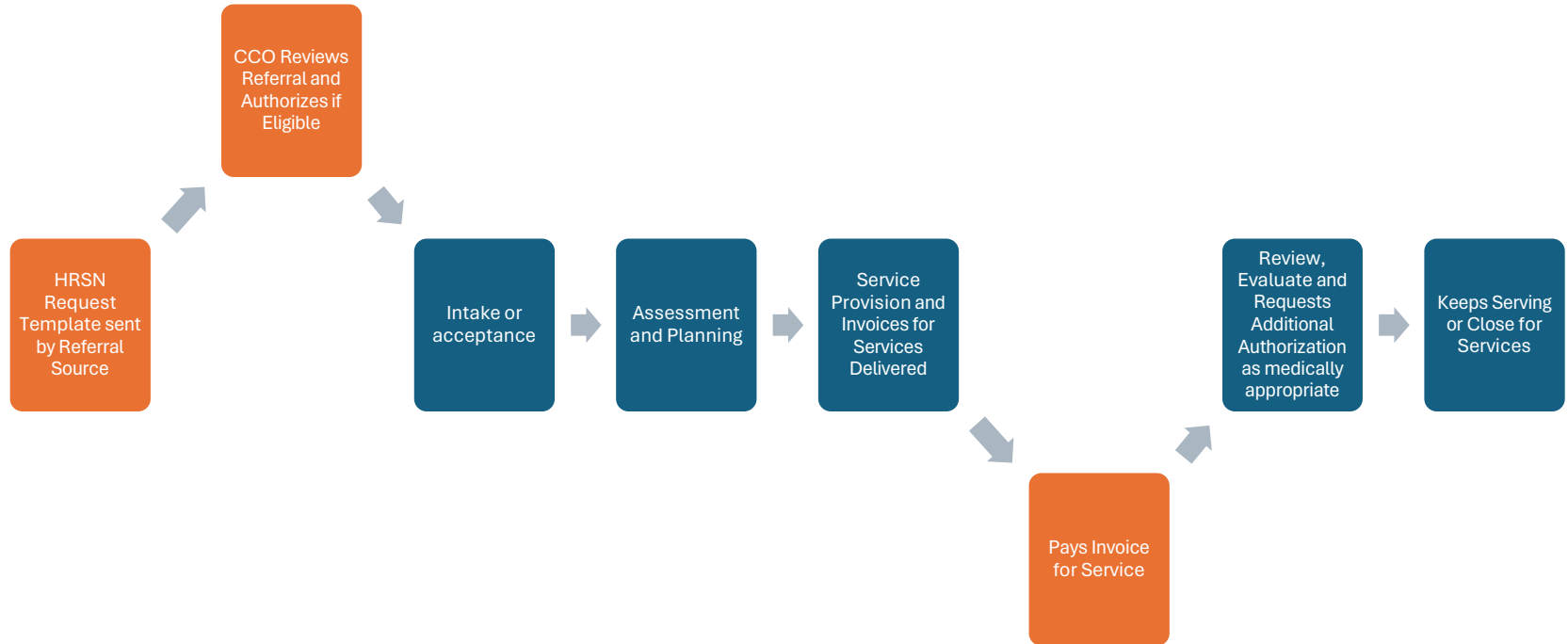


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Current Typical Workflow



Workflow Adaptations for HRSN Services



- **Request for HRSN Services**
 - Done by anyone
- **Eligibility Determination and Authorization**
 - Done by CCOs
- **Service Delivery**
 - Done by contracted HRSN providers
- **Documentation**
 - Done by contracted HRSN providers
- **Invoicing for Payment**
 - Contracted HRSN Provider

Steps on the Journey



The Role of the CCO or Designee

- Determine eligibility
- Authorize service
- Notify individual member
- Develop person-centered service plan (PCSP) with the member
- Refer member to HRSN service provider of person's choice
- Identify and determine other Medicaid services
- Conduct reassessment for services prior to conclusion of the HRSN service
- Conduct a minimum 6-month check-in



Conflict of Interest

- Separation of authorizer and service provider

Prohibits a single entity conducting the assessment, service planning and service provision

- CCO or designated entity performs service authorization
 - Determines or confirms eligibility for HRSN (based on info provided and gathered)
 - Authorizes appropriate services
 - Creates the Person-Centered Service Plan
- Occurs before services are billed/invoiced



Person Choice

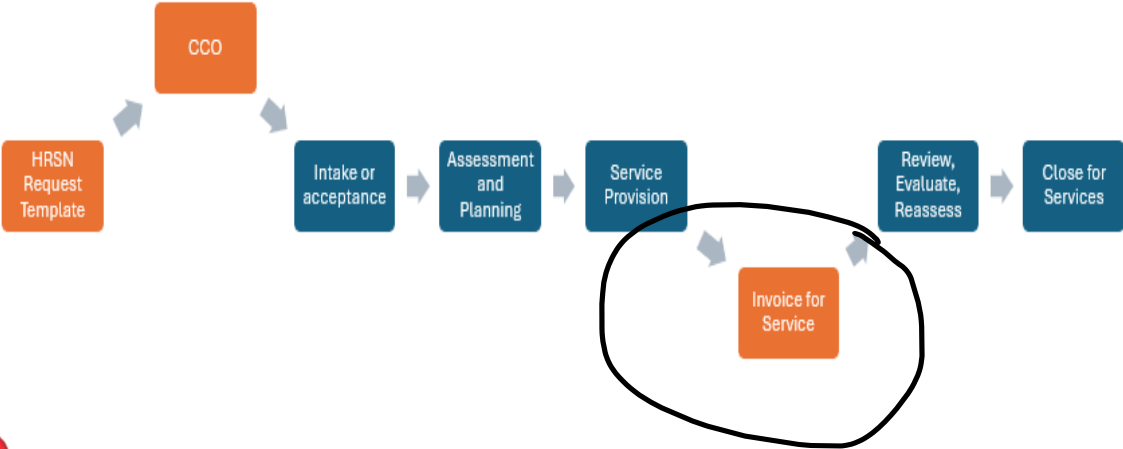
Choice to participate
Choice of provider



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Reimbursement

Workflow Adaptations

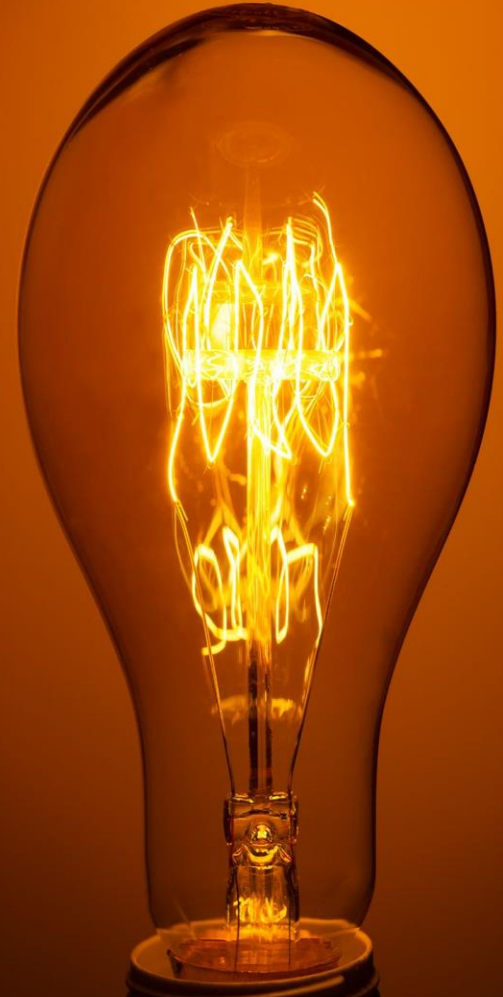


Billable services are when staff perform activities that fit within the services definitions.

Those are billable services.

There are other things staff do that are of value but may not be billable services.

Your workflows and program assumptions need to reflect this.





Closed Loop Referrals

Closed Loop Referral – what are they?

- Exchanges information between and among CCO, OHA, a Member, HRSN Service Providers
- Make a referral and communicates the status of referrals for a Member
- Closed once referring organization is notified of the status



Closed Loop Referral – what are the requirements?

- They are required by OHA to CCO
- HRSN Service Providers must have ability to fulfill all obligations (acceptance and confirmation).
- After authorization, Member is referred to HRSN Service Provider for approved services through a Closed Loop Referral.
- HRSN Service Provider must provide acceptance or denial of each HRSN Authorized Member – within a reasonable period of time.
- HRSN Service Providers confirms that the HRSN services have been delivered.



Role of a Community Information Exchange

CONNECT OREGON

Building healthier communities together



We connect health and social care.

Connect Oregon is a coordinated care network of health and social service organizations. Partners in the network are connected through Unite Us' shared technology platform, which enables them to send and receive electronic referrals, address people's social needs, and improve health across communities.

Network partners can:



Easily refer and connect your clients to local resources.



Improve your clients' well-being through access to a variety of services.



Increase efficiency and capacity with secure, smarter referrals.



Track outcomes of all referrals and services delivered to your clients.



Measure the impact of your organization and the services you deliver.



Identify gaps in needs to proactively address barriers to care and increase health equity.

How does it work?

Anna shows up at Sue's organization.

Screening

Referral

Resolution

Feedback



Sue screens Anna and identifies that she has additional needs.

As Anna receives care, Sue receives real-time updates and tracks Anna's total health journey.

Sue uses the Unite Us Platform to gain digital consent and electronically refer Anna to multiple community partners. Through the platform, she can seamlessly communicate with the other organizations and securely share Anna's information.

N



What is Connect Oregon?



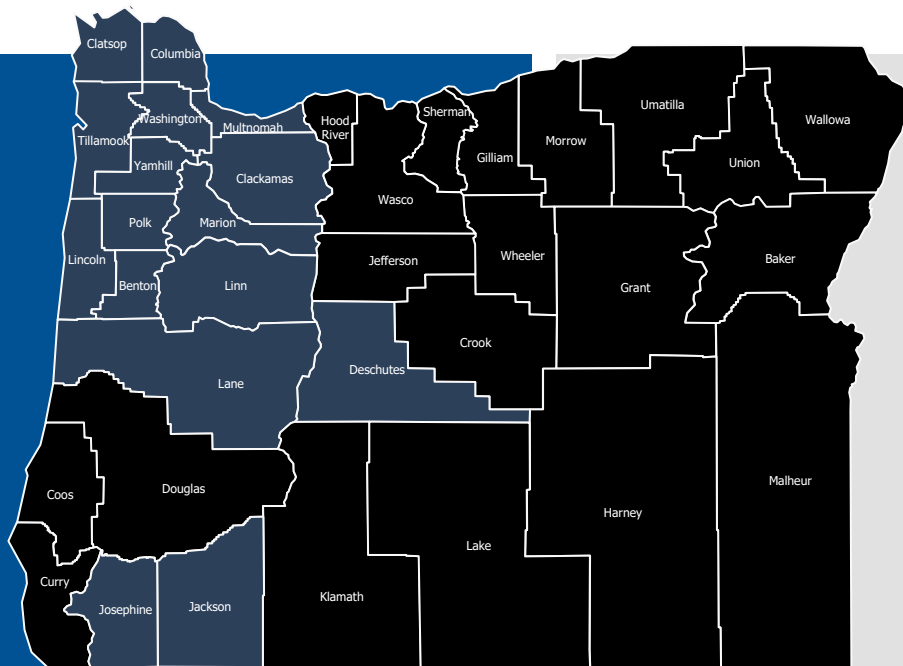
Connect Oregon **connects health care and social service providers** to deliver integrated whole person care through a shared technology platform. Through Unite Us, partners can:

- Send and/or receive electronic referrals
- Securely share client information
- Track outcomes together
- Inform community-wide discussion

Connect Oregon is available Statewide and provided at **no cost** to all community-based organizations, community health centers, and healthcare providers contracted with our CCO partners.

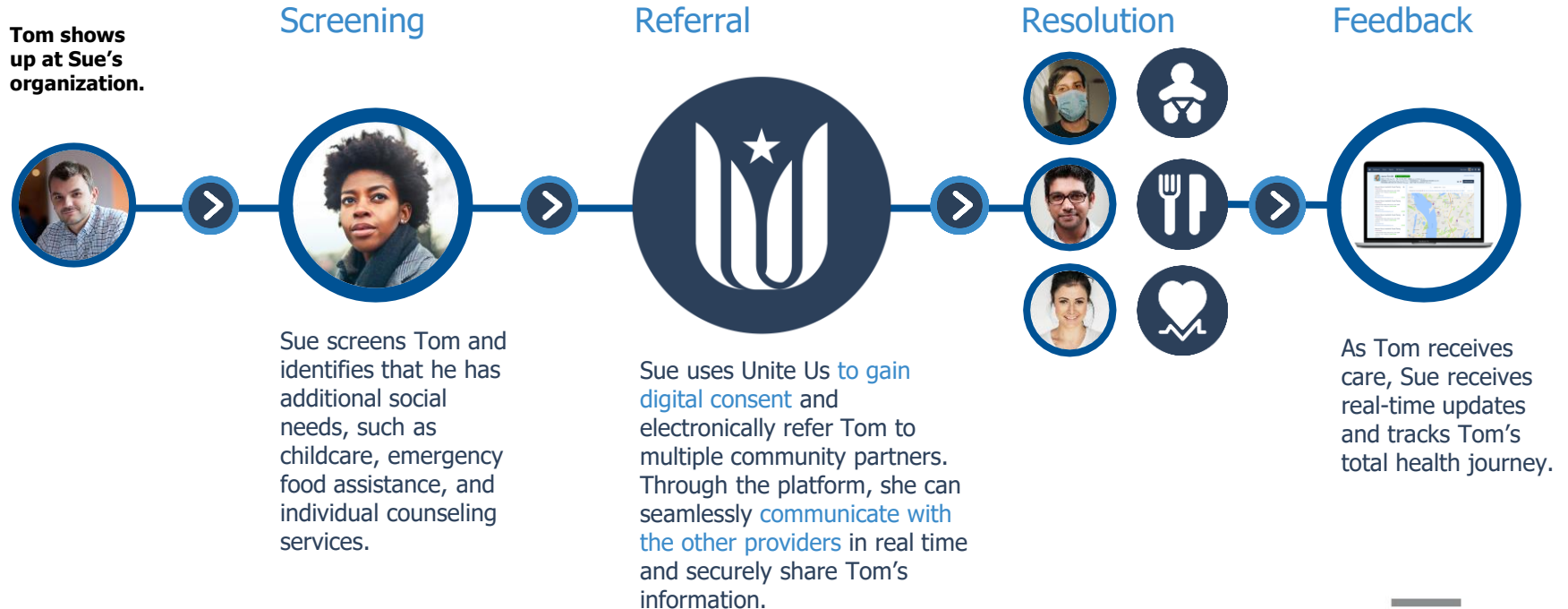
CONNECT OREGON

Available in all 36 counties



CHILDREN'S HEALTH *alliance*

Connecting People to Care



Next Steps

- **To learn more about Connect Oregon & Unite Us:**
 - **Visit:** uniteus.com/networks/oregon/
 - **Schedule a demo:** Use [this link](#) to schedule a demo of Unite Us for your organization.
- **To join the Connect Oregon network, please contact:**
 - **Gina Maraist, Customer Success Executive -**
gina.maraist@uniteus.com

CCBF Application Process

- CCOs will manage the majority of CCBF funding.
- Organizations interested and eligible for CCBF should apply directly to the CCO(s) operating in the counties they intend to provide HRSN services within.
- Organizations can apply to more than one CCO, if the funding requests are different.

CCBF Timeline

2024



Applications open:
March 1 – May 31



Notices to awardees:
July - September



Funding disbursement:
August - October

2025



More funding available
in **2025**

Next Steps: R.E.A.C.H.



Read

- [Community-Resource-Referral-Platforms-Guide.pdf \(ucsf.edu\)](#)

Explore

- [Health Share of Oregon | HRSN Benefits \(healthshareoregon.org\)](#)
- [Oregon Health Authority : Health-Related Social Needs : Medicaid Policy : State of Oregon](#)

Attend

- Group TA on this topic or others as needed- April 24th, 9 am to 11 am
- Next Training Session!
- Polices and Procedures, Documentation and Invoicing
- 5/1/24 9-11AM:

Complete

- Course evaluation for this session is linked here and next slide <https://forms.office.com/r/7GjQuv8vJF>

Have ready

- Think about who does your billing? They gather information from what systems?

Health Share of Oregon

The screenshot shows the top navigation bar with the 'health share' logo, a search bar, and links for 'ENGLISH', 'CONTACT US', and 'LOG IN'. Below the navigation is a menu with 'MEMBERS', 'PROVIDERS', 'COMMUNITY PARTNERS', 'HEALTH EQUITY', and 'ABOUT US'. The main content area features a blue banner for 'CCBF Technical Assistance' with 'QUICK LINKS' to 'Technical Assistance Registration form' and 'Training and Technical Assistance Opportunities'. The banner also includes illustrations of a toothbrush, a dental mirror, and band-aids.

Guidance through the application process

Technical Assistance (TA) will be made available for all interested CCBF applicants during the application submission window. There will be a series of webinars, group TA based on webinar topics and opportunities for organizations to request one-on-one technical assistance based on their specific needs.

Please register at the link below and indicate your organization's needs and desired date/time options:
[HRSN Capacity Building for Community Based Organizations.](#)

All training materials will be linked here:
[Health Share of Oregon | CCBF Technical Assistance \(healthshareoregon.org\)](https://healthshareoregon.org/CCBF-Technical-Assistance)

Feedback Survey:

<https://forms.office.com/r/7GjQuv8vJF>

The graphic has a dark blue background with geometric shapes. It contains the text 'Evaluation Form HRSN CCBF for CBOs' and a large QR code in a white rounded square.

A stylized illustration of two hands, one in shades of blue and purple, the other in shades of orange and red, holding a light blue heart. The background is a mix of light blue and orange. The text 'Thank you!' is centered over the heart.

Thank you!

[csh.org](https://www.csh.org)