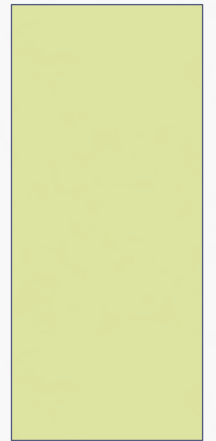# 2013 OHCA BOARD RETREAT: PROGRAM DEVELOPMENT

SOONERCARE CHOICE: MANAGING CARE THROUGH MEDICAL HOMES

- An initiative to strengthen primary and preventive care through:

Transformation Of

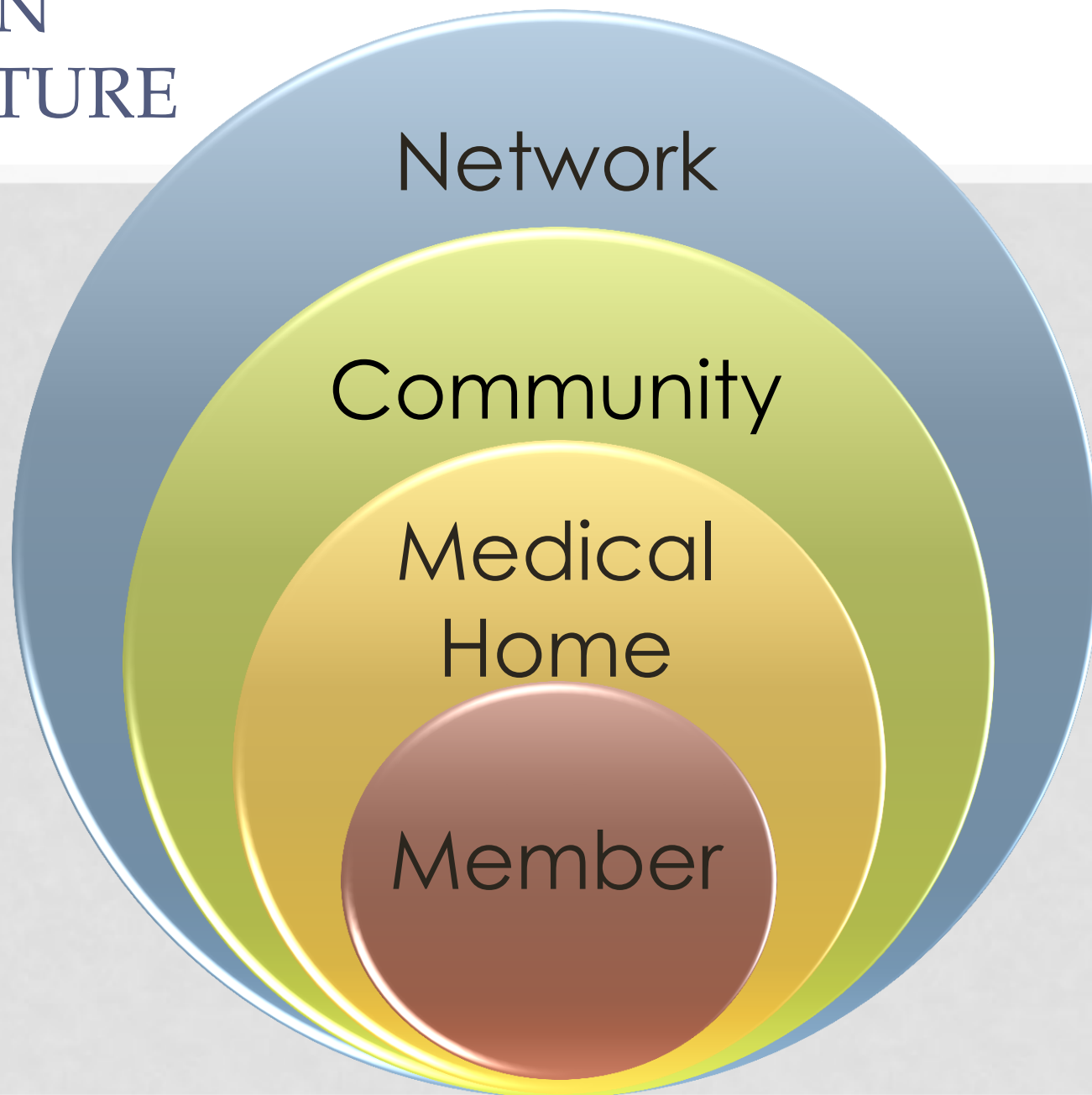| Payment Structure	Health Care Delivery

To Promote

Improved Health	Coordinated Care	Practice Reform

Resulting In

Enhanced Quality/Satisfaction	Appropriate Utilization

HAN STRUCTURE

Network

Community

Medical Home

Member

SUPPORT FOR SOONERCARE PROVIDERS

Provider Reps and Call Center

SoonerExcel Incentive Program

Medical, Dental & Pharmacy Support Services

Innovative Technology

Nurse & Behavioral Health Care Management

SUPPORT FOR SOONERCARE MEMBERS

Member Services Coordinators and Call Center

Educate Through Member Handbook, Newsletters, Brochures and Website

Member Advisory Task Force

Coordinate Non-Emergency Transportation

Targeted Outreach

ER UTILIZATION PROGRAM

- Level of intervention stratified by number of visits per quarter

Member Engagement	Initial Letter	Educational Phone Calls	Targeted Intervention for Highest Utilizers

Medical Home Engagement	Individualized Letter	Informational Phone Call	Care Coordination Resources

POPULATION CARE MANAGEMENT (PCM)

PCM Department

Case Management Unit	Health Management Program (HMP)	Chronic Care Unit
Team-based Episodic conditions	Vendor-managed Practice-based supports: Health Coaching/ Practice Facilitation	Care Management of Chronic Conditions

CASE MANAGEMENT UNIT: OB-RELATED PROGRAMS

At-Risk OB	**High-Risk OB**
Fetal Infant Mortality Reduction (FIMR)	**Interconception Care (ICC)**

FETAL INFANT MORTALITY REDUCTION PROGRAM (FIMR)

**Top 10
FIMR Counties**
1. **Atoka**
2. **Choctaw**
3. **Coal**
4. **Latimer**
5. **McIntosh**
6. **Lincoln**
7. **Garfield**
8. **Greer**
9. **Jackson**
10. **Tillman**

PEDIATRIC-RELATED PROGRAMS

FIMR Baby	**At-Risk Newborn**
Synagis Compliance	**Private Duty Nursing**

OTHER CASE MANAGEMENT SERVICES

Oklahoma Cares Program	• Breast and Cervical Cancer Treatment
Out of State Care Coordination	• Clinical review and coordination
Complex Case Management	• General navigational support
Frequent ER Utilization	• Clinical support to ED utilization initiative managed by Member Services Department
Other Utilization Management Functions	• Clinical review for Long-term care waivers, C-Section reduction program*

*Managed by PCM through 8/5/13. Transitioned to System Integrity.

SOCIAL SERVICE COORDINATION

Referral to community-based resources

Administration of Meals and Lodging program

Other social service needs