

# Oklahoma Health Care Authority (OHCA)

## Board Retreat –Agenda

### August 23 – 24, 2012

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#### **THURSDAY**

#### **Registration Open 8:00am**

Team Day tables available to view (all day)

#### **Welcome / Opening Remarks “From a Board Chairman and CEO perspective...what keeps them up at night?” 8:30am**

- Lyle Roggow, OHCA Board Chairman
- Mike Fogarty, CEO, OHCA

#### **Thursday: Session 1**

#### **OHCA Overarching Goals & Agenda Highlights**

During this brief session, we will review the agency's six overarching goals, highlight upcoming sessions during the retreat, and describe the relationship between the agency's goals and session topics for this year's strategic planning activities.

Presenter:

- Cindy Roberts, Deputy CEO, Policy, Planning & Integrity, OHCA

#### **Thursday: Session 2**

#### **OHCA's “Tell Us Your Story” Campaign**

The OHCA Communications, Outreach and Reporting (COR) Division has recently launched “Tell Us Your Story”, a campaign focused on sharing stories about the positive impact of SoonerCare on the lives of children and families across the state. During this brief session, you will have the opportunity to view video clips and hear examples of life-changing member experiences.

Presenter:

- Ed Long, Community Relations Manager, SoonerEnroll Project Director, Communications, Outreach and Reporting, OHCA

#### **Thursday: Session 3**

#### **The nuts and bolts of the OHCA – how state staff are proactive and organize to do great things**

Oklahoma's health care system has experienced many changes over the years. The Oklahoma State Legislature established the Oklahoma Health Care Authority in 1993 following recommendations from broad-based citizens' committees. OHCA led the effort to supplement state dollars with available and appropriate federal dollars. OHCA's current revenue supports programs at OKDHS, ODMHSAS, OSDH, OJA, ODE, and University medical schools and teaching hospitals. To do so requires the full utilization of federal revenues while performing critical functions necessary for impeccable program administration. Many changes have occurred within and outside the OHCA such as the variety of programs offered; the use of contracted managed care entities; dynamic budget processes and levels; and the evolution of efficient administrative functions. Looking ahead many changes remain to be implemented. Working through the various aspects of uncertainties and considering potential impacts for the SoonerCare program is a major task for OHCA staff. The agency has embraced change management principles to uphold a proactive, not reactive, working environment. This has allowed us to keep moving forward towards accomplishing the agency's goals, even amidst uncertainty. As we look ahead and set our sights on the future we focus on serving Oklahomans to the best of our abilities. This session will provide a brief glimpse of the agency's history; an overview of the functional areas used to administer Oklahoma's Medicaid programs and the critical roles they serve. The panel of OHCA executive officers and board member will share their opinions about what have been the most

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important changes over the last 5 years; their perspective as to the knowledge gained through experiences; and what advice they may have for the future. Join us for this informative session with knowledgeable presenters.

### Moderator:

- Nico Gomez, Deputy CEO, Communications, Outreach & Reporting, OHCA

### Panelists:

- Mike Fogarty, CEO, OHCA
- Ed McFall, Past Chairman and Current Board Member, OHCA
- Carrie Evans, Chief Financial Officer, OHCA
- Cindy Roberts, Deputy CEO, Policy, Planning & Integrity, OHCA

## Networking Break

### Thursday: Session 4

#### **Perspective on the Affordable Care Act, SoonerCare and Insure Oklahoma**

Since passage of the Affordable Care Act (ACA) on March 23, 2010 there have been many sources of information on the potential impact upon Oklahoma's citizens, health care system, and economy. At the heart of the conversations lie the implications to the state for the 200,000 Oklahoman's potentially afforded coverage through the Medicaid Expansion provision of the ACA. In June of 2012 the United States Supreme Court issued further decision on several aspects of the ACA, including the shift of the Medicaid Expansion to become a *state option* rather than a *state mandate*. This change has caused Oklahoma to take a step back and analyze, once again, the potential impact to the state. During this session you will hear an explanation of the recent US Supreme Court's decision on the Medicaid Expansion, as well as the future picture for Oklahoma if we decided to opt out of the Medicaid Expansion, as well as if the expansion was pursued. Acknowledging the OHCA has extensive history analyzing programmatic impacts such as pursuit of the Medical Home model within SoonerCare and premium assistance within Insure Oklahoma, the session will provide perspective on work required to maintain the agency's current programs contrasted with possible work plans associated with pursuit of the expansion pertaining to eligibility and enrollment processes, using evidence to design a benefit plan, information technology, and SoonerCare operations. Join us as we delve into the effort required to provide quality health care coverage in Oklahoma.

### Moderator:

- Buffy Heater, Director of Planning & Development, OHCA

### Presenters:

- Howard Pallotta, Chief General Counsel, Legal Services, OHCA
- Derek Lieser, Eligibility and Enrollment Automation Manager, Information Services, OHCA
- Becky Pasternik-Ikard, Deputy State Medicaid Director, OHCA
- Garth Splinter, State Medicaid Director, OHCA

## Noon Lunch – Provided at hotel

### Thursday: Session 5

#### **Oklahoma's Health Care Professionals...providing the SoonerCare "home, sweet medical home"**

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There have been several new initiatives embraced by the OHCA in the most recent years, and made successful by the health care providers doing business with the many Medicaid programs. As the OHCA continues to serve nearly 1 in 4 Oklahoman's health care needs, acknowledgement and appreciation is given to the providers who are the key to ultimate success. Attendees at this session will hear an update on efforts underway including the Patient-Centered Medical Home (PCMH) program. Representatives of current SoonerCare PCMH practices as well as the Health Access Networks (HAN) will share their recent work and accomplishments. Additionally, you will learn about new efforts such as the OHCA's involvement in the federally-led Comprehensive Primary Care Initiative. Come "home" to this session and receive an update on the latest developments.

### Moderator:

- Becky Pasternik-Ikard, Deputy State Medicaid Director, OHCA

### Panelists:

- Melody Anthony, Director of Provider Services, OHCA
- Dwight Sublett, Current OHCA PCMH Practice
- James 'Aaron' Henley, Current OHCA PCMH Practice
- Steven Crawford, Current OHCA PCMH Practice
- Rosemary Klepper, Canadian County HAN
- Billie Lyman, Canadian County HAN
- Mina Phillips, OSU HAN
- Matt Clark, OU Tulsa HAN

## Networking Break

### Thursday: Session 6

#### ***Health Information Advancements – How providers are 'electrifying' their efforts***

Oklahoma's Health Information efforts have had much attention and work done over the last year. Looking ahead, plans for additional development and modification lie on the horizon. Many providers have utilized the opportunity presented by the Electronic Health Record financial incentives, as terms such as "meaningful use" and "certified" have become widely understood. This session provides an overview of the SoonerCare Health Information Technology (HIT) current and future efforts enabling SoonerCare providers to achieve greater efficiency and effectiveness when providing health care, the resources necessary for these efforts, as well as how the OHCA HIT efforts support other federal and state level HIT initiatives. Panelists will provide an update on the Medicaid Electronic Health Record (EHR) Incentive Payments and what it means to 'meaningfully use' information; development of the OHCA Health Care Portal (HCP); the plans to create a SoonerCare claims based web enabled clinical viewer; and OHCA's collaboration on state-level developments of the Health Information Infrastructure Advisory Board. Join us for this insightful session on the "bottom line" of what it means to OHCA stakeholders regarding information technology advancements available, both currently and in the future.

### Moderator:

- Jerry Scherer, Chief Information Officer, OHCA

### Presenters:

- Chad Sickler, Electronic Health Record Incentive Program Manager, OHCA
- Adolph Maren, Planning / Project Manager, Planning & Development, OHCA

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- Suzie Megehee, Data Processing Analyst/Planning Specialist III, Information Services, OHCA
- Howie Fung, Data Processing Analyst/Planning Specialist III, Information Services, OHCA

#### Thursday: Session 7

##### Last Call – Questions & Answers

This session provides an opportunity for all retreat participants to ask questions and receive answers related to Thursday agenda topics.

##### Facilitator:

- Nico Gomez, Deputy CEO, Communications, Outreach and Reporting, OHCA

### Adjourn

#### FRIDAY

##### Registration Open 8:00am

#### Friday: Session 8 (8:30am)

##### Spotlight on OHCA's Equal Employment Opportunities

The OHCA is 100 percent utilized in all EEO categories. During this brief session attendees will hear from the agency's Civil Rights Officer about OHCA's commitment to equal employment opportunities.

##### Presenter:

- Lena Daniels, Civil Rights Officer, OHCA

#### Friday: Session 9

##### SoonerCare Supports the Family – caring for babies, kids, teenagers and beyond

The OHCA has a longstanding history of maintaining focus on programs and services to better the health of Oklahoma's pregnant women, their babies and children, as well as families as a whole. Many different initiatives have aimed to improve the health outcomes for hundreds of thousands of individuals served by the SoonerCare program. This session will highlight several programs operated by the OHCA including the Pregnant Women Outreach effort, the SoonerCare Tobacco Cessation initiative, and the OHCA's collaboration with the Oklahoma Tobacco Settlement Endowment Trust (TSET). Additionally, information on the Strong Start initiative and the Fetal Infant Mortality Reduction Project will be shared. Join us for this important session focusing on efforts underway regarding child and family health.

##### Moderator:

- Shelly Patterson, Director of Child Health, OHCA

##### Presenters:

- Sylvia Lopez, Chief Medical Officer, OHCA
- Rebekah Gossett, Care Management Supervisor, OHCA
- Tracey Strader, Executive Director, Oklahoma Tobacco Settlement Endowment Trust

### Networking Break

#### Friday: Session 10

##### OHCA at the Controls and Medicaid "Best Buys" - how proactive prevention, gains in efficiencies, and cost controls result in getting the most from Oklahoma's Medicaid money

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Looking back at the OHCA's experience with managing care for nearly one-quarter of all Oklahomans, the per member per month costs associated with the SoonerCare program have remained consistently stable. Most recently, for state fiscal year 2011 the average cost per member served for both the SoonerCare and Insure Oklahoma programs was just over \$2,400 per year. This consistency can largely be attributable to the numerous programs and initiatives aimed not only at improving the health outcomes of members, but also to gain efficiencies in processes and policies making the OHCA operate as a lean, effective state agency. The OHCA has moved beyond simply paying for health care to actively working to shape how that care is delivered and paid for. As the OHCA focuses on keeping people healthy, moving beyond traditional disease management to more advanced techniques that leverage cutting edge techniques result in improvements to care coordination and care integration. This session will begin with a primer on the OHCA's prior authorization processes. The session will highlight savings realized as a result of guiding members from the Emergency Room to more appropriate care settings, as well as highlight specific processes such as the Drug Utilization Review (DUR) board, and results from the independent evaluation of the Health Management Program (HMP). Wrapping up the session will include an overview of recent program integrity efforts and findings. You won't want to miss this informative session on Friday morning.

#### Moderator:

- Cindy Roberts, Deputy CEO, Policy, Planning & Integrity, OHCA

#### Presenters:

- Nancy Nesser, Director of Pharmacy Services, OHCA
- Sylvia Lopez, Chief Medical Officer, OHCA
- Becky Pasternik-Ikard, Deputy State Medicaid Director, OHCA
- Lana Brown, Provider Education Specialist, Provider Services, OHCA
- Mike Herndon, Health Care Management Medical Director, OHCA
- Kelly Shropshire, Director of Program Integrity, OHCA

#### [Friday: Session 11](#)

##### **Last Call / Open Forum / Action Plan Review**

As a wrap-up to a full 2-day agenda, and lots of issues discussed, this session is your opportunity to offer ideas to the agency as plans are made moving forward, as well as, to ask questions and receive answers related to Friday agenda topics. This time has been specifically set aside to allow the OHCA to hear your constructive suggestions on opportunities related to the six OHCA goals mentioned on Thursday's first session. Your feedback will help the OHCA determine what could move the agency forward in the next strategic planning period – 5 years – to achieve our vision for Oklahoman's to enjoy optimal health status through having access to quality health care regardless of their ability to pay.

#### Facilitator:

- Nico Gomez, Deputy CEO, Communications, Outreach and Reporting, OHCA

#### [Friday: Session 12](#)

##### **Wrap-up / Closing Remarks**

- Lyle Roggow, OHCA Board Chairman

## **Adjourn**