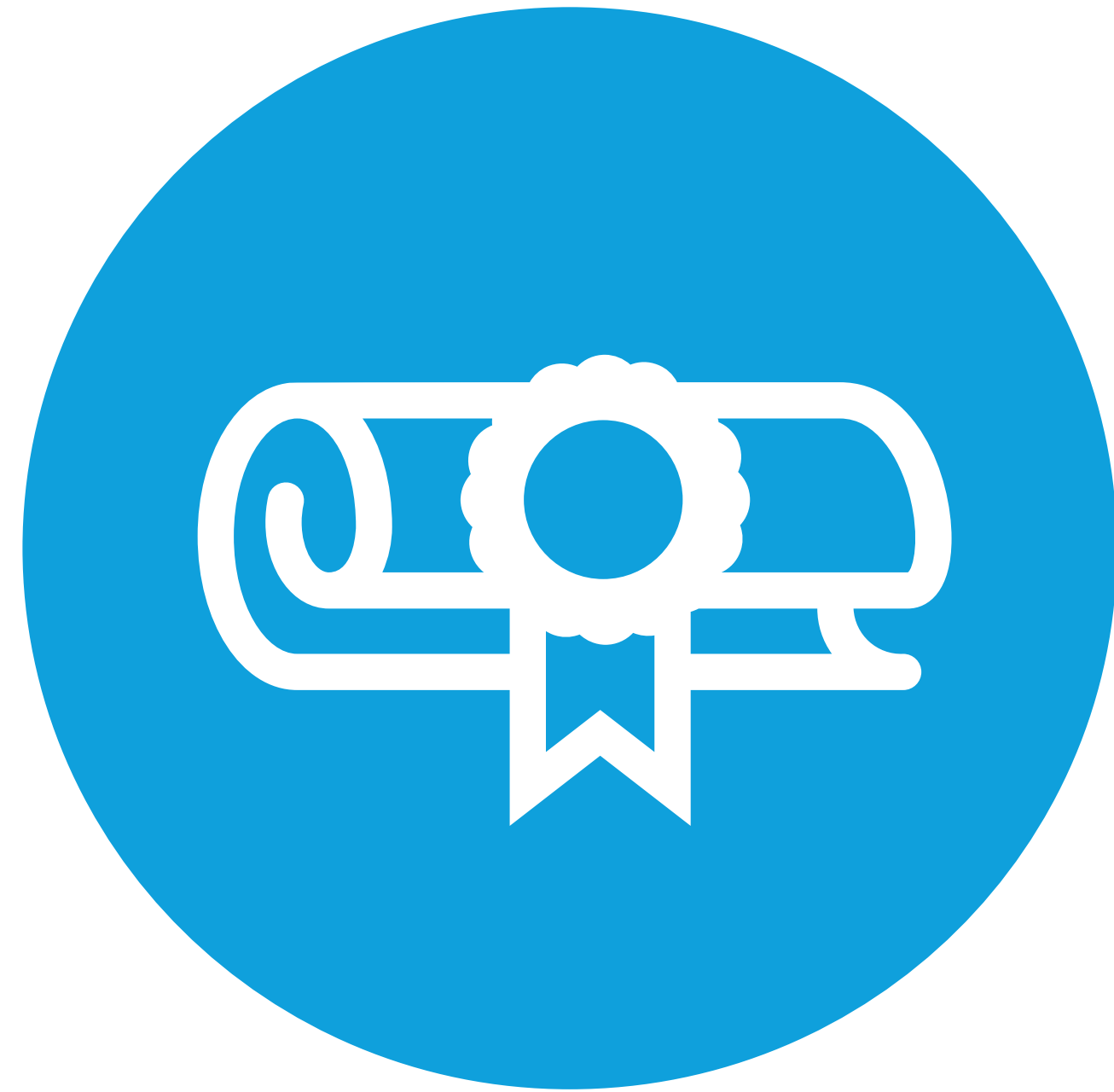# Health Related Social Needs
Provider Information Webinar

Credentialing

Welcome Manda Palmertree!

HRSN Credentialing Process

1. DMAP – complete the DMAP process with OHA – prior to contract request form.
2. Email request to contract/credential
3. Complete Contract Request Form
4. Provide Roster of Providers
5. Submit list of required documents

The completion and submission of the request form and documents will start the 30-day timeline to committee.

Request form: https://forms.office.com/r/u47ptNSeiP

HRSN Credentialing Requirements

1. DMAP number
2. COA – if no COA, then NPI/CAQH
   A. Business related documents – license, 501C3
3. Serve YCCO Members
4. Appropriate licensure, certificate, trainings
5. Attestation to background check
6. Work history
7. Educational/training program history
8. Insurance – liability and/or malpractice; with claims explained.

HRSN Contact Information

credentialing@yamhillcco.org

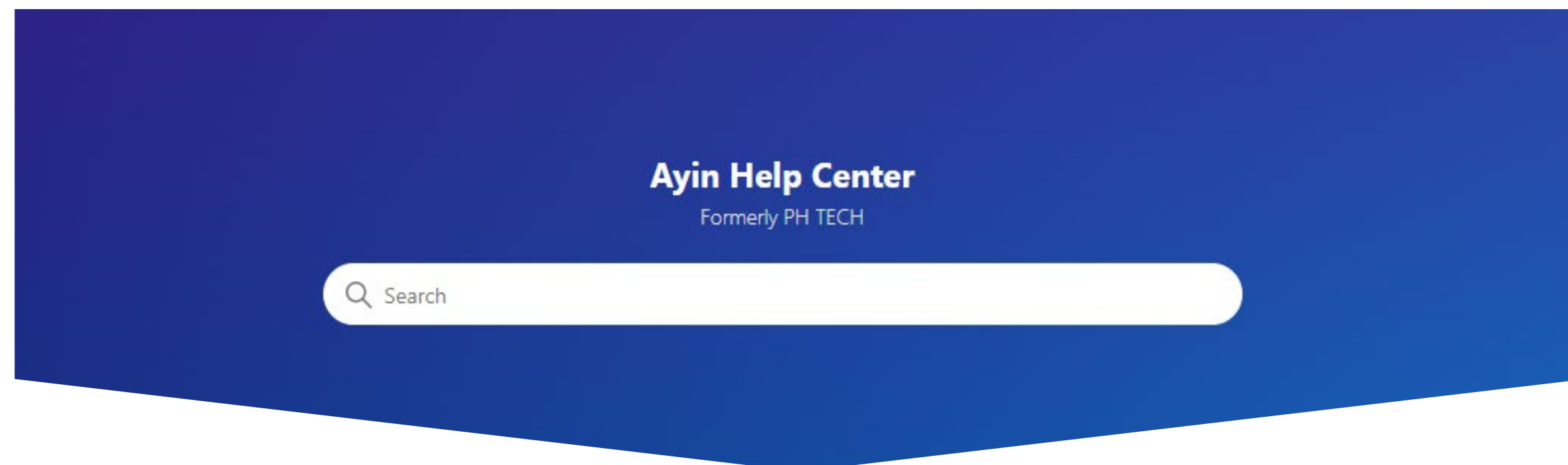providerrelations@yamhillcco.org

hrsnteam@yamhillcco.org

Questions,

Comments,

Concerns…

Provider Enrollment

Welcome Ayin Staff!

Links:
OHA 3975 Form
OHA 3974 Form
Zendesk

HRSN Provider Requirements

Have Strong Community Relationships

Able to Provide Trauma-Informed, Culturally, and Linguistically Responsive Services

Able to Invoice for Services Provided

Can Receive Closed-Loop Referrals for Services

History of Financial Stewardship and Integrity

History of Financial Stewardship and Integrity

Housing Service-Specific Provider Qualifications

HRSN Provider Requirements
———
Housing Specific

Rent and Utility Costs	HRSN provider must be able to transmit payments to housing and utility vendors in a timely manner.
Hotel/Motel Stays	HRSN provider must be able to transmit payments to housing vendors in a timely manner.
Utility Arrears	HRSN provider must be able to transmit payments to utility vendors in a timely manner.
Utilities Set Up	HRSN provider must be able to transmit payments to utility vendors in a timely manner.
Storage Fees	N/A
Tenancy Service (paid via 15-minute increments)	• Providers that deliver the Tenancy Service via the 15-min payment methodology may not receive reimbursement under the Tenancy Service (PMPM). • Providers must be able to offer any one or more the activities in the service description.
Tenancy Service (paid per member per month)	• Providers that deliver the Tenancy Service via the PMPM methodology may not receive reimbursement under the Tenancy Service (15-min). • Providers receiving a PMPM payment on behalf of a member must be able to provide all services listed within the service description.
Home Modifications	Vendors of home modification services must: • Be state-licensed, and • Have active status and be in good-standing with the State of Oregon Construction Contractors Board.
Home Remediations	Vendors of home remediation services must be state-licensed.

Nutrition Service-Specific Provider Qualifications

HRSN Provider Requirements — Nutrition Specific

Service	Qualifications
Assessment for Medically Tailored Meals	HRSN provider must be licensed as a: • Licensed dietitian (ORS 691.405) who has received licensure through one of the pathways described in OAR 834-030-0000; or • Primary care provider (OAR 410-141-3500).
Medically Tailored Meals	• HRSN provider must be able to provide one meal per day, for five or more days per week, except in rural areas where such frequency is not feasible and a lesser frequency is approved by the MCE or Authority. • MCE or Authority must ensure sufficient HRSN providers to meet all enrolled Members' needs, including those that are authorized for more frequent service delivery than the minimum requirements.
Pantry Stocking	HRSN provider must have the ability to administer and coordinate the service, including engaging with Members to explain the service, having relationships with food retailers that will accept payment, and monitoring and overseeing use of the cards.
Meals	• Restaurant meal providers must be licensed by the appropriate city or county jurisdiction and maintain health and safety permits as required by state law. • HRSN provider must have the ability to administer and coordinate the service, including engaging with members to explain the service, having relationships with food retailers that will accept payment, and monitoring and overseeing use of the cards.
Fruit and Vegetable Benefit	HRSN provider must have the ability to administer and coordinate the service, including engaging with members to explain the service, having relationships with food retailers that will accept payment, and monitoring and overseeing use of the cards.
Nutrition Education	MCE and the Authority may contract with HRSN providers to provide this service and are also encouraged to support their existing network of providers (including peer support specialists, traditional health workers, case managers, primary care providers, dental providers, and other individuals with regular Member touchpoints) to receive appropriate training and credentialing to provide this service to Members. Depending on the specific component of this service being provided, appropriate training and credentialing may entail: • Relevant training(s) (e.g., webinar courses provided by SNAP-Ed, CDC-approved training for the National Diabetes Prevention Program Lifestyle Coach position, or other trainings from accredited nutrition organizations); • Certification (e.g., Certified Nutrition & Wellness Educator by the American Association of Family & Consumer Sciences); or • Licensure (e.g., licensed dietitian). MCE may use discretion in determining the appropriate level of training or licensure required for each contracted provider of this service.

YCCO

HRSN Workflow
Role of YCCO vs. HRSN Provider

YCCO

- Eligibility Determination
- Service Authorization
- Member Notification
- Develop Person Centered Service Plan (PCSP)
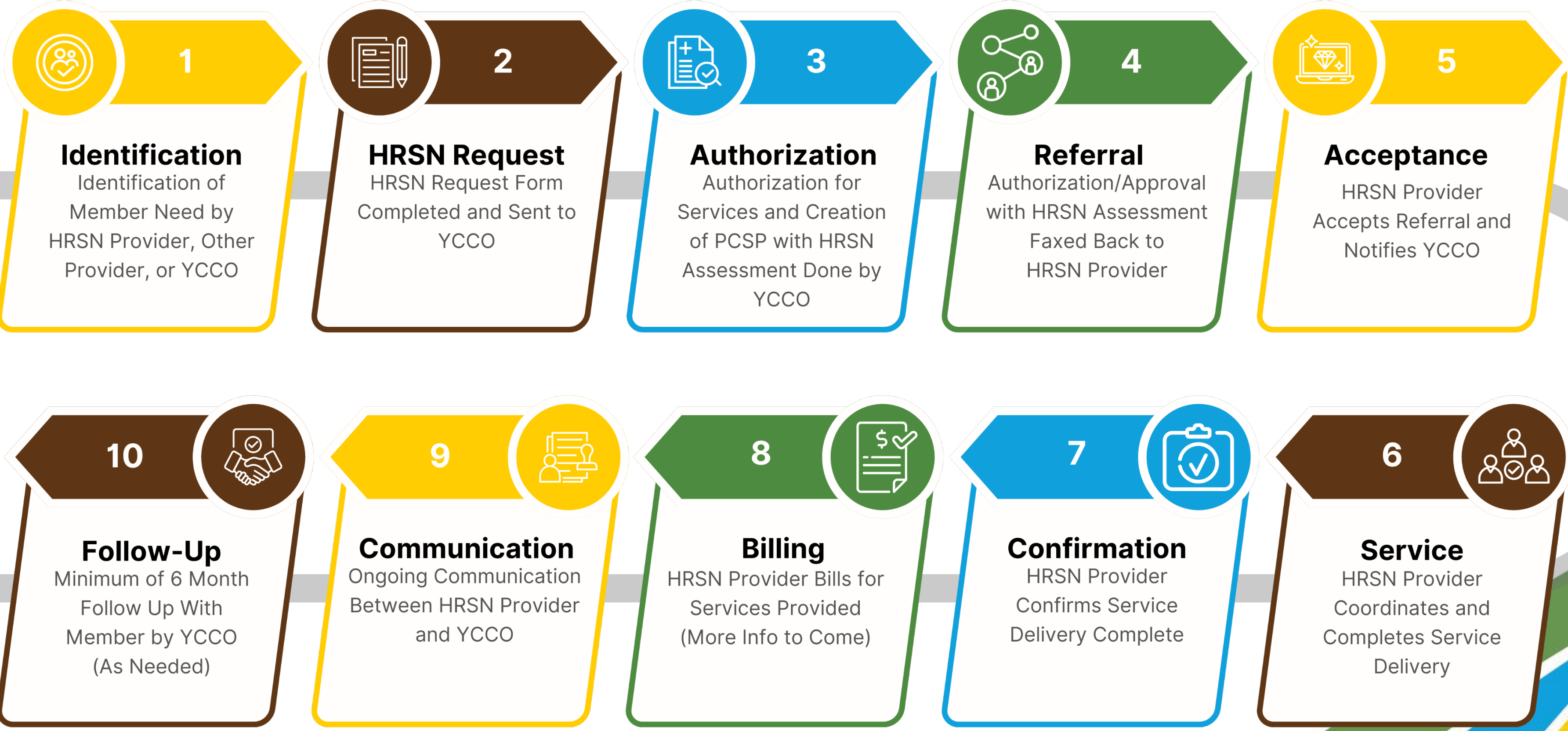- Refer Member to HRSN Provider
- Conduct a Minimum 6-Month Check In

Provider

- Request for HRSN Services (can be done by anyone)
- Send Service Delivery Acceptance
- Service Delivery
- Documentation
- Invoicing for Payment

HRSN Workflow

1 — Identification
Identification of Member Need by HRSN Provider, Other Provider, or YCCO

2 — HRSN Request
HRSN Request Form Completed and Sent to YCCO

3 — Authorization
Authorization for Services and Creation of PCSP with HRSN Assessment Done by YCCO

4 — Referral
Authorization/Approval with HRSN Assessment Faxed Back to HRSN Provider

5 — Acceptance
HRSN Provider Accepts Referral and Notifies YCCO

10 — Follow-Up
Minimum of 6 Month Follow Up With Member by YCCO (As Needed)

9 — Communication
Ongoing Communication Between HRSN Provider and YCCO

8 — Billing
HRSN Provider Bills for Services Provided (More Info to Come)

7 — Confirmation
HRSN Provider Confirms Service Delivery Complete

6 — Service
HRSN Provider Coordinates and Completes Service Delivery

Closed Loop Referral
What Is It?

Successfully secures the right resources for members, ensuring that the member's needs are met

Designed to help the community network to manage referrals and "close the loop"

Exchanges information among CCO, OHA, Member, and HRSN Provider

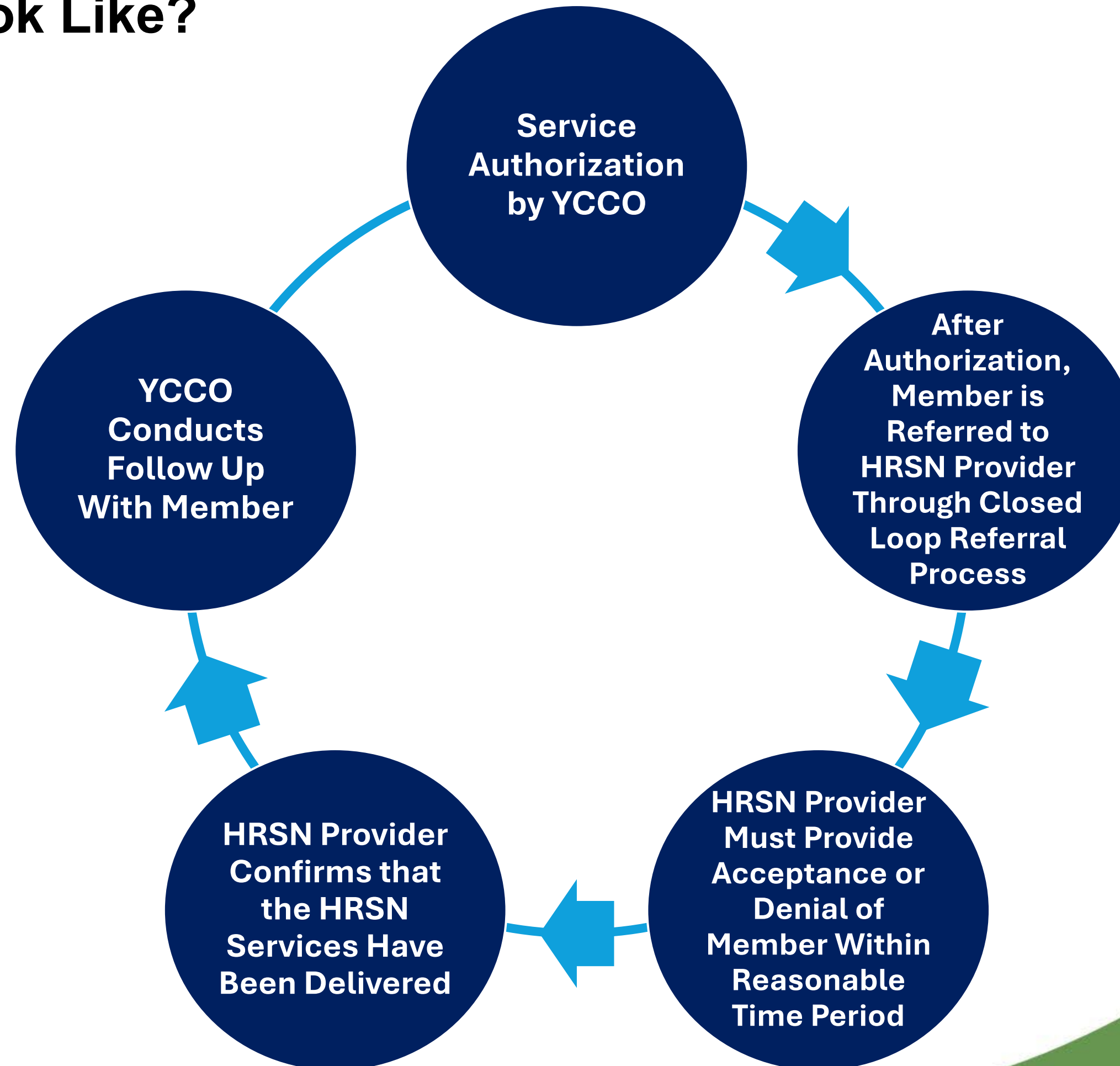Makes a referral and communicates the status of referrals for member in one place

Closed once referring organization is notified of status

! CLOSED LOOP REFERRALS ARE <u>REQUIRED</u> BY OHA TO CCO

! HRSN PROVIDERS MUST HAVE THE ABILITY TO FULFILL CLOSED LOOP OBLIGATIONS FROM ACCEPTANCE TO CONFIRMATION

YCCO

Closed Loop Referral
What Does It Look Like?

Service Authorization by YCCO

After Authorization, Member is Referred to HRSN Provider Through Closed Loop Referral Process

HRSN Provider Must Provide Acceptance or Denial of Member Within Reasonable Time Period

HRSN Provider Confirms that the HRSN Services Have Been Delivered

YCCO Conducts Follow Up With Member
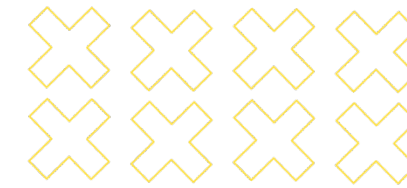
Reporting Expectations

OHA Requires CCOs to Gather Information from HRSN Providers to Fulfill Reports as Specified in Contract

This includes information related to:

- **HRSN member identification**
- **HRSN services**
- **HRSN requests**
- **HRSN authorizations**
- **HRSN financial information**
- **HRSN outreach and engagement**
- **HRSN closed loop referrals and care coordination**

Category	Data Elements	Variable Definition	Cadence
HRSN Member Identification	Member's OHP Medicaid Number	Member's OHP Medicaid number	**Quarterly, 30 days after the end of the quarter**
	Member's Date of Birth	DOB MM/DD/YYYY	
	Method of identifying potential HRSN member	1. Member self-referral/caregiver referral; 2. HRSN Connector; 3. HRSN Provider; 4. Direct outreach from Contractor; 5. Referral from Open Card or another CCO; or 6. Other	
	Identification date	Date at which: 1. The member/caregiver requested services; or 2. A connector or provider requested services on a members' behalf; or if CCO identified 3. Member is offered, accepts services by CCO	
	The Member's HRSN Clinical Risk Factor(s)	ICD-10 codes including Z-codes	
	The HRSN Covered Population(s)	List of all covered populations to which member belongs	
	Service type	Climate, Housing, Nutrition, O&E	
	Procedure code	5 character procedure code from fee schedule	
	Modifier code(s)	2 character modifier code from fee schedule	
HRSN Referrals and Care Coordination	Member's OHP Medicaid Number	Member's OHP Medicaid number	**Quarterly, 30 days after the end of the quarter**
	Member's Date of Birth	DOB MM/DD/YYYY	
	Procedure code	5 character procedure code from fee schedule	
	Modifier code(s)	2 character modifier code from fee schedule	
	Does the member have a Person Centered Care Plan	Y/N	
	The date of the referral	Date at which: the member was referred to an HRSN provider to receive services	
	Provider name/ organization name to which member is referred	Name of enrolled HRSN provider (each referral documented)	
	Provider tax identification number	Provider EIN/Tax ID	
	Referral outcome (accepted or declined by provider)	Options: Provider accepted referral; provider declined referral	
	Date of member contact	The first date at which a member was contacted after referral	
	Service rendered?	Yes/No	
	Reason no service rendered	Options: member declined service, provider unable to complete service delivery, member death, other	
HRSN Service Delivery	Member's OHP Medicaid Number	Member's OHP Medicaid number	**Quarterly, and as aligned with encounter data submission**
	Member's Date of Birth	DOB MM/DD/YYYY	
	Diagnosis code(s)	ICD-10 codes, including Z-codes	
	Procedure code	5 character procedure code from fee schedule	
	Modifier code(s)	2 character modifier code from fee schedule	
	Date(s) of service Delivery	First date of service, last date of service	
	HRSN Providers delivering HRSN	Name of enrolled HRSN provider	
	Provider tax identification number	Provider EIN/Tax ID	

WHAT HAPPENS TO MY INFO WHEN I'M REFERRED TO SERVICES?

Member Privacy

Secure message to YCCO staff member
A staff member trained in privacy protections will review your case and determine if you might qualify for more services.

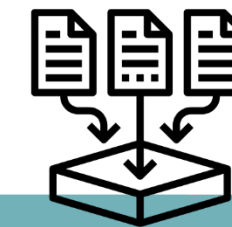### Visit with a trusted service provider
Share information you feel comfortable sharing with them.

Service referral and/or authorization
Staff will share your information with other privacy-trained staff members to either offer care management services or identify the right agency to help.

Your info is secured
Your information is kept in secure servers with the highest level of safety protections.

Service Delivery
Just enough info will be shared about you to authorize and pay for the service delivered.

Referral to more support
Provider will ask for your consent to share your information with YCCO to connect you to more help.

As a health plan, we are required by law to protect health information, and keep it safe for 10 years. As a YCCO member, we keep information like your address, member ID, and health services you've received so we can pay your doctors and providers and make sure you get care.

Questions?

hrsnteam@yamhillcco.org

Amber Kramer
HRSN Program Specialist
akramer@yamhillcco.org

Emily Johnson
Community Health Program Manager
ejohnson@yamhillcco.org