

SoonerCare Program Operations January 2010 MAC Meeting SFY 2008 – 2009 Comparison Report

Care Management	SFY 2008 July 2007 – June 2008	SFY 2009 July 2008 – June 2009
Month with highest caseload	7,995 in May 2008	9,099 in June 2009
Average monthly caseload per employee	226	269
Average monthly new cases received	969	631
Month with highest new cases received	1,366 in April 2008	737 in October 2008
Transplant candidates/recipients – average per month <i>*(duplicated)</i>	* 83	* 75
Children receiving private duty nursing - average per month	159	158
TEFRA enrollees – average per month	178	246
TEFRA In-Home Evaluations – average per month		10
HMP Tier 1 cases – average per month <i>*(program inception Feb 08)</i>	* 184	738
HMP Tier 2 cases – average per month <i>*(program inception Feb 08)</i>	* 450	3244
High Risk OB cases– average per month <i>*(program inception April 08)</i>	* 28	87
Medical Authorization	SFY 2008 July 2007 – June 2008	SFY 2009 July 2008 – June 2009
Phone calls handled <i>(eff SFY 09, EDS handles Tier I calls)</i>	22,850	11,875
Authorization requests processed	36,109	55,087

New initiatives operationalized by Care Management include:

- Living Choice Transition – Care Management nurses assist with the initial evaluation of nursing home residents for transition into individual living environments in the community.
- At-Risk Newborn Referrals – Questions posed in Newborn Outreach call to identify potential chronic health care conditions for newborns result in referrals to Care Management for follow-up, education and monitoring.

Waiver Development and Reporting

- The Family Planning waiver renewal was initiated September 30, 2009, with a request to continue the Family Planning demonstration SoonerPlan from April 1, 2010 to March 31, 2013. SoonerPlan is Oklahoma's family planning program for men and women consisting of a limited package of family planning services. SoonerPlan has served 76,010 members since program inception April 2005.
- On December 30, 2009, approval was received for the 1115 SoonerCare Choice renewal for 2010 through 2013 of the research and demonstration waiver that also authorizes operation of the Insure Oklahoma program. The renewal approval also includes the following amendments:
 - Adding Insure Oklahoma and Indian Health Service, Tribal and Urban Indian clinics (I/T/U) to the Patient Centered Medical Home system currently approved in SoonerCare Choice. These providers will receive a tiered monthly care coordination fee depending on what patients the PCP accepts (adults, children or both) and the capabilities of the practice. These two programs have also been approved to participate in SoonerExcel performance incentive payments.
 - Operating a pilot program of health access networks (HANs).
 - Expanding adult qualifications for populations in Insure Oklahoma from 200 up to and including 250 percent of the Federal Poverty Level (FPL).
 - Adding two new populations – Foster parents of children in state custody, earning no more than 250 percent FPL; and employees of qualified not-for-profit businesses having fewer than 500 employees, earning no more than 250 percent FPL.
- On December 18, OHCA received CMS approval under the Child Health Insurance Program (CHIP) to cover dependent children from 186 up to and including 300 percent of FPL in the Insure Oklahoma program.

Behavioral Health

- On January 1, 2008, OHCA implemented an Insure Oklahoma (IO) pilot program by contracting with individual licensed behavioral health professionals (LBHP) to provide Behavioral Health services for adults. This addition allows IO members to access specialists in a variety of areas not available previously; however, SoonerCare only contracts with agencies.
- Starting April 2008 Behavioral Health implemented a second pilot program through the Oklahoma Statewide Partnership for Children's Behavioral Health called the **Statewide Children's Care Coordination Oversight Project**. This program is a two-year plan to decrease the number of children being admitted into inpatient psychiatric care facilities.
- OHCA and Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) will be implementing a consolidated eligibility, claims payment, and outcomes data system effective February 1, 2010. All providers will be able to check eligibility and file claims on the same website. Providers will be paid on a weekly basis instead of monthly. The providers will send in clinical outcome data for reporting and quality improvement initiatives.

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Member Services**

Daily Operations	SFY 2008 July 2007 – June 2008	SFY 2009 July 2008 – June 2009
Number of Calls to Patient Advice Line <i>(after hours, weekends, holidays)</i>	43,605	46,228
Total calls handled by the toll-free SoonerCare Helpline	406,560	434,229
Phone calls handled by Member Services	62,565	75,124
Member inquires reviewed and resolved	54,642	56,387
Calls made to Oklahoma Cares members at renewal period	887	1,293
Same/next day access issues resolved in collaboration with Provider Services <i>(eff 1/1/09, allowed same-day enrollment with a PCP)</i>	2,682	679
SoonerPlan mailings to postpartum women and those turning 19	52,465	52,125
Patient dismissal requests reviewed	4,226	4,512
Frequent ER Utilization Program		
Patient Advice Line ER/911 triage reports reviewed for follow-up	7,185	8,632
Members with ≥ 4 ER visits in the previous quarter/Total ER visits	6,723 / 34,914	4,996 / 25,552
% contacted by phone that verified their current PCP	90%	97%
% members with <4 ER visits in the quarter following intervention	90%	89%
Unduplicated members with 10 or more ER visits in one quarter	213	155
Unduplicated number of persistents/ ER visits (persistents are members with 30 or more ER visits in 3 consecutive quarters)	46 / 4,905	32 / 2,963
Face-to-face visits and phone interventions with persistents	30	20
Referrals from ER departments	521	481
Member Services Outreach		
Letters mailed to pregnant women <i>(program inception July 08)</i>		23,430
Call responses to outreach letter from pregnant women		9,271
Households identified for Newborn educational outreach	22,128	* 16,840
SoonerRide Non-Emergency Transportation Program		
Trips provided for members	657,247	711,825
Average trips per month	54,771	59,319

*effective September 2008 - Outreach transitioned from placing outgoing calls to mailing letters and receiving incoming calls.

Quality Assurance and Improvement Division

Has completed their task of contacting and educating 741 SoonerCare Choice PCPs regarding tier compliance.

Insure Oklahoma	SFY 2008 July 2007 – June 2008	SFY 2009 July 2008 – June 2009	% Increase
Employer Sponsored Insurance (ESI) employers	2,742	4,752	73%
Employer Sponsored Insurance (ESI) enrollees	8,761	14,217	62%
Individual Plan (IP) enrollees	2,923	7,381	153%
Total enrollees	11,684	21,598	85%
Outreach and educational activities held	139	136	
Outreach and educational activities total attendance	14,700	35,098	139%
Insure Oklahoma Participating PCPs	626	859	37%

- OHCA Insure Oklahoma (IO) program was featured in 25,580 radio campaigns, 2,040 television spots and received 7,250,016 internet ad views in 2009. Since May 09, IO has had three billboards for viewing in Tulsa.
- Effective March 1, 2009, two changes were made to the Insure Oklahoma program.
 - The first change increased the business size from 50 to 99 employees.
 - Second, a total of 3000 full-time college students, age 19 through 22, without regard for business size, can now apply.
- OHCA Insure Oklahoma developed a new call center April 09 exclusively for employer and agent calls. Over the past 9 months the OHCA IO call volume has averaged 2,925 calls monthly, with the EDS IO call center handling an average of 11,993 calls monthly.