

SoonerCare Program Operations & Benefits July 2009 MAC Meeting

SoonerRide: Non-Emergency Transportation

- **SoonerRide** is curb-to-curb service designed to assist individuals without adequate transportation to and from medically necessary appointments. A trip to the pharmacy may also be included.
- Arranging a ride is easy; **SoonerRide** has provided an average of 57,000 rides to some 9,850 members per month since Jan 2009. The reservation clerks are required to screen the member's needs for the most appropriate transportation. Appropriate forms of transportation might be determined to include mileage reimbursement or public transportation/bus passes after assessment has been made.
- **SoonerRide** requires that a reservation be made at least 3 business days before a routine trip is needed. Examples might include regular physician visits and standing appointments such as dialysis or chemotherapy treatments. Whenever possible, SoonerRide will give consideration to members who request transportation even if under the 3-day guideline. The request may be accommodated depending on available space and resources.
 - An **urgent care** trip request can be evaluated for SoonerRide services; however, a doctor's office must determine if an urgent care appointment is necessary. After an urgent care appointment is scheduled, SoonerRide will contact the doctor's office to verify the appointment. Some 7,434 urgent care rides were provided during Jan, Feb and March of 2009.
 - **Mileage reimbursement** is available for members who must find their own transportation to appointments such as for urgent care. A trip authorization number must be obtained by calling the SoonerRide reservation line at 1-877-404-4500 in advance of the appointment. A mileage log will be sent to the member to complete and return with the signature from the doctor's office for reimbursement.
 - A **transportation request** for a same-day hospital or emergency room discharge should be initiated by the hospital making the request.
 - When **transport from a nursing facility** is requested, an attendant from the facility at the level of a nurse's aide must accompany the member to provide any and all assistance needed.
 - Members having a **medically necessary overnight procedure** scheduled at a medical facility 50 or more miles away from their home may receive assistance with the necessary expenses for lodging and meals. Members can pay for lodging and meals and submit reimbursement form with receipts, if a contracted motel is not available. Reimbursement cannot exceed state per diem amounts.
 - Contracts are held with various hospitals, Ronald McDonald houses and motels to provide lodging and food for members receiving services. A voucher is submitted by OHCA to the lodging facility prior to the scheduled medical procedure. The member would not have to pay for lodging and food at these approved locations; however, a request must be made by the member and approved through SoonerRide prior to travel.
 - Food and lodging may be provided for one authorized escort, when a member's health does not permit traveling alone and/or if the member is a minor child. The necessity of the escort is determined by OHCA.

SoonerCare Helpline

Since January 1, 2009, OHCA has permitted same-day enrollment with a PCP. Member phone inquiries related to "Access to Care" changed from 1,785 in the last quarter of 2008 to 331 in the first quarter of 2009. Similarly, the figures for "Same Day/ Next Day Access Issues" have decreased from an average of 139 requests per month in 2008 to a total of two for the entire first quarter of 2009.

| | Apr - Jun 2008 | Jul - Sep 2008 | Oct - Dec 2008 | Jan - Mar 2009 |
|---------------------------------|-------------------|-------------------|-------------------|-------------------|
| Member Inquiries | | | | |
| Access to Care | 1,621 | 1,964 | 1,785 | 331 |
| Same Day/Next Day Access Issues | 327 | 454 | 223 | 2 |

DTaP Bonus History

OHCA promotes immunizations to improve the health of our children. Therefore, all PCPs that immunize a child with the 4th DTap prior to age 2, file a claim for the service and have "paid status" for the claim will be eligible to receive a \$3 per child bonus.

DTaP Bonus History Sampling of Past Payments

| | 2004 Contract Year | 2005 Contract Year | 2006 Contract Year | 2007 Contract year | 2008 Contract Year |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Providers Earning Bonus | 74 | 81 | 117 | 375 | 383 |
| Members with DTap before age 2 | 1,942 | 2,520 | 3,140 | 15,110 | 14,079 |
| Bonus Payments | \$5,826 | \$7,561 | \$9,420 | \$45,330 | \$42,237 |

EPSDT Bonus Payments

One of OHCA's priorities is focusing on preventive health benefits for children. The EPSDT Bonus Payments Program is for providers who meet a specified rate for screening examinations.

| | 2002 Contract Year | 2003 Contract year | 2004 Contract Year | 2005 Contract Year | 2006 Contract Year | 2007 Contract Year | 2008 Contract year |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Providers Reviewed | 694 | 585 | 983 | 824 | 836 | 899 | 824 |
| Threshold Standard | 55% | 60% | 65% | 65% | 65% | 65% | 65% |
| PCPs achieving compliance | 354 | 110 | 243 | 254 | 247 | 316 | 314 |
| Total Bonus Payments | \$683,309 | \$171,849 | \$419,723 | \$668,817 | \$789,346 | \$878,986 | \$1,000,000 |

Dental Benefits

The Oklahoma Health Care Authority's Dental Program provides dental care benefits for pregnant women and for children younger than age 21. A limited number of services, such as emergency extractions, are covered for other adults on SoonerCare.

- Over the past five years, SoonerCare has seen an increase of virtually 250% in the number of members receiving dental services through the program.
- In 2003, almost 68,000 members had received dental services, but that number jumped to around 236,000 in 2008.
- The number of enrolled dental providers sharply increased by a jump of nearly 127%, from 461 in 2003 to 1,046 in 2008.

Dr. Leon Bragg, SoonerCare dental director, attributes the rise in use of dental benefits to a number of factors: 1) the larger network of dentists due to increased recruitment efforts; 2) an increased fee schedule; and 3) the convenience of electronic billing.

OHCA's Perinatal Dental Access Program offers pregnant women dental benefits such as exams, cleanings, fillings and gum treatments. It was launched in May 2007. The primary service for these pregnant women has been fillings. From June 2008 to May 2009, we have provided services to over **7,119** women with some **52,895** claims paid in the amount of **\$3,756,676**.