

SoonerCare Choice Emergency Room Utilization

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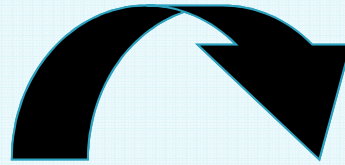
Purpose of Program

Educate on the appropriate use of primary care services in lieu of emergency room utilization



**Average Quarter for Jan 2010 – Dec 2010
4 or more ER visits per quarter**

**1,744
members**



**8,690
ER visits**

- 1. Majority saw PCP at least once**
- 2. 94% successfully contacted**
- 3. 90% contacted by phone identified PCP**
- 4. SFY 2010 average cost per visit was \$241.58**

Member Interventions 2010

Initial Letters
Stratified by
Number of ER
Visits

Educational
Phone Calls

Face-to-Face
Interviews for
Highest Utilizers

Changes in CY 2011

▶ New

- 3 ER visits in a quarter receive informational letter

▶ Revised

- 4–14 ER visits inbound calls from member
- 15 or more in a quarter instead of 30 or more in a 9 month period
- No face to face visits
- Intensive phone intervention for high utilization members

Quick fact for 2011:
Average number of visits for Title XIX members that went to the ER during first 5 months of this year = 1.534 visits

Member Identification

- ▶ SoonerCare Choice members with 4 or more ER visits per calendar year quarter
- ▶ High Utilization members – 15 or more ER visits

PCP Claims

Office/specialty visits

Pharmacy Claims

Ambulance Claims

PCP Interventions

**Letter to each
Identified
Member**

**Informational
Phone Call**

**Care
Coordination
Resources**

ER Utilization Initiative

Provider
Outreach

Provider
Profile

Care
Management

Member
Outreach

Sooner Excel

Health Access Network (HAN)

The Sooner HAN (OU Tulsa)

Partnership for a Healthy
Canadian County

The OSU HAN



Contact Information

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