

SoonerCare Program Operations January 2009 MAC Meeting SFY 2007 – 2008 Comparison Report

Care Management	SFY 2007 July 2006 – June 2007	SFY 2008 July 2007 – June 2008
Phone calls handled	115,827	112,553
Average monthly caseload	5,030	6,539
Month with highest caseload	5,819 in August 2006	7,995 in May 2008
Average monthly caseload per employee	187	226
Average monthly new cases received	544	969
Month with highest new cases received	720 in March 2007	1,366 in April 2008
Children receiving private duty nursing	156	159
In-home evaluations conducted for children receiving private duty nursing	474	408
Medical Authorization	SFY 2007 July 2006 – June 2007	SFY 2008 July 2007 – June 2008
Phone calls handled	30,341	22,850
Authorization requests processed	31,337	36,109

Waiver Development and Reporting

- The proposed evaluation design for 2007-2009 was originally submitted on June 15, 2007. Notification that the design was approved with recommendations was received on July 5, 2007.
- The final version of the SoonerCare demonstration evaluation for 2004-2006 was completed and submitted for review to CMS on October 19, 2007.
- SoonerCare 1115 demonstration waiver amendment approval was received and became effective January 1, 2009. Approved modifications include the following requests:
 - Authorization to convert from a prepaid ambulatory health plan to a primary care case management delivery system.
 - Coverage for full-time college students ages 19 through 22 with income not to exceed 200 percent of the Federal Poverty Level (FPL).
 - To expand the size of employers who can participate in Insure Oklahoma from 50 employees to 250 employees, and certain revisions in cost sharing requirements.
 - The approval also provides for the voluntary enrollment of children in State or Tribal custody in the demonstration, the expansion of the Payments for Excellence program, and County Health Departments as Primary Care Providers.

Insure Oklahoma/O-EPIC	SFY 2007 July 2006 – June 2007	SFY 2008 July 2007 – June 2008	% Increase
Employer Sponsored Insurance (ESI) employers June	1,030	2,742	166%
Employer Sponsored Insurance (ESI) enrollees in June	2,416	8,761	263%
Individual Plan (IP) enrollees in June	403	2,923	625%
Outreach and educational activities held	300	139	
Outreach and educational activities total attendance	6,430	14,700	129%
Insure Oklahoma/O-EPIC Individual Plan Participating PCPs	413	626	52%
Participating Counties (ESI and IP)	75 of 77	77 of 77	
OHCA Insure Oklahoma staff participated in three media radio campaigns in SFY 2008 with an estimated audience of 57,000 individuals.			
An advertising contract was awarded to Griffin Communications on June 15, 2007.			
In October 2008, Griffin Communications purchased 265 television spots and 1,093 radio spots for a total of 1,012,059 impressions.			

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Behavioral Health

- OHCA Behavioral Health in collaboration with APS Healthcare, Inc. implemented the Physician Consultation for Behavioral Health project on July 1, 2008. The project facilitates free, informal telephonic consultations between psychiatrists and PCPs regarding psychotropic medication management of children and adolescents. A brochure on the program is provided as Attachment 1.
- A Fast Fact report has been created for Behavioral Health. The Behavioral Health Fast Fact report will be produced quarterly and available for review on the OHCA website. The first quarter examined is July through September 2008, and a copy of this report has been provided as Attachment 2.

Member Services

Daily Operations	SFY 2007 July 2006 – June 2007	SFY 2008 July 2007 – June 2008
Total calls handled by the toll-free SoonerCare Helpline	396,220	406,560
Phone calls handled by Member Services	56,701	62,565
Calls made to Oklahoma Cares members at renewal period	1,068	887
Same/next day access issues resolved in collaboration with Provider Services	3,580	2,682
Member inquiries reviewed and resolved	50,529	54,642
SoonerPlan mailings to postpartum women and those turning 19	54,030	52,465
Frequent ER Utilization Program		
Average cost of ER visits	\$303.15	\$243.21
ER visit aggregate decrease	19,469	20,868
ER visit estimated cost avoided	\$5.8 million	\$5 million
Patient Advice Line ER/911 triage reports reviewed for follow-up	7,080	7,185
Members identified with four or more ER visits in the previous quarter	6,766	6,723
Total ER visits	31,619	34,914
Educational phone calls attempted	6,270	6,282
% contacted by phone that verified their current PCP	88%	90%
Detailed letters received by PCPs regarding frequent ER users on their panel	1,297	1,714
% members with less than four ER visits in the quarter following intervention	88%	90%
Number of unduplicated members who are identified in all four quarters of the SFY	61	56
Number of members identified in all four quarters of SFY that become persistent ER users (persistents are members with 30 or more ER visits in 3 consecutive quarters)	16	21
Unduplicated members with 10 or more ER visits in one quarter	227	213
Unduplicated members with 10 or more ER visits in one quarter who are or become persistents	33	46
Unduplicated number of persistents	35	46
Number of ER visits accumulated by unduplicated persistents	3,528	4,905
Face-to-face visits and phone interventions with persistents	26	30
Persistents with SoonerCare eligibility status changes	5	13
Persistents unable to be contacted	4	3
Outreach to Households with Newborns		
Households identified for an educational outreach call attempt	17,636	22,128
SoonerRide Non-Emergency Transportation Program		
Trips provided for members	614,978	657,247
Average trips per month	51,248	54,771