

## HRSN Housing: Billing for O&E vs. Tenancy Services

This document is to help HRSN housing providers understand the difference between providing and billing for HRSN outreach and engagement and HRSN tenancy services.

We'll cover what each service is, when to use each one, how to bill, and at the end we'll share a list of examples of things you can bill for.

### HRSN outreach and engagement (O&E) services

#### What are HRSN O&E services?

HRSN O&E services may include:

- referrals to other HRSN services
- help *renewing* Oregon Health Plan (Medicaid) benefits
- connections to other social need resources
- support getting healthcare, like making appointments or filling out paperwork

#### When should a provider offer HRSN O&E services (rather than tenancy services)?

When a member:

- needs help connecting to other resources (including healthcare and social needs) but *does not need, want or qualify* for HRSN housing services
- needs help requesting HRSN housing services and getting the documentation required during the HRSN service authorization process
- help for the Member in getting their lease agreement or income verification documents for HRSN rent and utility requests

### HRSN housing: tenancy services

#### What are HRSN tenancy services?

HRSN tenancy services are an HRSN housing benefit and may include:

- speaking with the person or company a member is renting from (i.e., landlord)
- helping a member understand their lease
- making a referral to other housing services (like where to find healthcare, legal support, or applying for disability or social security)

**Once a member has been authorized for HRSN tenancy services, you should bill for tenancy services for eligible activities** (see the next page for examples). You'll know a member has been authorized for HRSN tenancy services because they will receive a referral from the member's health plan.

## Should an HRSN housing provider also offer HRSN O&E services?

Yes, OHA encourages it. Enrolling as an O&E provider lets you bill and get paid for support you provide eligible members *before* they are approved for HRSN tenancy services.

## Getting services authorized

Once you are ready to provide services to a member, you should work with Open Card or your CCO to get a referral for HRSN authorized services.

### ***Before services are authorized***

Use HRSN O&E to help eligible OHP members gather information about eligibility and other documentation for the service authorization process for HRSN housing services.

### ***After services are authorized***

Use HRSN tenancy services to support members with their housing stability goals.

### ***Why switch from HRSN O&E to HRSN tenancy services?***

HRSN O&E has a cap on the number of hours, HRSN tenancy services does not.

## Billing summary

The table below shows the differences between HRSN O&E and tenancy services.

	HRSN O&E	HRSN TENANCY SERVICES
<b>Limit</b>	<ul style="list-style-type: none"><li>• 6-hour daily limit.</li><li>• 3 hours travel time per day allowed.</li><li>• <b>30 hours per year per member per health plan.</b></li></ul>	<ul style="list-style-type: none"><li>• 6-hour daily limit.</li><li>• 3 hours travel time per day allowed.</li></ul>
<b>Billing Codes</b>	T1017 - targeted case management Outreach and engagement activities conducted by CBO or HRSN provider  Modifiers to bill for O&E services include: <ul style="list-style-type: none"><li>- U1 — HRSN Waiver Program</li><li>- UD — Outreach and Engagement</li></ul>	H2015 - comprehensive community support services.  Pre-tenancy, housing transition navigation, and tenancy services.
<b>Prior Auth.</b>	<b>Not required.</b> You may wish to check with the Member's Open Card or CCO for billing requirements.	<b>Required.</b>
<b>Eligibility</b>	Presumed HRSN eligible member, meaning an OHP member that likely: <ul style="list-style-type: none"><li>• Is in an HRSN covered population.</li><li>• Has an HRSN clinical risk factor.</li><li>• Has a need for O&amp;E services.</li></ul>	See <a href="#">housing eligibility framework</a> .
<b>Fee schedule</b>	For dates of service on or before October 31, 2025: <b>\$20</b> per 15 minutes. For dates of service on or after November 1, 2025: <b>\$26</b> per 15 minutes.	

## Examples of billable activities

Activity	Billable under HRSN O&E?	Billable under HRSN tenancy services?
Check if someone is enrolled in OHP and verify who their health plan is	✓ Yes	✗ No
Verify that a member is presumed HRSN eligible	✓ Yes	✗ No
Send HRSN requests to a member's health plan	✓ Yes	✗ No
Work with members to get the information needed to determine if they are eligible for an HRSN service	✓ Yes	✗ No
Connect members to social services (e.g. food services and programs, housing programs) and basic needs (e.g., showers, laundry, food, shelter)	✓ Yes	✓ Yes*
Assist members with getting identification and documentation needed to receive benefits and supports (e.g., social security card, birth certificate)	✓ Yes	✓ Yes*
Provide members with information and logistical support to connect with services such as medical, peer support, education, legal, eviction prevention	✓ Yes	✓ Yes*
Help members renew their OHP	✓ Yes	✗ No
Work with members to develop a housing plan (including reviewing, updating, and implementing the plan).	✗ No	✓ Yes*
Support members with enrolling in the local continuum of care's coordinated entry system	✗ No	✓ Yes*

\*Yes, this is billable if the member has been authorized for HRSN tenancy services.

For a full list of activities covered under HRSN O&E and tenancy services see [OAR 410-120-2005](#).

## For more information

- Visit the [HRSN service provider webpage](#) to find more information on who qualifies, housing supports, and other HRSN benefits.
- Email us at [1115Waiver.Renewal@odhsoha.oregon.gov](mailto:1115Waiver.Renewal@odhsoha.oregon.gov).

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the HRSN program at [HRSN.program@oha.oregon.gov](mailto:HRSN.program@oha.oregon.gov) or 503-945-5772 (voice and text). We accept all relay calls.

