

Extra support to improve health for Oregon Health Plan members

Did you know that certain Oregon Health Plan (OHP) members may be eligible for extra services and support to improve their health? These benefits can fall under two programs. One is called **Health-Related Social Needs (HRSN)**, which refer to barriers to health such as housing or food insecurity that affect well-being. The other program is called Flexible Services.

What are examples of HRSN services?

In Oregon, HRSN services include:



Climate-related supports

(coming March 2024)

No-cost air conditioners, air filtration devices, air filters, heaters, mini-refrigerators, and portable power supply units



Housing supports

(coming November 2024)

Help with rent and utilities, getting or keeping housing, moving costs, and home modifications



Nutrition supports

(coming January 2025)

No-cost nutrition counseling, meals, pantry items, and fresh produce

What do HRSN services cost?

HRSN services are covered benefits, and they are **free**.

Who can get HRSN services?

OHP members may be eligible for some or all HRSN services if they:

- Are in transition—for example, if they:
 - are homeless or at risk of becoming homeless
 - were in a psychiatric facility or prison in the past year
 - were ever involved with child welfare services in Oregon
 - are becoming eligible for Medicare in the next three months or enrolled in Medicare no more than nine months ago
 - are a youth with special healthcare needs (starting in January 2025)
- Have a high-risk medical condition

How can OHP members find out if they can get HRSN services?

The Health-Related Services team can help OHP members get screened for eligibility. We will let them know which services they can get and help them make related appointments. Call **541-284-7964** for more information.

What should OHP members do if they don't qualify for HRSN services but still need help?

OHP members who don't qualify for HRSN services may be able to use Flexible Services to cover certain items or services. Flexible Services are cost-effective, health-improving items or services available to individual members to supplement their covered benefits.

For questions about Flexible Services, contact the Health-Related Services team at **541-284-7964** or HealthRelatedServices@PacificSource.com.

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Learn more about climate-related supports

Climate-related supports will be the first HRSN benefit available to Oregon Health Plan (OHP) members.

What are climate-related supports?

This benefit will cover, at no cost to the eligible member:

- Mini-refrigerators, air conditioners, heaters, air filtration devices, air filters, and portable power supply units
- Delivery, installation, and maintenance of these devices when applicable

When can eligible OHP members get climate-related supports?

Starting in March 2024, eligible OHP members can get climate-related supports. Depending on their living situation, they may qualify for certain climate-related supports every 36 months.

Who can get this benefit?

OHP members might be able to get climate-related supports if they:

- Are in transition—for example, if they:
 - are homeless or at risk of becoming homeless
 - were in a psychiatric facility or prison in the past year
 - were ever involved with child welfare services in Oregon
 - are becoming eligible for Medicare in the next three months or enrolled in Medicare no more than nine months ago
 - are a youth with special healthcare needs (starting in January 2025)

- Have a climate device-specific clinical risk factor
- Will be helped by one of the climate devices as part of health services treatment or clinically appropriate prevention

What if an OHP member is denied climate-related supports and still needs this benefit?

OHP members who don't qualify for HRSN services may be able to use Flexible Services instead to cover certain items or services. Contact the Health-Related Services team at **541-284-7964** or HealthRelatedServices@PacificSource.com for more information about flexible services.

Are there other HRSN benefits?

Housing supports are coming in November 2024, and nutrition supports are coming in January 2025.

Contact us for more information

Phone

541-284-7964

TTY: 711

We accept all relay calls.

Email

HealthRelatedServices@PacificSource.com

[PacificSource.com/Medicaid](https://www.pacificsource.com/Medicaid)

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