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April 30, 2025

**Coordinated care organization (CCO)
peer sharing: health-related services
(HRS) flexible services process
improvements**

Agenda

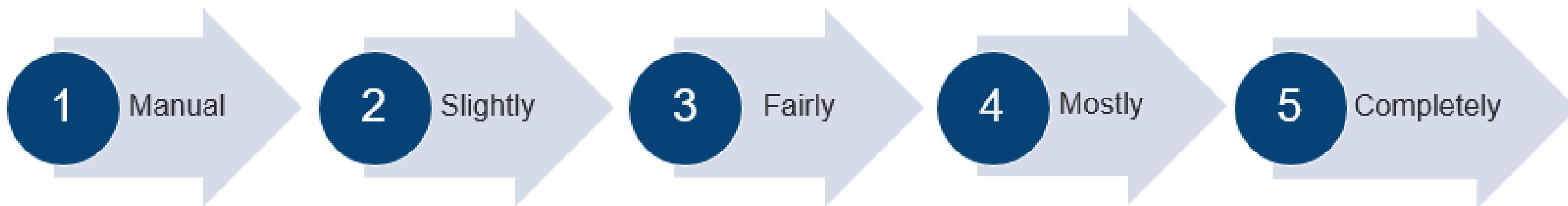
- Purpose overview
- Icebreaker
- CCO speakers
 - CareOregon
- Breakout discussions
- CCO peer sharing activity
- Summary and closing remarks

Purpose and key questions

- How have you made the HRS flex review process easier for your CCO, partners and members?
- How are you working to minimize or avoid a backlog of HRS flex requests?
- How have you made your process accessible across cultures and languages?

Icebreaker

On a scale of 1-5, how streamlined are your HRS flex processes?





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CCO guest speakers



CareOregon

Keshia Bigler, MPH, Director of Social Health

Creating one comprehensive social needs program

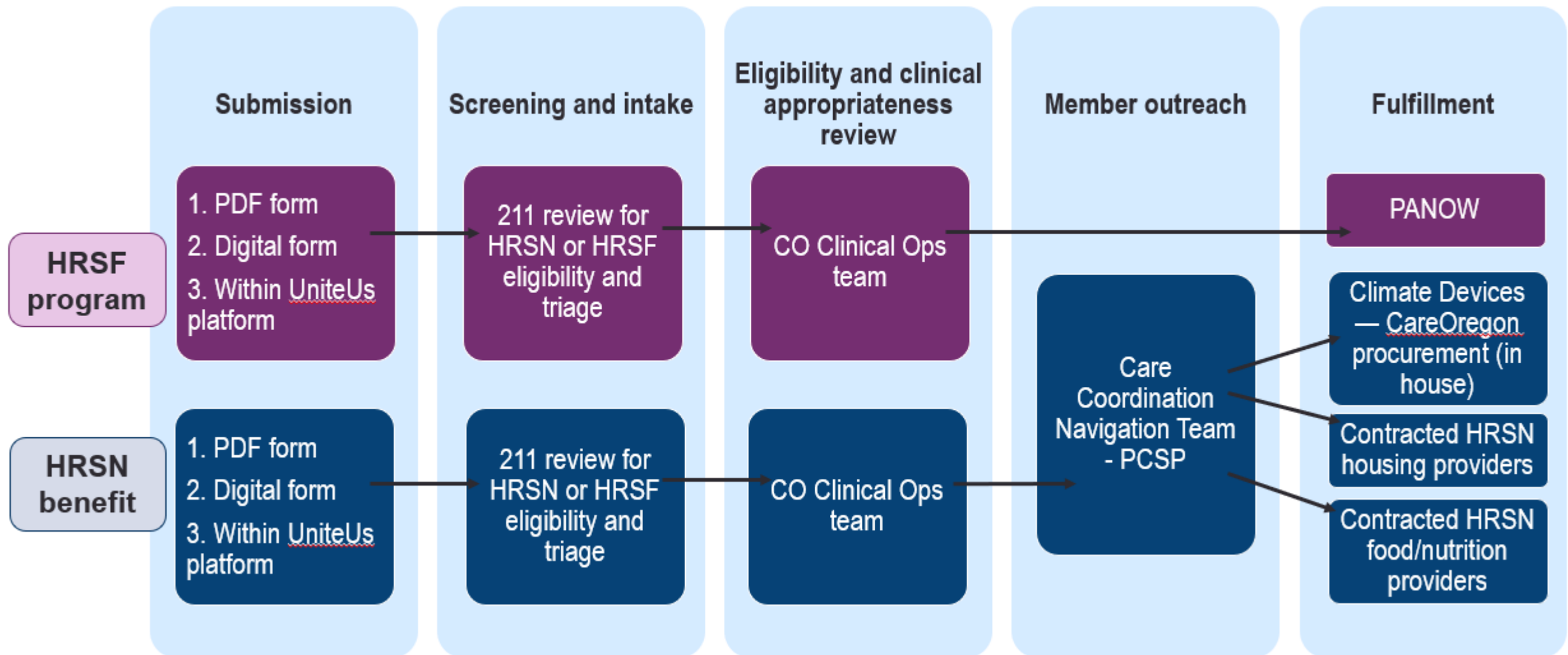
Vision:

One Social Needs Program to improve the member and provider experience in accessing supports to address members social needs.

Goals:

- Ensure equitable access to social needs supports across benefits and programs
- Consistent and standardized decision-making for social needs assistance requests
- Establish clear guidelines for social needs assistance — what, when, frequency, etc.
- Simplified and aligned workflows for teams reviewing requests for social needs
- Simplified and aligned process and experience for members, providers
- Define our role in addressing social needs within the broader context of the social health ecosystem

CareOregon HRSF program and HRSN benefit parallel processes and alignment



HRS flex bulk program

- Sometimes there is a small window of opportunity to provide services to members.
- Our HRS flex bulk purchasing program offers timely access to some commonly needed items that have a clear benefit to members.
- This allows providers to have them on hand and give them to members as needed.

Available items for bulk purchase:

- Shelter vouchers
- Tents
- Sleeping bags
- Tarps
- Hygiene kits
- Locking medication cases
- Regional transportation passes
- Trimet (local public transit) passes
- Phones

How HRS flex bulk program works

Bulk purchasing program set up:

- Partner organization signs agreement to the terms of the program.
- CO assigns the partner a pin code to use when requesting items.

Bulk purchase request:

- Organization submits request for items through an online form on CO website.
- Volume requested should be what they expect to hand out within next four weeks.

Tracking, reporting and additional requests:

- Identified organization staff oversee submitting requests on behalf of their staff, tracking disbursement and submitting monthly, member-level reporting.
- Organization must have five or less items on hand to request items of the same type.
- Organization must submit completed reporting to receive additional items.
- New item requests are fulfilled by CO procurement team. Turnaround time to address new requests is about 2 weeks.

HRS flex bulk program: phones

- We partner with Verizon to offer smart or flip phones to members that include one year of unlimited talk, text and data.
- Data plans for the phones start as soon as they are shipped from Verizon.
- After the one year, members can keep their phone number and transfer service to wherever they choose.
- Lost, broken or stolen phones
 - Members are allowed one replacement phone per year
 - New phones will be sent by CareOregon and a new SIM card will be sent from Verizon. Once the new SIM card is put into the new phone, the member will have access to their prior phone's account

HRS flex bulk program provider experiences

“It's a wonderful thing to be able to help people access transportation (bus passes) and have telephones to connect with their service providers. These are truly beneficial programs.”

- **Medford Police Department**

“Being able to get phones to patients so they can stay connected with their care teams has been invaluable.”

- **Columbia Memorial Hospital**

“Helps our families so much to have phones to make appts for medical care, keep appts with us and to access resources in our community.”

- **Washington County Public Health**

“I am very thankful for the program; we have been able to help so many people and provide much needed comforts and protection for CareOregon houseless population. Providing a much-needed feeling that CareOregon cares!”

-**The Fathers Heart Street Ministry**

“I love being able to connect our patients with necessary resources.”

- **Outside In**



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Breakout discussions

How does your CCO answer these key questions?

- How have you made the HRS flex review process easier for your CCO, partners and members?
- How are you working to minimize or avoid a backlog of HRS flex requests?
- How have you made your process accessible across cultures and languages?
- Do you anticipate further process improvements?
 - Are you interested in process improvements like those shared today?



Peer sharing discussion

What were your breakout group's key takeaways?

CCO call to action

- What action do you plan to take after today's session?
- What other questions do you have about HRS processing?
- Are there other topics you want to explore as a group?



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Summary and takeaway

Additional information

Contact information

- HRS team: health.relatedservices@oha.oregon.gov
- Anona Gund: anona.e.gund@oha.oregon.gov
- For CCO technical assistance: ORPRN_TA@ohsu.edu

Resources

- [HRS webpage](#) has CCO guidance and other HRS resources for CCOs

Process improvement takeaways

- CCOs are working to streamline processes to improve the member journey and improve access in your communities.
- Peer sharing is a way CCOs can better align processes within their organizations and across Oregon.

Thank you

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