



HRSN Service Provider Requirements

HRSN Overview

As part of the state's recent Oregon Health Plan 1115 waiver, Oregon was approved to offer nutrition services, housing supports, and climate devices to Oregon Health Plan (OHP, or Medicaid) members experiencing a qualifying life transition and clinical need. This support, called the [Health Related Social Needs \(HRSN\)](#) benefit, will help vulnerable populations access resources to stay healthy during and after life transitions.

Implementing the HRSN benefit will provide new opportunities for Coordinated Care Organizations (CCOs) to partner, coordinate care, identify needs, and track access to climate, housing and nutrition services. Community-based organizations, social service agencies, and housing and food providers will play an important role in delivering services to eligible OHP members as "HRSN Service Providers".

HRSN Service Provider Overview

While the HRSN benefit introduces new partnership and funding opportunities for community organizations, providing services as a Medicaid benefit also introduces new complexity and requirements into day-to-day operations. While CCOs are required to determine if potential partners meet minimum standards before contracting, we also recognize that HRSN Service Providers may need training, technical assistance, and funding to meet qualifications and to work effectively and efficiently.

We have developed this HRSN Service Provider Requirements document to communicate benefit provision requirements to potential HRSN Service Providers. All HRSN Service Providers will also be required to meet provider requirements outlined in the relevant HRSN [Oregon Administrative Rules \(OARs\)](#) and [HRSN Guidance Document](#).

Requirements for Contracting

Administrative Practices

- 1) Written Policies and Procedures:** HRSN Service Providers have written policies and procedures about, at a minimum, financial and administrative practices, service delivery, reporting practices, data quality and security, and communication about HRSN Services.
- 2) Financial Systems:** HRSN Service Providers have the following financial policies or capabilities: invoicing, accounting practices, insurance coverage appropriate for HRSN activities, Fraud, Waste, and Abuse monitoring capabilities, and financial staff.
- 3) Invoicing:** HRSN Service Providers are able to prepare and submit monthly invoices that include member-identifying information, date(s) of service, the specific service provided, the cost of service, and any other required information.
- 4) Financial Administration:** HRSN Service Providers are able to show a history of responsible financial administration by participating in annual independent financial audits and by generating financial reports that are reviewed by the HRSN Service Provider's board.

- 5) **Leadership support and buy in:** HRSN Service Providers have staff identified to lead and manage HRSN policies and procedures. HRSN Service Providers have a point person for coordinating and communicating with the CCO.
- 6) **Service quality oversight:** HRSN Service Providers have staff responsible for overseeing quality of services and processes in place to regularly review service quality, including staff supervision.
- 7) **Insurance:** HRSN Service Providers must maintain the following insurance coverage:
 - a. **Workers Compensation:** HRSN Provider shall comply with the statutory workers' compensation requirements in ORS 656.017, unless exempt under ORS 656.027 or 656.126.
 - b. **Commercial General Liability:** combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
 - c. **Professional Liability:** combined single limit, or the equivalent, of not less than \$1,000,000 per claim, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.
 - d. **Commercial Automobile Liability:** combined single limit, or the equivalent, of not less than \$1,000,000 per accident for Bodily Injury and Property Damage.
 - e. **Abuse & Molestation endorsement** with limits not less than \$1,000,000 per occurrence if not included in the Commercial General Liability policy.
 - f. **Cyber Liability:** combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence for network security (including data breach), privacy, interruption of business, media liability, and errors and omissions.
- 8) **Medicaid Provider Enrollment:** HRSN Service Providers must maintain enrollment as a Medicaid Provider in MMIS, the Oregon Health Authority's electronic system that processes Medicaid claims.

Documentation Practices

- 1) **Documentation System:** HRSN Service Providers have an electronic case management documentation system to track and document services and create reports on service data.
- 2) **Documentation Practices:** HRSN Service Providers regularly document information about services provided, including identifying the member who received services, date of service, duration, location, modality (i.e., in-person, virtual, telephonic), description of the service, and outcome. Data is stored in a way that is reportable and maintained for at least 10 years.
- 3) **Service Tracking:** HRSN Service Providers are able to document and track client eligibility for HRSN and services provided. This includes tracking the length, duration, and amount spent to stay within authorized limits.
- 4) **Data Security Practices:** HRSN Service Providers have a secure documentation system, data security policies and procedures, staff training on data security, and an assigned staff member or contractor responsible for data security monitoring and reporting.
- 5) **Data Quality Practices:** HRSN Service Providers have an established process in place for regularly monitoring data quality and addressing errors, including an assigned staff member responsible for data quality reviews and an established cadence.

Service Provision

- 1) **Capacity:** HRSN Service Providers are able to take referrals to serve HRSN authorized members that they have not previously engaged with. HRSN Service Providers are able to meet minimum monthly referral volumes as agreed upon with the CCO.
- 2) **Staffing/Knowledge and Skills:** HRSN Service Providers employ staff with knowledge of the principles, methods, and procedures to provide HRSN services. HRSN Service Providers have a process in place to assess employee qualifications during the hiring process and onboard and train staff to adequately prepare them for their roles.
- 3) **Alignment with HRSN Service Definitions:** HRSN Service Providers are able to provide services as described in OHA's Nutrition & Housing Services and Eligibility and HRSN Guidance documents. This includes offering services within 30 days after authorization, offering services at the frequency and duration authorized, and offering services that match the OHA definition of each service.
- 4) **Culturally and Linguistically Appropriate and Trauma Informed HRSN Services:** HRSN Service Provider offer culturally and linguistically appropriate, responsive and trauma-informed services which includes the ability to supply language interpretation and translation services to Members with limited English proficiency, and American Sign Language (ASL) services. HRSN Service Providers are able to respond to the cultural needs of a diverse population. HRSN Service Providers offer training on trauma informed care to their staff.
- 5) **Compliance with Americans with Disabilities Act:** HRSN Service Providers can provide services to individuals with disabilities in appropriate, integrated settings and offer accommodations in compliance with the Americans with Disabilities Act.
- 6) **Priority Populations:** HRSN Service Providers are able to effectively serve at least one of OHA's Priority Populations.¹
- 7) **Closed Loop Referrals:** HRSN Service Providers are able to receive referrals and provide written acceptance or denial for each referral ("close the loop") within an agreed upon timeline. HRSN Service Provider uses Unite Us to send and receive referrals.

¹ Priority populations means: Communities of color; Oregon's nine federally recognized Indian tribes, including descendants of the members of Oregon's nine federally recognized Indian tribes; Immigrants and refugees; Migrant and seasonal farmworkers; Low-income individuals and families; Persons with disabilities; and Individuals who identify as lesbian, gay, bisexual, transgender or queer or who question their sexual or gender identity. For the purposes of HRSN Services, priority populations are those with the intersectional impact of being low income and a member of at least one other of the priority populations.