

# Umpqua Health Alliance (UHA) Provider Guide for Health-Related Social Needs (HRSN)

If you would like to provide these services to Oregon Health Plan (OHP) members on behalf of UHA, use this guide to get started. Visit [umpquahealth.com/hrsn](http://umpquahealth.com/hrsn) to learn more.



## Step 1: **Apply to provide HRSN services**

Learn about the process and choose to apply as an HRSN provider for UHA.



## Step 2: **Get referrals and provide HRSN Services**

Learn how to provide outreach and engagement, climate, nutrition, or housing services.



## Step 3: **Send bill for payment**

Learn how to bill for delivering HRSN services.



## Step 4: **Stay enrolled or disenroll.**

Learn about the process to recertify or disenroll.



## Step 1: Apply to provide HRSN services

### Learn how to become a Health-Related Social Needs (HRSN) provider for Umpqua Health Alliance (UHA)

- I can contact UHA's Community Impact and Engagement Team at [UHReports@umpquahealth.com](mailto:UHReports@umpquahealth.com) to learn how to apply. If approved, I can provide services to UHA members.
- For general questions, I can contact UHA's HRSN Team at [HRSN@umpquahealth.com](mailto:HRSN@umpquahealth.com).
- I can contact UHA's Customer Care Team by calling 541-229-4842; Toll Free: 866-672-1551; TTY: 541-440-6304 or 711, Monday to Friday 8am to 5pm.

### Provider tips:

- I should let UHA know if I am already enrolled as an Oregon Health Plan (OHP) Provider and have a Medicaid ID number. This can speed up the process.



## Step 2: Get referrals and provide HRSN Services (1 of 2)

### If I provide Outreach and Engagement Services, I can:

#### Encourage people to start the process.

- I can work with UHA's Community Impact and Engagement Team at [UHReports@umpquahealth.com](mailto:UHReports@umpquahealth.com) to conduct outreach to members who might be eligible. Members may also reach out to me directly to learn more.
- If a member reaches out and is not part of UHA, I can help them [find their CCO](#) or refer them to OHP Open Card if they are Open Card members.

#### Fill out and send HRSN Request Forms to UHA's HRSN Team.

- I can help members fill out and send partial or complete [HRSN Request Forms](#). I can also use my own form. It must include the member's name, contact information, and the HRSN services they need. People can self-attest to the questions on the form.
- I must document [these activities](#) and my time spent to send for payment later.

#### Get notification that services are approved or denied.

People will learn from UHA's HRSN Team if they are approved to get HRSN services within 14 days of completing the HRSN screening:

- If approved, UHA's HRSN Team will notify the person and refer them to providers for services.
- If not approved, UHA's HRSN Team will notify the person by mail. I can help people [request an appeal or hearing](#). I can also refer them to an [OHP Ombudsperson](#).
- I can help people check if they can get the same or similar services through [Oregon's Health Related Services \(HRS\) program](#) or other programs.



## Step 2: Get referral and provide HRSN Services (2 of 2)

### If I provide Climate, Housing, or Nutrition Services, I can:

#### **Get referral for services.**

- UHA's HRSN Team will contact me to provide HRSN services to people. I will let UHA's HRSN Team know if I can or cannot fulfill this request immediately.

#### **Deliver services and notify UHA's HRSN Team.**

- I contact people to deliver or coordinate delivery of services or equipment within 30 days of getting a referral notice, and notify UHA's HRSN Team by phone, email, or fax within 14 days of delivery.

#### **Help with repairs and replacements.**

- If I ordered the device for the member, I can help people get their devices repaired or replaced through the manufacturer and/or their care coordination team.
- If applicable, I can answer basic questions and help people with proper care and use of their climate devices. I should do this before getting replacements to reduce waste.
- If I ordered the device, I can review details related to device restrictions, failures, warranties, and the replacement process.



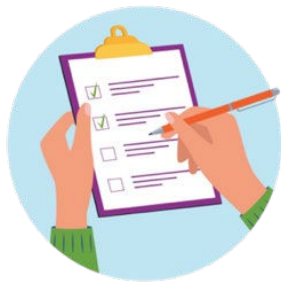
## Step 3: Send bill for payment

### Send bill and get payment.

- I send a bill to UHA within 120 calendar days of delivering services or equipment.
- I receive payment within 30 days of sending my bill.
- If my bill is returned to me, I can correct and resend to UHA within the required timeframe.
- I can email [HRSN@umpquahealth.com](mailto:HRSN@umpquahealth.com) with questions or concerns.

### Provider tips:

- If I'm contracted to provide outreach and engagement services, I can bill five hours per member for climate services every 36 months. Qualifying activities include contacting members and helping them fill out and send the HRSN Request Form. [Learn more about qualifying activities.](#)



## Step 4: Stay enrolled or disenroll

### Stay enrolled as an Oregon Health Plan Provider.

- I will get notice by UHA to check and update my information and validate my enrollment annually.

### Disenroll if desired.

- If I no longer want to provide HRSN services and wish to disenroll, I can contact UHA's Community Impact and Engagement Team at [UHReports@umpquahealth.com](mailto:UHReports@umpquahealth.com) to start the process.

# Helpful Links

## For more information:

- [HRSN Services Webpage](#): Learn more about how Oregon is expanding Medicaid to support people.
- [HRSN Request Form](#): Help members fill this out to start the process.
- [Information Sharing Authorization Form](#): Help members fill out this form. It allows their health plan to send their eligibility determination to an HRSN provider.
- [HRSN Climate Resources for OHP Members](#): Learn more about climate-related supports.
- [HRSN Climate FAQ](#): Review Frequently Asked Questions about climate resources for OHP members.
- [HRSN Outreach & Engagement Fact Sheet](#): Learn more about qualifying activities for providers who help connect OHP members to HRSN services.
- [UHA's HRSN Webpage](#): Learn more about HRSN benefits for UHA members.
- [UHA's Community Impact and Engagement Webpage](#): Learn more about upcoming grant opportunities and community engagement work that can support your ability to provide HRSN services to UHA members.