

Health Related Social Needs (HRSN) Benefits Process Steps

1

Initial screening

At least 28 days

After you submit a request, it will go through a first check. Please wait at least 28 days before you follow up or expect a call back.

Other resources for urgent help

Contact 211 for housing resources in your area

- ▶ Call: **2-1-1** or **1-866-698-6155**
- ▶ Email: help@211info.org
- ▶ Text your Zip code to: **898211** (TXT211)
Monday to Friday, 9 a.m. – 5 p.m.
- ▶ Visit: 211info.org

Help for renters in Oregon:
oregoncat.org

Help with utilities:
caporegon.org/find-help

OHP-JCC-25-7168

2

Checking if you qualify

Up to 28 days

The CareOregon team will look at your request to see if you qualify. They might call you for more information.

3

Getting a decision letter

You will get a letter in the mail telling you if your request was approved or not. If it was approved, the letter will list what services or items you will get.

Note: *This letter does NOT mean you will start getting services. There are more steps before that happens.*

CareOregon Customer Service

503-416-4100, toll-free at **800-224-4840**
or TTY 711

4

Making a care plan

Up to 2 weeks

If you receive an approval letter, CareOregon will call you to help make your Care Plan. This includes talking about your preferences for a provider and any additional needs you may have.

5

Getting help

Climate support ▶ About 2 weeks

If your request for climate help, such as an air conditioner, is approved, CareOregon will order your device(s) to be delivered to you.

Nutrition support ▶ About 3 weeks

If your request for nutrition support is approved, you'll be sent to a nutrition service provider. They will contact you to coordinate your services.

If your request for Medically Tailored Meals is approved, it can take up to 3 weeks to receive meals.

Housing support ▶ Up to 4 weeks

If your request for housing support is approved, you will be sent to a housing service provider as soon as possible. This can take up to 2 weeks. Please continue to make your rent and utility payments as best you can.

Once connected with your housing service provider, it will take another week or two weeks for rent or utilities payment(s) to be made.

It can take up to 4 weeks total between receiving an approval letter to getting your rent paid.

You can get these materials in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711. We accept relay calls.

You can get help from a certified and qualified health care interpreter.