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March 18, 2025

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

Agenda

- Purpose overview
- Icebreaker
- CCO speakers
 - Cascade Health Alliance (CHA)
 - CareOregon (representing also representing Jackson Care Connect (JCC) and Columbia Pacific CCO (CPCCO))
- Breakout discussions
- CCO peer sharing activity
- Summary and closing remarks

Purpose and key questions

- How does your HRS flex process look different after the roll out of health-related social needs (HRSN) covered services?
- How does your HRS flex process align with your HRSN covered service process?
- Do you anticipate further changes?

Icebreaker

On a scale of 1-5, how aligned are your HRS flex and HRSN covered services processes?





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CCO guest speakers



Cascade Health Alliance (CHA)

Chanel Smith, Director of Health Equity & Quality

HRS flex workflow and design

- Overview of HRS flex process design
 - Workflows, internal team composition, roles and responsibilities
- How are these processes similar or different to covered services like HRSN?
- What immediate and long-term changes were made towards process improvement as the HRSN benefits went live?
- How are you centering equity, including member and submitter experience and language access, in designing and implementing these changes?

HRS flex workflow and design (cont.)

- Single intake form

Successes and challenges

- How have these changes helped your internal team(s) and external partners in requesting services?
- What were the outcomes of these changes for your CCO, providers and members?
- Are there changes you still intend to make?
- What challenges are you working through?
- How are you ensuring this does not place limitations of flex services being requested?



CareOregon

Keshia Bigler, MPH, Director Social Health

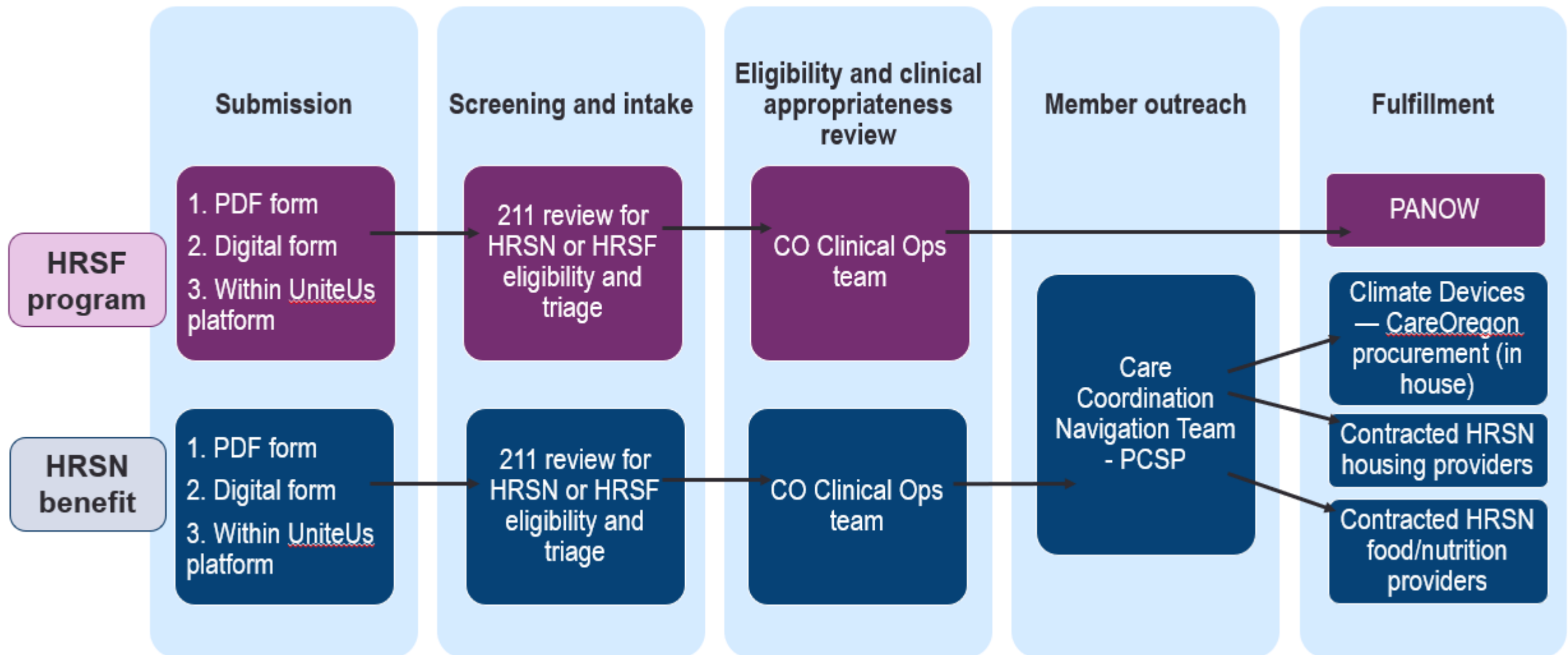
Creating one comprehensive social needs program

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 and 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



How to request supports

1

Within the UniteUs platform

- **Direct referral to 211info through UniteUs:** when logged into the UniteUs platform
- Send a referral for service type: benefits navigation
- Send the referral to: 211info Coordination Center — HRSN
 - This method would allow you to attach any relevant documents (e.g., lease, eviction notice, utility bills) and track the status of the request

2

Digital request form

- This request form can be used for HRSN or HRSF requests
- You do not need to log into the UniteUs platform to send in this way
 - Note: you (and our internal CO teams) will not have visibility into the status of this request until it has been reviewed
- Select “other” as the type of assistance the member is requesting (for non-climate, housing, nutrition needs)
- You can attach any required supporting documentation via the form

3

PDF form

- We have established separate request forms for:
 - [Climate supports](#)
 - [Housing supports](#)
 - [Nutrition Supports](#)
 - [Any other HRSF requests](#)
- Requests can be emailed to hrrsn@211info.org or faxed directly to 211info at 503-214-8909



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Breakout discussions

How does your CCO answer these key questions?

- How is your HRS flex process different now that HRSN benefits are live?
- What specific steps and changes have you made to improve these processes?
- How are the HRS flex process changes impacting:
 - Health equity
 - Language access
 - Submitter and member experience
 - Increases in flex requests
- Do you anticipate further changes?

Peer sharing discussion

- What was learned during the breakout session?
- How does your CCO answer the key questions?

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 within the state of Oregon.



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Summary and takeaway

CCO call to action

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

Additional information

Contact information

- OHA flexible services team: Flexible.Services@oha.oregon.gov
- Anona Gund: Anona.E.Gund@oha.oregon.gov

Resources

- [Flexible services webpage](#) has CCO guidance and other flexible services resources for CCOs.
- [HRSN webpage](#) with links to CCO, provider and member guidance.

Thank you

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Transformation Center at Transformation.Center@odhsoha.oregon.gov or 503-487-7409 (voice or text). We accept all relay calls.

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