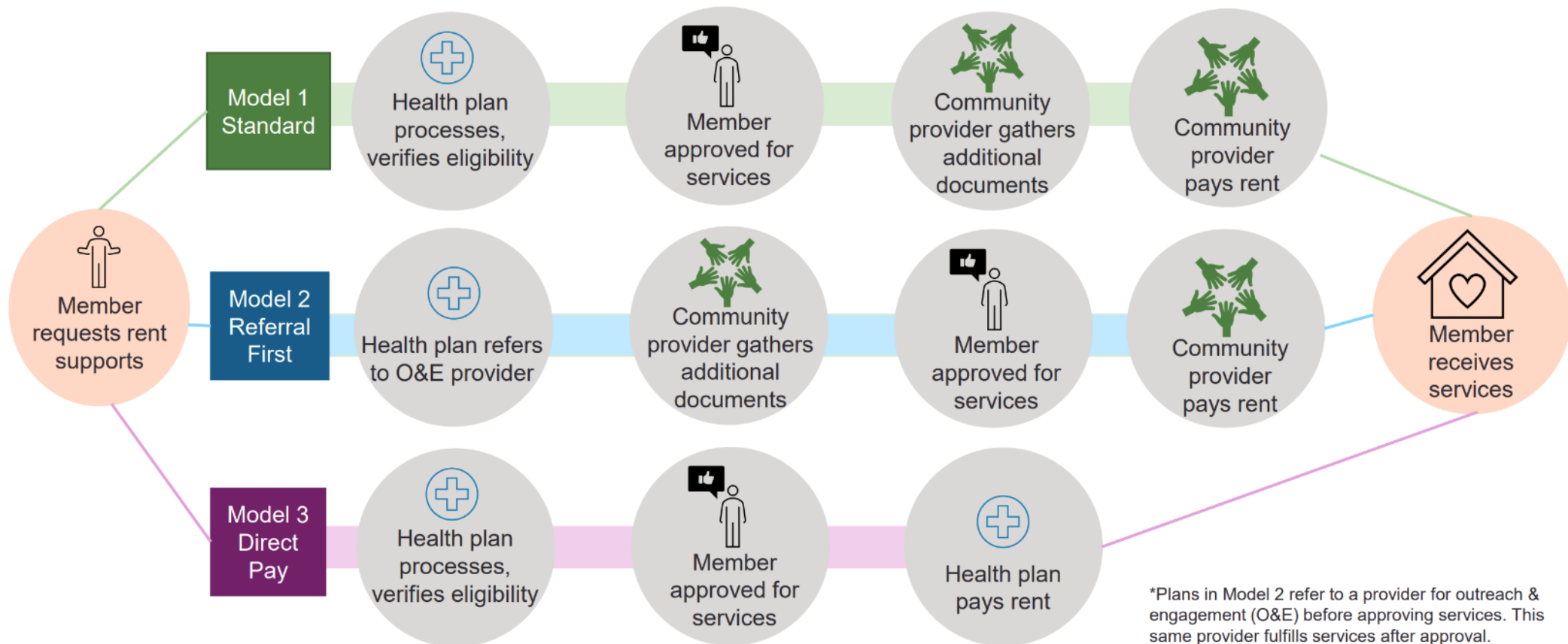


# 1115 Waiver: Housing

Jeremiah Rigsby  
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# Plans are providing the HRSN rent benefit in different ways



# Health Related Social Needs (HRSN) Benefits Process Steps

1

## Initial screening

After you submit a request, it will go through a first check. Please wait at least 28 days before you follow up or expect a call back.

2

## Checking if you qualify

The CareOregon team will look at your request to see if you qualify. They might call you for more information.

3

## Getting a decision letter

You will get a letter in the mail telling you if your request was approved or not. If it was approved, the letter will list what services or items you will get.

**Note:** *This letter does NOT mean you will start getting services. There are more steps before that happens.*

4

## Making a care plan

If you receive an approval letter, CareOregon will call you to help make your Care Plan. This includes talking about your preferences for a provider and any additional needs you may have.

5

## Getting help

### Climate support

If your request for climate help, such as an air conditioner, is approved, CareOregon will order your device(s) to be delivered to you.



### Nutrition support

If your request for nutrition support is approved, you'll be sent to a nutrition service provider. They will contact you to coordinate your services.

If your request for Medically Tailored Meals is approved, it can take up to 3 weeks to receive meals.



### Housing support

If your request for housing support is approved, you will be sent to a housing service provider as soon as possible. Please continue to make your rent and utility payments as best you can.

Once connected with your housing service provider, it will take another week or two weeks for rent or utilities payment(s) to be made.



# Challenges in the Portland Metro Region

Experience to date suggests the current benefit design does not scale to regions with higher request volumes (or larger population sizes) and those regions/CCOs are experiencing significant challenges.

Month	Total Inbound Calls Received	Average Daily Call Volume
Jan	9,653	460
Feb	8,498	425
Mar	11,695	557
Apr	9,173	417
May	7,083	337
Jun	9,698	485
Jul	11,716	533
Aug	13,284	633
Sept	16,686	795
Oct 20	11,818	788

# Improvement Efforts Underway

- Technology being used more broadly to help waiting members get request status
- Eviction prevention team and rental assistance team recently created at CareOregon
- Housing provider network expanded significantly this month; **referral capacity expected to more than triple before end of Q1 2026**

# Thank You