

Health Related Social “Flex” Funds Info Sheet

What are Social Needs?

Social needs are the basic things we all need to stay healthy and happy, like having enough food, a safe place to live, a way to get around, and things like heat and water. These things affect both our bodies and our minds. For example, if you can't get to the doctor, it's hard to stay healthy. Also, not having enough food or a stable home can make you feel stressed and worried, which can lead to long-term health problems. Taking care of these social needs is important for everyone's health and happiness.

How Does the Oregon Health Plan (OHP) Address Social Needs?

In addition to traditional health coverage, Oregon Health Plan (OHP) offers extra benefits to address members' social needs, promoting overall well-being. These benefits are provided through OHP's contracted Coordinated Care Organizations (CCOs). There are two potential pathways for qualification: Health-Related Services Funds (HRSF), sometimes referred to as “Flex funds,” and Health-Related Social Needs (HRSN). Your CCO will determine your eligibility upon receiving a request.

- **Health-Related Services “Flex” Funds (HRSF):** An existing Medicaid program, covers a range of services and items beyond standard benefits, focusing on those that directly improve health outcomes based on the member's diagnosis and treatment plan. While this benefit is open to all with health related social needs, it is not guaranteed.
- **Health Related Social Needs (HRSN):** A new Medicaid benefit, offers specific climate, housing, and nutrition support, with eligibility tied to health conditions, life transitions, and/or criteria set by the Oregon Health Authority (OHA). While this benefit has limited eligibility, services are guaranteed for those who are eligible. HRSN is being introduced in phases, beginning in 2024.

What Should I Know Before Submitting a HRSF “Flex” Request?

- HRSF requests are not designed for emergency situations.
- CCOs have the discretion to approve or deny HRSF requests on a case-by-case basis, and each CCO establishes its own approval criteria. HRSF requests are not guaranteed benefits.

- If you have concerns about a denial of your request, you may contact the OHA Ombuds Office at 877-642-0450 or email at oha.ombudsoffice@odhsoha.oregon.gov.
- HRSF are intended for short-term assistance, and individuals must demonstrate a sustainable plan for future funding of these services or items.
- All other resource options, such as 211, must be explored and exhausted before applying.
- Requested items or services must be linked to a diagnosis and care plan, with medical documentation supporting their necessity for the patient's health and well-being.
- HRSF is not available to Open Card members, however, they can switch to a CCO if they want to access HRSF.
- If you are not sure if a benefit is covered or if a member is eligible, it may still be worth reaching out to the CCO to see if it may be covered by HRSF.

Examples of Common HSRF Requests

This list includes common examples, but isn't exhaustive. If you need something not listed here, feel free to ask, and your CCO will review your request.

Service and Items	Qualifying medical conditions and life situations
Seasonal Affective Disorder Lamp	Members struggling with anxiety and depression.
Vehicle repairs	Members living in their vehicle needing minor vehicle repairs.
Educational materials or books	Members with Diabetes.
Cellphone	Members with conditions that require communication to adhere to a treatment plan.

Examples of Non-Covered Items	
Reimbursement for non-covered items or services	Payments for non-members

Health plan benefits, out-of-network payments, partial payments for medical services, DME	Public transit passes or gas cards, vehicle purchases, car payments or major car repairs
Credit card bills or loans, mortgage payments, other fees	Home purchases or construction of new structures
Caregiver payments	Nutritional supplements
Household decor and some household appliances	Vacations

How Do I Access HRSF?

Coordinated Care Organizations		
<u>Trillium</u> 1-855-268-3767	<u>Health Share of Oregon</u> 1-888-519-3845	
Submit both physical and behavioral health requests.	Behavioral Health Requests	Physical Health Requests
	<u>Care Oregon</u> CareOregon: 503-416-4100 <u>CareOregon Social Needs Assistance Guidelines</u>	Submit Request to respective Health Plan under Health Share of Oregon - <u>5 Health Plans (called Integrated Delivery Service (IDS) Plans)</u>
.Trillium has paused handling some health and social services funding requests at times. To find out the current status of your request, it's best to reach out to Trillium directly.	Depending on the underlying health need the process is different. If the request is behavioral health driven, the request goes through Care Oregon which administers behavioral health services for all Health Share members. Whereas if the need is physically driven, then the request goes to the member's physical health plan.	