

SoonerCare Operations
March 2009 MAC Meeting



2009 Individual Plan (IP): Program Summary

| Insure Oklahoma IP* | March 2007 | March 2008 | March 2009 |
|---|---------------|---------------|---------------|
| Total IP Members (Current Enrollment) | 19 | 2,000 | 5,830 |
| Insure Oklahoma Primary Care Providers | 178 | 519 | 792 |
| Average IP Member Premium | \$37.72 | \$32.49 | \$37.22 |
| Average Federal Poverty Level of IP Members | 117.21% | 109.09% | 117.84% |

*Data is valid as of the date of this report, any subsequent figures for this time period may vary

Insure Oklahoma (IP) Race Breakdown

| Year | African American | American Indian | Asian | Caucasian | Hispanic | Multiple | Total |
|-------------|---------------------|--------------------|-------|-----------|----------|----------|-------|
| 2007 | 3 | 0 | 3 | 12 | 1 | 0 | 19 |
| 2008 | 69 | 61 | 84 | 1,730 | 56 | 0 | 2,000 |
| 2009 | 204 | 199 | 269 | 5,158 | * | 0 | 5,830 |

*Prior to 2009 Hispanic was categorized as a race. For 2009 Hispanic is categorized as an ethnicity, not a race, and Hispanic members are now accounted for in their appropriate racial category.

Member Age and Employment Status

| | |
|--------------------------------|------------------------------|
| 19 - 25 years old = 9 percent | Self-employed = 51 percent |
| 26 - 40 years old = 32 percent | Employed = 43 percent |
| 41 - 54 years old = 38 percent | Unemployed = 5 percent |
| 55 years old + = 21 percent | Working Disabled = 1 percent |

Participant Experience with the Insure Oklahoma Individual Plan

A report prepared in January 2009 by the OUHSC outlined the results of a survey sent in June 2008 to currently enrolled IP enrollees. Of 1,482 IP members reached, 589 completed the survey. Ninety-one percent of these respondents rated the program as a "Good" or "Very Good" health insurance option and 71 percent chose to apply because it was affordable. The majority (96 percent) were either self-employed or had no access through their employer. Although 44 percent heard about the program from friends, co-workers or family members, newspapers were next at 25 percent. Finally, of the 75 percent of participants reporting no prior coverage, 34 percent had been without coverage for 1-5 years; 38 percent for 5 years or more; and 20 percent never had coverage.

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Quality Assurance Provider Education

On February 17, 2009, the QA/QI department began conducting on-site, provider visits with emphasis on education related to transition to the Medical Home. Two educational teams, each consisting of one nurse and one analyst, are currently scheduling a total of 18-20 visits per week. In three weeks, the teams have conducted 50 visits in Oklahoma County and intend to visit every provider site this year.

eNB-1 Success

The eNB-1 project is approaching its first year in operation and has met with great success with a total of 58 hospitals participating. These hospitals deliver the majority of the SoonerCare babies born in Oklahoma. The implementation of eNB-1 has drastically reduced newborn enrollment turn-around-time from 11.2 to 3.5 days. Overall, 17,046 newborns have been enrolled through this process since April of 2008.

| Newborns Added Since April 2008 through February 2009 | | | | | | | | | | | |
|---|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Total |
| 212 | 742 | 1,002 | 1,783 | 1,848 | 1,948 | 2,045 | 1,620 | 2,076 | 1,914 | 1,856 | 17,046 |

Each month, approximately 85 percent of newborns successfully enroll with a PCP of choice. This "real-time" enrollment allows the mother and baby to leave the hospital with a SoonerCare ID # and a PCP, which facilitates access to continuing care. It also enables the hospital and physician to bill SoonerCare for their services in a timely manner.

A daily report is generated to identify newborns requiring additional assistance with eligibility or PCP selection. In these cases, a Member Services Coordinator performs further review and may contact the mother or take other steps to resolve any issues.

The success of the eNB-1 project has gained national attention and will be highlighted in an upcoming publication of "Transforming Your Enterprise".

OHCA to participate in the 21st Annual Hispanic Health Initiative

For the 8th consecutive year, OHCA will participate in the Hispanic Health Initiative held at the Oklahoma State Fair Park in Oklahoma City. The event is free and open to the public and last year's event attracted 2,000 attendees. SoonerCare and Insure Oklahoma personnel will staff two information and education booths on Saturday, April 11, 2009 from 9am until 1pm.

Through various organizations, attendees will be offered information and resources on health and wellness. Free health screenings will be available including glucose, cholesterol, blood pressure, diabetes, stroke assessments, skin cancer, prostate and colorectal cancer as well as clinical breast exams.