

SoonerCare Program Operations & Benefits September 2009 MAC Meeting

OB Outreach Program

In July 2008, Member Services (MS) initiated its comprehensive OB Outreach Program to all pregnant SoonerCare members to provide education regarding the importance of early prenatal care and available benefits.

Women identified as having a possible at-risk condition are referred to Care Management (CM) for an assessment. A component of the assessment is a depression screening utilizing a nationally recognized tool. With the member's agreement, a referral is forwarded to OHCA's Behavioral Health division, if warranted. A portion of these women assessed by CM qualify for enrollment in the High Risk OB Program. Enrollment numbers for this program continue to rise.

	OB Outreach Program						Total
	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	June 2009	
Letters mailed to pregnant women by MS	957	997	1156	913	*1763	1750	7536
Calls from members in response to letters	343	401	413	321	726	789	2993
Percent of Contact with members	38%	42%	38%	38%	43%	46%	41%
At-Risk Referrals from MS to CM	40	51	33	49	58	69	300

* The data extract has been refined to include newly identified pregnant women.

Oklahoma Cares Outreach

The Oklahoma Cares program has helped more than 20,000 women receive treatment for breast and cervical cancer and precancerous conditions since 2005. Enrollment throughout these four years has remained steady and risen incrementally over recent months. In an effort to maximize the utilization of the clinical expertise of CM and the educational outreach experience of MS, an operational change was initiated.

Initial education for new Oklahoma Cares members has transitioned from OHCA's Care Management (CM) to Member Services (MS) effective August 2009. Previously, CM attempted to contact each member by phone to provide benefit information. MS attempts to contact the member by first sending a letter asking the member to call for additional information. The first letters were mailed on August 3 and will be sent daily to newly identified members.

MS will monitor the progress of the member through the first 60-day period to determine whether the woman has received her diagnostics. If the member does not respond to the initial letter, a telephone call is attempted and a second letter is generated around the 45th day advising of the 60-day requirement to complete diagnostics. During this 60-day period, claims will be checked periodically to ensure the member has initiated diagnostics. If no diagnostics are completed, the case is referred to Department of Human Services for closure.

	Jul-Sep 2008	Oct-Dec 2008	Jan-Mar 2009	Apr-Jun 2009	SFY 2009 Totals
Oklahoma Cares Program					
New cases receiving Care Management assistance	1,181	1,375	1,665	1,017	5,238
Total enrollment (duplicated)	7,478	7,709	7,592	8,067	30,846

Impact of Patient-Centered Medical Home

Since January 1, 2009, OHCA has permitted same-day enrollment with a PCP. Member phone inquiries related to “Access to Care” changed from 1,621 in the second quarter of 2008 to 209 in the same quarter of 2009. Similarly, the figures for “Same Day/ Next Day Access Issues” have decreased from 327 requests in the second quarter of 2008 to 0 in the same quarter of 2009.

Member Inquiries	Jan - Mar 2008	Jan - Mar 2009	Apr - Jun 2008	Apr - Jun 2009
Access to Care	2,463	331	1,621	209
Same Day/Next Day Access Issues	666	2	327	0

Frequent ER Utilization

OHCA’s multi-faceted intervention program is substantially reducing inappropriate use of emergency department services by SoonerCare members, avoiding cost and improving continuity of care. SoonerCare members with four or more ER visits in a quarter automatically receive targeted intervention. OHCA’s staff provides intervention services to members who have a history of repeated emergency room use.

SoonerCare Choice Members with 4 or more ER visits in a quarter	Jan-Mar 2008	Jan-Mar 2009	Apr-Jun 2008	Apr-Jun 2009
# of SCC members identified/Total ER Visits	1,427 : 7,228	1,244 : 6,092	1,362 : 7,167	1,187 : 6,042
Total number of SoonerCare Choice members	393,543	404,240	392,519	412,473
Percent of SoonerCare Choice members identified	0.36%	0.31%	0.35%	0.29%
SoonerCare Choice members with PCP visit during quarter identified	778 (55%)	719 (58%)	625 (46%)	652 (55%)
SoonerCare Choice members total PCP visits during quarter identified	1,815	1,754	1,379	1,643

Patient Dismissal Committee

The Patient Dismissal Committee is composed of various representatives from units within OHCA. PCPs submit an average of 400 dismissal requests each month. Approximately 50% of these requests are due to “no-shows” by members while some 40% are due to non-compliance with medical treatment regimen (30% potentially narcotic related). The committee meets once a week to review complex cases to determine if patient dismissal is appropriate. Another function of the committee is to examine the pharmacy history of specific members to determine if referral criteria for pharmacy lock-in are met. The committee chairman facilitates PCP realignment.

Efforts to reduce “No-Show” appointments and dismissals from PCP

A new initiative has been developed and oversight is being provided by Provider Services. Currently 536 letters have been sent to members whose PCP filed a “no-show” claim. The letter explains the importance of calling their PCP within 24 hours if unable to keep the appointment. A second letter is under development to address those members with multiple missed appointments.