

# Health- Related Social Needs (HRSN) member guide

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**eocco**

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## *Extra help when life makes your health worse*

Everyone struggles sometimes. Big bills, unsafe housing or not having enough food can make it even tougher to stay healthy. EOCCO offers Health-Related Social Needs (HRSN) benefits to help you stay safe, well and in your home.

Our goal is to make things easier, not harder. If you're unsure which benefits fit your situation, EOCCO can connect you with someone who can help.



## This guide explains:

- ♥ What kinds of help you may be able to get
- ♥ Who can get these benefits
- ♥ What you may need to apply



# Who can get HRSN benefits?

*You may qualify if all of these are true:*

## 01 You have EOCCO Oregon Health Plan (OHP) coverage

- You must be on a CCOA or CCOB plan (have a medical/physical health coverage with EOCCO)
- Basic Health Plan (BHP) and OHP Bridge members do not qualify

## 02 You are in one of these groups:

- Released from jail or prison in the last year
- Involved in the child welfare system in the last year
- Recently switched to having both Medicaid and Medicare (within the past 9 months or in the next 3 months)
- At risk of losing housing or becoming homeless
- Young adult with special healthcare needs (YSCHN)
- Received care at Oregon State Hospital or in a substance use treatment or withdrawal program in the last year

## 03 You have a health condition that would improve with the benefit you're requesting

## 04 You meet the rules for the specific benefit you're applying for

- Each service has its own limits and paperwork. Those are listed in each section.



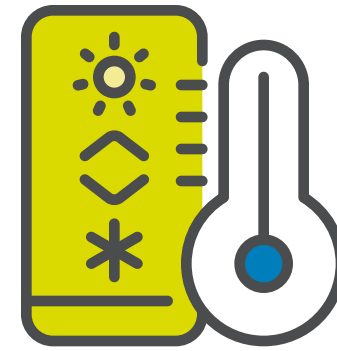
## What counts as income?

(You'll see this requirement in several places throughout the guide.)

When EOCCO asks for two months of income, this means household income, not just your own. It includes any money that comes into your home, such as:

- Paychecks
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Child support
- Retirement income
- Payments for gig work or cash jobs
- Any other regular money your household receives

If no one in your home has income, you can fill out an [income attestation form](#) instead.



## Climate help

Help keeping your home safe during extreme heat, cold or smoke.

Very hot, very cold or smoky air can make health problems worse. EOCCO can help you get tools to stay safe at home.

### You can get help with:

- Air conditioner
- Portable heater
- Air filter + new filters once a year
- Portable power supply
- Mini fridge for medicines or breastmilk
- Help getting the device ready to use (*no installation needed*)

### Not included:

- More than one of the same device every 36 months
- Setups that are not related to your health
- Anything that is not listed in the section above

### Limits:

- One of each device every 36 months (*if you qualify*)
- New air filters once every 12 months

### You can get this if:

- You have working electricity
- You did not get the same device from another program in the last three years
- You are in one of the HRSN covered groups (*see page 3*)
- You have a health condition makes the device necessary



# Housing help

Support to help you stay in your home or make it safer.

This help is mainly for renters, including people who rent land for RVs or mobile homes.

## 01 Rent and utilities (renters only)

Help paying rent and utility bills to avoid losing housing

### You can get help with:

- Past or future rent (up to six months combined)
- Renter's insurance (if required by your lease)
- Future-due utilities:
  - Water, sewer, garbage, recycling
  - Gas, electric
  - Phone\*
  - Internet\*

\*Devices (phones, tablets, smart watches) and add-on services (streaming, extra channels, etc.) are not covered.

Note: You must share any utility bills that need to be paid with your assigned service provider before the bill can be paid

### Not included:

- Pet fees, parking fees
- Extras like pools or rec centers
- Property taxes, homeowner costs
- Utility help without rent help
- Entertainment packages such as streaming subscriptions, cable, or TV
- Devices such as phones, tablets, or smart watches

### Limits:

For one address only\*

- Up to six months total (past + future months combined)

- Max payment depends on county and number of bedrooms
- If costs are higher than the limit, you pay the extra
- Past-due help can go back to May 1, 2024

\*If you move before using the full 6 months of your benefit, you cannot reapply or transfer the remaining months of the benefit to a new address.

### You can get this if:

- You are a renter or own an RV and are renting the land you are staying on
- You are at risk of losing your housing or need support keeping your housing
- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease or rental agreement signed by both tenant and landlord (Or the [Verification of Landlord/Tenant Relationship form](#))
- Two months of proof of income (see page 4)
- Past-due bill, if requesting back pay
- Eviction notice (if you have one)

## 02 Utilities setup or past-due utilities (renters only)

Help starting utility service or catching up on overdue bills

### Covers setup or past-due bill for:

- Water, sewer, garbage, recycling, gas, electric, phone\*, internet\* (\*same limits as above)

Note: You must provide any utility bills that need to be paid to your assigned service provider before the bill can be paid

### Limits:

- Renters only
- Up to six months total (past + future months combined)
- Setup help is one-time only
- You must also be receiving rent help
- Past-due help can go back to May 1, 2024

### You can get this if:

- You are a renter or own an RV and are renting the land you are staying on
- You are at risk of losing your housing or need support keeping your housing
- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease or rental agreement signed by both tenant and landlord (Or the [Verification of Landlord/Tenant Relationship form](#))
- Two months of proof of income (see page 4)
- Past-due bill(s)

## 03 Storage fees (renters only)

Short-term help paying for storage while you get housing support

### Covers:

- Commercial storage units
- PODS or mobile storage

### Limits:

- One-time help for up to six months (past + future months combined)
- Must already be approved for HRSN rent help
- Setup fees not included
- Past due help can go back to May 1, 2024

### You can get this if:

- You are a renter or own an RV and are renting the land you are staying on
- You are at risk of losing your housing or need support keeping your housing

- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease or rental agreement signed by both tenant and landlord (Or the [Verification of Landlord/Tenant Relationship form](#))
- Two months of proof of income (see page 4)
- Past-due bill(s) (if you have any)
- Storage unit agreement if you are not asking for help with past due bills

## 04 Home modifications

Small changes to help you move safely in your home.

### You can get help with:

- Ramps
- Grab bars
- Easier-to-open handles

### Not included:

- General home repairs
- Cosmetic upgrades
- Work a landlord must do
- Anything that is not listed in the section above

### Limits:

- Up to \$7,500 for the lifetime of this benefit
- Renters and homeowners qualify

### You can get this if:

- You have a qualifying income

- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease, rental agreement, or proof of home ownership
  - Lease and rental agreement need to be signed by both tenant and landlord
- Two months of proof income or attestation (see page 4)
- Scope of work form

*Tip: Use EOCCO's online form to connect with someone who can help with paperwork (on the online request form choose Start Application → Member → Connect to a service provider for help)*

## 05 Home remediations (safety cleaning or fixes)

Help cleaning up safety hazards in your home.

### You can get help with:

- Pest control (when landlord is not responsible)
- Allergy-friendly blinds or curtains
- Deep cleaning for safety
- Removing trash or hazards

### Not included:

- Routine cleaning
- Landlord-required repairs
- Cleaning that is not a safety risk
- Replacement of furniture or home goods
- Anything that is not listed in the section above

### Limits:

- Up to \$5,025 for the lifetime of this benefit
- Renters and homeowners qualify

### You can get this if:

- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease, rental agreement, or proof of home ownership
  - Lease and rental agreement need to be signed by both tenant and landlord
- Two months of proof income or attestation (see page 4)
- Scope of work form

*Tip: Use EOCCO's online form to connect with someone who can help with paperwork (on the online request form choose Start Application → Member → Connect to a service provider for help)*

## 06 Hotel/motel stays (renters only)

Short stays while your home is being fixed through the Health-Related Social Needs program.

### Not available for:

- People without homes
- Homeowners
- Pet, parking or amenity fees

### Limits:

- Up to three months (may extend to six months)
- Counts toward the six-month rent/utilities limit

### You can get this if:

- You are a renter or own an RV and are renting the land you are staying on
- You are at risk of losing your housing or need support keeping your housing

- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)
- You must be approved for home modifications or home remediations

### You must provide:

- Lease or rental agreement signed by both tenant and landlord (Or the [Verification of Landlord/Tenant Relationship form](#))
- Two months of proof of income (see page 4)
- Past-due bill(s) (if you have any)

## 07 Housing navigation/tenancy support (renters only)

One-on-one help finding and keeping housing.

### A housing support person can help you:

- Apply for housing and resources
- Understand your lease
- Find important documents
- Connect to other services
- Talk with your landlord

### Limits

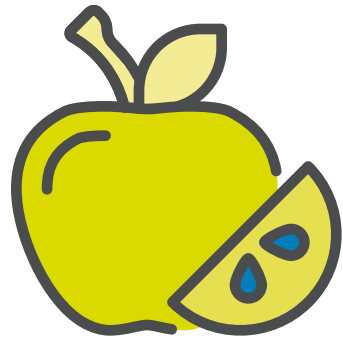
- Available for up to 18 months (you may be able to reapply)
- Renters only
- If you apply for another housing benefit, this one is included automatically

### You can get this if:

- You are a renter or own an RV and are renting the land you are staying on
- You are at risk of losing your housing or need support keeping your housing
- You have a qualifying income
- You are in one of the HRSN covered groups (see page 3)
- You have qualifying health need(s)

### You must provide:

- Lease or rental agreement signed by both tenant and landlord (Or the [Verification of Landlord/Tenant Relationship form](#))
- Two months of proof of income (see page 4)



# Nutrition help

Food support to help you stay healthy.

## 01 Medically tailored meals

Meals are delivered to your home and designed for your health needs.

### Examples:

- Kidney-friendly
- Pureed
- Diabetes-friendly
- Lower sodium
- High-protein
- Gluten-free/ceciac-friendly

### Not available if:

- You already get three meals/day where you live
- You have no fridge (*You can apply for a mini-fridge through the HRSN climate benefit*)

### Limits:

- Up to three meals per day, for up to six months
- A registered dietitian decides how many meals and for how long

### You can get this if:

- You have a qualifying income
- You are in one of the HRSN covered groups (*see page 3*)
- You have qualifying health need(s)
- You have low or very low food security

### Required:

- Registered dietitian assessment within the last 30 days (*Contact your primary care provider to ask for a referral*)

## 02 Nutrition education

Meet with a qualified nutrition educator or provider to learn how food affects your health.

*Available one-on-one or in groups.*

### Not included:

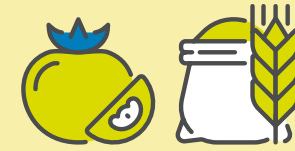
- If you already get Medical Nutrition Therapy (MNT)

### Limits:

- Up to three hours per week

### You can get this if:

- You have a qualifying income
- You are in one of the HRSN covered groups (*see page 3*)
- You have qualifying health need(s)
- You have low or very low food security



## Coming Summer 2026

More nutrition help will be available:

- ☀️ Fruit and vegetable boxes or vouchers
- ☀️ Pantry stocking boxes or vouchers



## Ready to apply or need more help?

### **If you are ready to apply for any of these HRSN benefits:**

You can visit [www.eocco.com/members/Benefits-overview/Health-related-social-needs](http://www.eocco.com/members/Benefits-overview/Health-related-social-needs) for more information and instructions on how to apply.

If you would like to talk with someone about these benefits or get help with applying, one of our HRSN service providers can help you.

### **To contact them:**

Visit the HRSN Service Provider Directory and find a provider in your area to call or email: [www.eocco.com/members/Benefits-overview/Health-related-social-needs](http://www.eocco.com/members/Benefits-overview/Health-related-social-needs) or fill out the online request form and choose "connect with a service provider for help": [www.eocco.com/web-forms/health-related-social-needs/](http://www.eocco.com/web-forms/health-related-social-needs/)

### **For other questions related to EOCCO benefits:**

You can contact EOCCO customer service by calling **888-788-9821** (TTY: 711). Our regular business hours are Monday through Friday, 7:30am to 5:30pm (PST).

## Other languages and formats

You can get this document in a different format. You can also get any letter from us in a different format. You can ask for another language, large print, a computer disk, audio tape, spoken presentation or Braille.

Please call EOCCO Customer Service at 1-888-788-9821. TTY users, please call 711. The office is open Monday through Friday, 7:30 a.m. to 5:30 p.m. PST. You also can visit us online at [www.eocco.com](http://www.eocco.com).

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Por favor llame Servicio al Cliente al 1-888-788-9821 para solicitar el formato que usted necesita. Usuarios de TTY marque 711. Están abiertos de lunes a viernes, de 7:30 a.m. a 5:30 p.m. PST. Usted también puede visitarnos en nuestro sitio web al [www.eocco.com](http://www.eocco.com).



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