

SoonerCare Program Operations November 2008 MAC Meeting

OB Outreach Program

The OB Outreach program, which began as a pilot in February 2008, is now fully operational. The goal of the program is to educate pregnant members about the importance of early prenatal care and SoonerCare benefits, inclusive of dental services. In addition potential at-risk OB cases are identified and referred to Care Management for further evaluation and intervention.

When indicated Care Management sends correspondence to the member's pregnancy provider to report results of member's at-risk assessment and provide information about the High Risk OB Program.

For July 2008 through October 2008:

- **12,987** brief letters mailed to members resulted in almost a **40%** in-bound call response rate
- **4688** phone surveys were completed by Member Services
- **650** women were referred to Care Management for at-risk assessment, which includes depression screening; about **85%** met high risk criteria and were managed in the Care Management department.
 - ◇ **16** members were transferred to the High Risk OB Program
 - ◇ **34** members were referred to Behavioral Health based on depression screening

TEFRA Program

Since 2006, **283** children enrolled in the TEFRA program have received case management services through the Social Services Coordinators.

Care Management assumed the responsibility of performing in-home evaluations as part of the process for children to qualify for the TEFRA Program. For July 2008 through October 2008, **thirty-three (33)** in-home assessments have been completed.

Medical Authorization Unit (MAU)

The implementation of the PA Workflow process on April 7, 2008, has resulted in significant improvement in the department's ability to complete prior authorization requests in a more efficient manner. All requests are now received and processed electronically.

This implementation automated many previously manual-only procedures such as checking for duplicate requests, initial determination of eligibility and retroactive review of requests.

The department has achieved its strategic planning goal of initial review by an analyst within **3** business days. Clinical review by one of six nurses is normally completed within **4 to 5** business days.

Consultants now include a Physical Therapist, Occupational Therapist, a Speech/Language Pathologist and an Audiologist.