

# 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](mailto:help@211info.org)
- ▶ Text your Zip code to: **898211** (TXT211)  
Monday to Friday, 9 a.m. – 5 p.m.
- ▶ Visit: [211info.org](http://211info.org)

Help for renters in Oregon:  
[oregoncat.org](http://oregoncat.org)

Help with utilities:  
[caporegon.org/find-help](http://caporegon.org/find-help)

OHP-HSO-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

**971-236-2998**, 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.



It can take up to 3 weeks to receive support. If you need other nutrition support, contact 211.

Housing support ▶ Up to several months

If your request for housing support is approved, you will be sent to a housing service provider as soon as possible. This can take several months due to a high volume of requests. While you wait, please continue to make your rent and utility payments as best you can and contact 211 for other housing resources in your area.



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

In total, it can take several months between receiving an approval letter to getting your rent paid.

You can get this document in other languages, large print, braille or a format you prefer. You also have the right to an interpreter. You can get help from a certified or qualified health care interpreter. This help is free. Call 800-224-4840, TTY 711, or tell your provider. We accept relay calls.