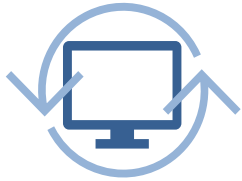




Community Information Exchange (CIE) Opportunity for HRSN Service Providers and Community Partners

CIEs are available across Oregon. Community-based organizations (CBOs) and many health-related social needs (HRSN) and other service providers can use these systems and get training at **NO COST**.

What is CIE?



CIE: A network of partners using technology to share information to connect people to the services and supports they need.

Closed loop referrals: Sharing information between organizations to make referrals for social needs and hearing back on the status and outcome of a referral.

Who is this opportunity for?



- Potential and current HRSN providers
- Partners that connect people to social services and resources, including CBOs, the Nine Federally Recognized Tribes of Oregon, local public health departments, and many others

*Participation is not an OHA requirement. Coordinated care organizations (CCOs) may have CIE requirements.

How can CIE help with HRSN services and beyond?



- Efficiently search available resources, make and receive closed loop referrals for HRSN services, and share back the outcome
- Simplify processes and reduce burden for organizations that connect people with services, resources, and supports they need
- More seamlessly track and report data. This can help with required reporting and show local and statewide resource gaps that can be used for policy decisions

What else can CIE do?

CIE systems have different uses and functions beyond closed loop referrals, including:

- **Shared resource directory:** Search for services by language, zip code, need, and more in a directory shared across the network
- **Consent:** Document agreement by the person being served to have their information in CIE; people can always say no to putting their information in CIE
- **Screenings and assessments:** CIEs include some common social needs screening tools and offer customizable ones
- **Data, reports, and analysis:** Using CIE creates data which can be analyzed or used to create reports
- **Privacy and security:** Different levels of access to protect privacy and send information securely through digitally protected networks
- **Invoicing:** Create and send a bill for services

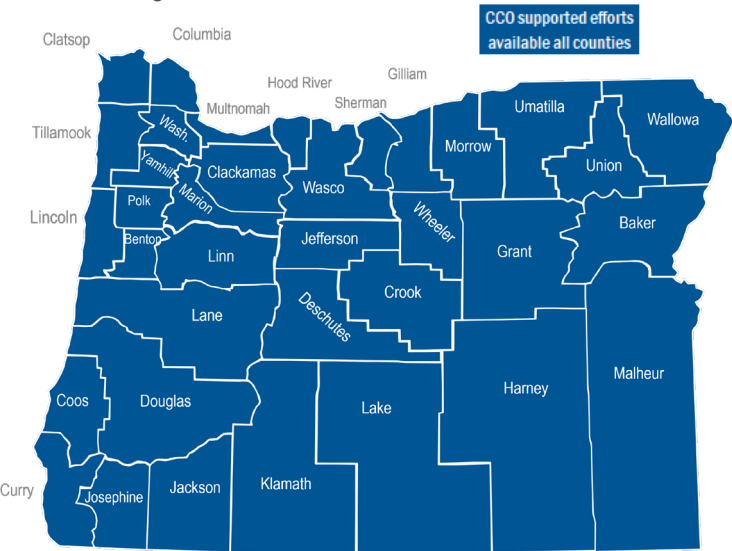
CIE and Oregon’s 1115 Medicaid Waiver

CIE supports the Medicaid waiver closed loop referral requirement for HRSN services, including housing, nutrition, home changes for health, and outreach and engagement. Many CCOs use CIE for HRSN services. CIE use for closed loop referrals has been phased in during the 1115 waiver and supported by CCOs and OHA through technical assistance. OHA anticipates Open Card contractors will be able to use CIE with their partners starting in 2026. In alignment with OHA guidance, in 2026 CCOs have the option to require HRSN Providers to use CIE for closed loop referrals with an exceptions process. For more information see: [CIE to Support Oregon's 1115 Medicaid Waiver Informational Brief](#).

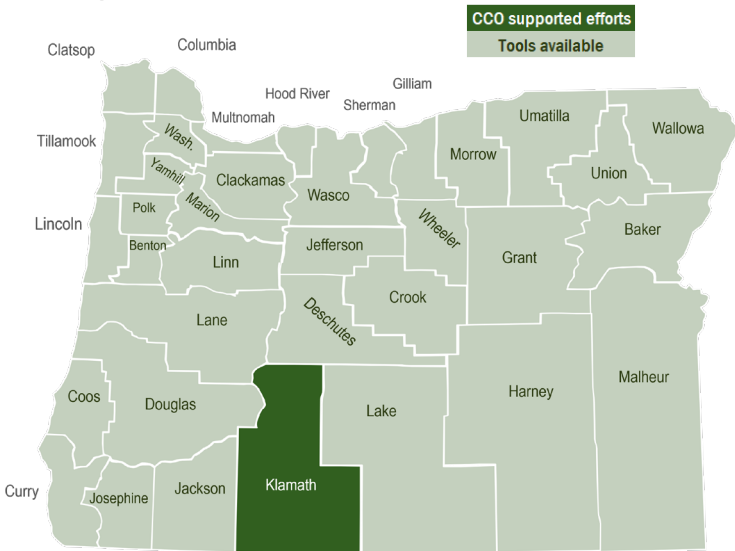
Where is CIE Available?

All CCOs in Oregon, and some health systems and health plans, have bought CIE technology, making it available in all counties. Tribes, CBOs, clinics, local public health authorities, HRSN providers, and others also use CIE. Many organizations can join for free. There are two different CIE technology companies currently used in Oregon, Connect Oregon/Unite Us and Findhelp (known locally as Healthy Klamath Connect). The maps below show Oregon counties where a CCO is using CIE (darker shading) and where CIE may be available, but a CCO is not supporting it (lighter shading).

Connect Oregon/Unite Us



Findhelp



To connect to a CIE or learn more:

Connect Oregon/Unite Us

Website: oregon.uniteus.com

Join: uniteus.com/contact

Findhelp

Website: findhelp.org

Join: company.findhelp.com/the-findhelp-network



Contact your CCO: www.oregon.gov/oha/HSD/OHP/pages/coordinated-care-organizations.aspx
General OHA CIE info: www.oregon.gov/oha/hpa/ohit/pages/cie-overview.aspx
Contact the OHA CIE Team: CIE.info@odhsoha.oregon.gov

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