

SoonerCare Program Operations & Benefits May 2009 MAC Meeting



Oklahoma Cares: 2008 Update

Since January of 2005, over 18,000 women have received services through Oklahoma Cares, the Breast & Cervical Cancer Treatment program. The program had over 4,000 new women enroll during 2008. Of all the women enrolled in the program, over half lived in Oklahoma or Tulsa County, with the other half scattered throughout the other 75 counties in the state. The majority of women (78 percent) were Caucasian and between the ages of 21 to 45 (63 percent).

Oklahoma Cares	2005	2006	2007	2008
Women Approved	4,393	4,941	4,640	4,107
Total Claims Paid	\$10,086,841	\$25,357,328	\$27,947,443	\$30,353,566
Screening Providers	739	768	809	829

Data is valid as of the date of this report. Subsequent figures may vary.

When Physical, Occupational, and Speech therapy services performed for adults in an outpatient hospital setting became reimbursable in early 2008, women with lymphedema were able to receive coverage for the fitting of lymphedema garments as well as Physical and/or Occupational therapy to treat the condition.

Care management nurses made 35,367 calls to assist members with diagnostic and/or treatment services in 2008, and the Oklahoma State Department of Health's Oklahoma Cares Statewide toll-free hotline received over 5,000 calls from women, medical providers and advocates regarding eligibility and enrollment in the Oklahoma Cares program.

Patient-Centered Medical Home - The First 120 Days

January 1, 2009 ushered in a new era for SoonerCare Choice with the successful implementation of the Patient-Centered Medical Home (PCMH). Primary Care providers are now paid fee-for-service for the care they render in addition to a monthly care coordination fee. Providers who qualified received transitional payments to help them during the transition to PCMH. By April, 47 percent of the PCPs had reached the 90% reimbursement threshold and no longer needed transitional payments.

Quality Assurance staff have made over 150 educational visits to inform providers about the PCMH. Some 33 new PCPs were recruited.

As of the end of March, SoonerCare Choice reported over 404,000 members enrolled in a PCMH. Members who fail to choose a PCP are sent a letter one week after becoming eligible. The letter includes a list of up to five appropriate and available PCPs within 45 miles of the member's home address and encourages the member to choose a PCP. Follow-up letters are sent 30, 60, and 90 days after enrollment if the member still had not chosen a PCP. The agency has created a workgroup to formulate additional methods to assist members with PCP selection.

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Services for High-Risk Ob Members

As of May 4, 2009, 2,230 Prior Authorization (PA) requests for women needing High-Risk Ob services have been processed under the High-Risk Ob (HROB) program.

In an effort to expedite the PA process and avoid delaying the entire PA, all line items are worked individually. All HROB requests are worked as a priority and have a 24 – 72 hour turn-around-time.

Available services include: Ultrasounds, High-Risk prenatal care, fetal non-stress testing and fetal biophysical profiling.

When staff noted that providers were having difficulty properly filling out the ultrasound portion of the CH-17 form, a committee reviewed the situation and decided to revise the form to make it easier for the providers. An updated version of the CH-17 PA form was subsequently made available on the OHCA website on May 4, 2009. The updated online data entry form lists the ultrasound codes 76815, 76816 and 76817 in three different configurations. The first listing represents a global service, the second listing represents the professional component of the ultrasound, and the third listing represents the technical component of the ultrasound.

Health Management Practice Facilitation

OHCA's contracted vendor for the SoonerCare Health Management Program, the Iowa Foundation for Medical Care (IFMC), has eight registered nurse Practice Facilitators across the state who work in practices, of PCPs serving SoonerCare Choice members, to provide assistance and facilitation for the improvement of clinical performance related to chronic disease.

The Practice Facilitator is entrenched in the practice for 4-6 weeks to assist providers and staff with:

- Building empowered, proactive teams to assist the provider,
- Completing data analysis and process mapping, providing feedback and assistance to help prioritize action plans,
- Creating stable, efficient, and predictable processes,
- Educating clinical staff on quality improvement, disease processes, and standards of care,
- Implementing the web-based disease registry (CareMeasures) which has built-in clinical guidelines/reminders for Diabetes, Hypertension, Coronary Artery Disease, Congestive Heart Failure, Asthma, Preventive Care, and Smoking Cessation,
- Training staff to use CareMeasures to collect clinical data, improve the efficiency of patient encounters, and identify gaps in care.

To date, 99 SoonerCare Choice PCPs, 26 of whom are in solo practice and 73 of whom belong to one of 27 group practices, have completed facilitation and 11 more are scheduled soon. Regional locations of the PCP's practices were as follows: 15 in the Tulsa region, 13 in the Oklahoma City region, 10 in the Southeast region, 8 in the Southwest region and 7 in the Northeast region.