

SoonerCare Program Operations & Benefits November 2009 MAC Meeting

Quality Assurance and Improvement Division

The **Quality Assurance and Improvement Division** is dedicated to ensuring access to care and continuity of services as well as evaluating and improving the quality of services for SoonerCare members. The QAI Division promotes partnerships with providers and assists in implementing best practices for serving our members by:

- helping to plan the quality aspect of new programs ensuring compliance with federal rules;
- implementing a new performance project to assist with childhood obesity. OU/OSU will partner with OHCA to develop this pilot project with an expected start date of July 2010. A component of the assessment will focus on nutrition and weight;
- developing, guiding and conducting educational reviews for PCP tier compliance – For 2009, QAI's goal was to contact and educate Medical Home providers regarding tier compliance. There are currently 765 contracted provider locations with approximately 1,400 individual practitioners and around 70% have been reviewed since February 2009. Audits for tier compliance will begin in 2010 with the goal of auditing all SoonerCare Choice providers. Approximately 60 to 70 providers would have to be visited per month.

In addition, QAI monitors SoonerCare Choice provider compliance by performing reviews and audits, creating Quality Studies and working with APS Healthcare to develop and report on performance measures. Some examples of recent Quality Assurance/Improvement studies include the: 1) ER Utilization Study; 2) SoonerCare Choice External Quality Review Report; 3) Oklahoma Cares Breast and Cervical Cancer Utilization Study; 4) Oklahoma Cares Member Satisfaction Survey; 5) Child Health Checkups Study; 6) Diagnosis and Treatment of Attention-Deficit Hyperactivity Disorder Study; 7) Child Behavioral Health Experience of Care and Health Outcomes (ECHO); 8) SoonerCare Choice Adult Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey; 9) Comprehensive Diabetes Care Study, and 10) SoonerPlan Family Planning Program Member Satisfaction Survey. Healthcare Effectiveness Data and Information Set (HEDIS) Measures are also produced annually. This department also coordinates the yearly Performance and Quality report called, "Minding our P's & Q's".

OHCA Receives 3 New Grants!

OHCA's Child Health Unit is pleased to have been awarded a 3-year grant with a total budget of over \$1.4 million (state funds \$696,178) from the Tobacco Settlement Endowment Trust. The purpose of this grant is to reduce tobacco use among pregnant SoonerCare members and will be an expansion of the existing practice facilitation component of the SoonerCare Health Management Program. Two practice facilitators will target OB providers located in OKC and Tulsa to assist the office with the integration of best practices for tobacco cessation. The ultimate goal of this initiative is to improve birth outcomes for Oklahoma newborns.

OHCA has received a 3-year ABCD III grant with a total budget of \$360,000 funded by the Commonwealth Foundation called **Connecting the Docs**. The goal of this grant is to increase formal developmental screening and improve follow up referrals and care for children at risk of developmental delays. Partnering with the OHCA Child Health Unit in this grant are the Oklahoma State Department of Health, Child Guidance; the State Department of Education, and SoonerStart.

OHCA has also received a CHIPRA 2-year Outreach grant with a total budget of \$988,177. This targeted outreach initiative is called **Sooner Enroll** and will be funded by CMS. This grant provides funding to implement various strategies to increase the enrollment of an estimated 60,000 children who are eligible for SoonerCare but not enrolled in the program. OHCA will work with community partners and leaders to perform outreach activities aimed at these children across Oklahoma. OHCA will hire professional staff to help organize and support community outreach efforts and will provide funding for temporary employees to assist communities in qualified outreach activities. Funding will also provide for a pilot telephone reenrollment process.

**SoonerPlan Fourth Year Summary
April 1, 2008 to March 31, 2009**

Members Served

SoonerPlan began its fifth year of operation on April 1, 2009. SoonerPlan operates through the collaborative efforts of the Oklahoma Health Care Authority (OHCA), the Oklahoma State Department of Health (OSDH), and the Oklahoma Department of Human Services (OKDHS). Over 65,000 women and men have been served since the plan began on April 1, 2005 with 21,724 enrollees in September 2009. The waiver provides family planning services and contraceptive products to men and women aged 19 and older and to females whose post-partum coverage under Medicaid has ended. During the four plan years, over 2,000 males and females have chosen permanent sterilization surgery as their contraceptive method of choice.

Provider Participation

Some 4,284 contracted providers served SoonerPlan members in the fourth year of the demonstration. Participating providers included Health Department Clinics, FQHCs, RHCs, Physicians, PAs, and CRNPs.

Health Department clinics provide these services in 84 locations across the 77 counties in Oklahoma. In addition to the public clinics, all SoonerCare contracted providers offering family planning services are eligible to serve SoonerPlan members.

Member Satisfaction Survey Results

Approximately 435 randomly-chosen members responded to the Fall 2008 SoonerPlan Member Satisfaction survey. Respondent demographics indicate:

- 99 percent were female;
- 73 percent were Caucasian;
- 49 percent had an educational level of high-school graduate or lower; and
- 44 percent were 19 to 25 years of age.

A review of responses revealed the majority of members (94.7 percent) had no trouble signing up for the program and were very satisfied (92.5 percent) with the way in which their provider explained things. When obtaining medication from a store or pharmacy, 87 percent of members reported no problems. Overall, the members indicated they were very satisfied with the program.

Outreach

In addition to continuing monthly outreach to postpartum women, OHCA is partnering with agency staff in the Indian Health unit to develop targeted outreach for our American Indian members. Plans are also being made for future targeted outreach to African-Americans, Hispanics, and college-age students.

**Electronic Newborn-1 Success
Winner: Governor's Commendation 2008**

After 18 months of operation the eNB-1 project continues to operate successfully with some 68 hospitals participating. Overall, 31,067 newborns have been enrolled through this process since April of 2008. It takes an average of 3.5 days to add a newborn into the system, compared to the previous timeframe of 11.5 days with a paper application. Seventy-four percent of newborns are systematically enrolled with the Primary Care Provider (PCP) selected by the mother. The remaining 26% are manually enrolled, with an estimated 99% of newborns being enrolled with the requested PCP.

This process is user-friendly and creates an immediate identification number for the newborn to ensure access to care and facilitate claims submission.

Newborns Added Since April 2008 through September 2009								
Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08
212	742	1,002	1,783	1,848	1,948	2,045	1,620	2,076

Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Total
1,914	1,856	1,933	1,926	1,806	2,032	2,273	1,937	2,114	31,067