

2016

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

MILESTONES AND REPORTING MEASURES

Report Year 2016 (July 2015-June 2016)

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ANNUAL REPORT: 2016

Affiliated Providers and Access to Care (Article 4.2 and 4.3)

Reporting: To analyze the HANs effectiveness in reducing costs, improving access, improving the quality and coordination of health care services and improving the SoonerCare patient-centered medical home, the CENTRAL COMMUNITIES HAN will provide the following data in an Annual Report, due September 30 annually. In addition, periodic reports with data supporting the HANs effectiveness will be reported at administrative meetings with OHCA staff throughout the Report Year.

1. Number of PCPs by name and panel size affiliated with the HAN for the current month.

There were 24 (unduplicated) PCPs affiliated with the HAN as of 6/30/2016. Three of the 24 are associated with two of the participating group practices; they are James M. Brown, DO, Aaron P. Wilbanks, DO, and Andrea L. Krittenbrink, PA-C; each is associated with both Canadian Valley Family Care and Mustang Urgent Care. Names and panel sizes for June 2016 are presented in Table 1.

Table 1: CC-HAN Affiliated PCPs for RY 16	
Yukon Pediatrics Pediatrics, 0-18 years of age 508 W. Vandament Ave. Ste 210 Yukon, Ok (405) 350-0200 Fulmer, Jennifer J., ARNP Green, Katrin, PA Hanes, Alecia A., MD May, Julie D., ARNP Sherry, Alex, PA Panel size for June 2016: 726	Canadian Valley Family Care Family Practice, 0-18 years of age 1491 Health Center Pkwy. Yukon, Ok (405) 806-2200 Brown, Curtis L., MD Brown, James M., DO (also associated with Mustang Urgent Care) Krittenbrink, Andrea L., PA-C (also associated with Mustang Urgent Care) Roof, Lindsay K., APRN Siems, Ami L., MD Wilbanks, Aaron P., DO (also associated with Mustang Urgent Care) Panel size for June 2016: 614
Flores Pediatrics LLC Pediatrics, 0-18 years of age 415 E. Main St. Ste B2 Yukon, Ok (405) 350-3000 Flores, Catherine B., MD Flores, Javier A., MD Panel size for June 2016: 1442	Vladimir Holy, MD PC No age restrictions 2315 Park View Dr El Reno, OK (405) 422-6337 Vladimir Holy, MD Karen Kyte, PA

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

	Panel size for June 2016: 287
Mustang Family Physicians, PC [REDACTED] Family Practice, 0-14 years of age 206 N. Mustang Mall Terr. Mustang, Ok (405) 256-6000 Amundsen II, Gerald A., MD Halcomb, Monica L., CNP Panel size for June 2016: 469	Mustang Urgent Care [REDACTED] Family Practice, 0-18 years of age 115 N. Mustang Rd. Mustang, Ok (405) 256-5595 Baker, Dustin R., MD Broome, Joseph C., MD Brown, James M., DO (also associated with Canadian Valley Family Care) Kelly, Shelly A., ARNP Laflan, Tylor R., PA Mathew, Rohit, PA Medgaarden, Alex E., PA Sturlin, Candace L., PA Krittenbrink, Andrea L., PA (also associated with Canadian Valley Family Care) Wilbanks, Aaron P., DO (also associated with Canadian Valley Family Care) Panel size for June 2016: 179

Table 2: CC-HAN Benefit Enrollment Counts for June 14 - June 16

PCP	June 2014	June 2015	June 2016
Vladimir Holy, MD	503	422	288
Yukon Pediatrics	570	560	726
Flores Pediatrics	1621	1486	1442
Canadian Valley Family Care	417	526	614
Mustang Family Physicians	606	490	469
Mustang Urgent Care	139	153	179
Total Count	3,856	3,637	3,718

June 2016 Percentage of Total Membership

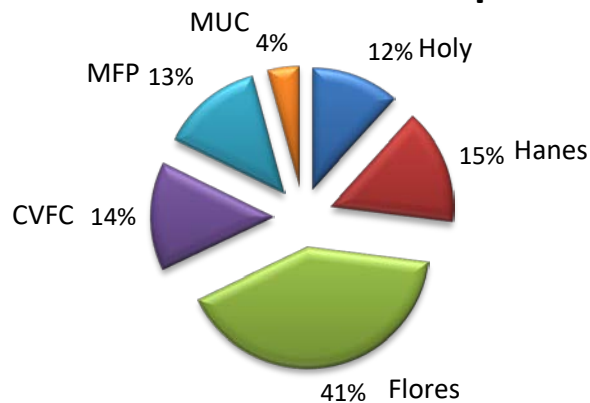


Table 3: CC-HAN Monthly/Total Members for RY 15 and RY 16

Month	RY 15	RY 16
Jul	3376	3582
Aug	3387	3559
Sep	3379	3457
Oct	3402	3380
Nov	3486	3485
Dec	3449	3528
Jan	3478	3384
Feb	3514	3490
Mar	3524	3531
Apr	3499	3597
May	3655	3658
June	3637	3718
TOTAL CC-HAN Members	41,786	42,369

Table 2 presents a “snapshot survey” by comparing Provider panel sizes in the last month of RYs 14, 15, and 16. The slight upward trend in total enrollments for June FY 16 is important considering that the change to remove members from SoonerCare who had other insurance was a major reason for the decline in RY 15. However, the significant decline in one PCP’s enrollment, seen over the three year period, is of note.

Table 3 also shows a slight growth trend in total members for RY 16 over RY 15. Efforts were underway at the end of RY 16 to recruit another group to join CC-HAN, which will both strengthen the HAN and add positive support for the (new) Providers and additional SC members.

2. Number of Tier 1 or 2 PCPs identified by name for assistance with tier step-up by tier type for RY 2016.

Canadian Valley Family Care was assisted in attaining Tier 2 status in fall 2014; CC-HAN support is ongoing. As of 6/30/2016, CVFC chooses to maintain Tier 2 status.

Dr. Alecia Hanes (now Yukon Pediatrics) was provided assistance with step-up to Tier 3 status in summer/fall of 2012 and has remained Tier 3 since. CC-HAN support is ongoing.

Flores Pediatrics maintains Tier 3 status; CC-HAN support is ongoing.

Dr. Vladimir Holy was provided assistance with moving from Tier 2 status to Tier 3 status in 2013; ongoing CC-HAN support continues.

Mustang Family Physicians maintains Tier 3 status; CC-HAN support is ongoing.

Mustang Urgent Care was provided assistance with meeting Tier 2 status requirements in December 2013/early spring 2014; CC-HAN support is ongoing, including assistance with a July 2016 Medical Home Performance Audit.

3. Documentation of steps taken to assist PCPs in maintaining or advancing their tier designation for RY 2015.

Canadian Valley Family Care:

- **July 2015:**
 - Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.
 - Sent PHPG SC Annual Evaluation Report results, thanking them for participation and support through providing Medical Home.
 - Obtained updated contact info for ER3 user.
- **August 2015:**
 - Contact made with OHCA Provider Educator to assist with question about PT billing.
 - Contact made requesting consideration of member (from ER user list) for AIP; approval received.
 - Information on upcoming community Baby Shower was provided, included delivery (both sites) of brochures for their clientele.
 - CC-HAN website promotion brochures delivered (both sites).
 - Updated contact info obtained for (3) ER3 users and (1) ER2 user.
- **September 2015:**
 - Communications with Dr. Jim Brown about Canadian County Board of Health responsibilities/meeting; project manager recommended him for CCHD Board of Health Physician position.

- o Clarified with CVFC staff that we are contacting members to encourage EPSDT visits.
- o Worked with staff to obtain office visits made in past RY by ER users.
- o Delivered ER3 roster for Q2 and also picked up business cards for distribution at upcoming Baby Shower.
- **October 2015:**
 - o F/u provided to ensure billing question had been resolved with assistance of Provider Educator.
- **November 2015:**
 - o Information provided re: care management support of their members as requested.
 - o Office visit to pick up current contact info and appointment schedules for members receiving care management services.
- **December 2015:**
 - o Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - o Delivery of holiday baskets (both sites) from CC-HAN staff.
- **January 2016:**
 - o Confirmed CC-HAN role in contacting members due for EPSDT visits.
 - o Received list of members with asthma diagnosis(es) in EMR for completion of CY 15 Hypothesis 7 report.
- **February 2016:**
 - o Received “concerns” from Provider re: OHCA attempting to “recoup” funds from allergy testing “after 2 years” and possible repercussions; encouraged to continue contract with OHCA to provide Medical Home.
 - o Clarified Behavioral Health screening requirements, sending information including screening tools.
 - o Also clarified reimbursement for Behavioral Health screenings, sent information on how to submit claims.
 - o Confirmed Tier 2 level for CVFC and requirements.
 - o Assisted referral nurse who had received request for “facility referral” for member; called facility (CV Integris) and learned that the request was an error on their part; reported same back to referral nurse.
- **March 2016:**
 - o Clarified incentive payment denials (delays) for Behavioral Health screenings after receiving question about “denials” and consulting with M. Anthony.
 - o Discussed questions about PT billing using CVFC Provider ID; referred to Provider Helpline for assistance.
- **April 2016:**
 - o Hypothesis 7 Report sent, including a request for current list of members with asthma diagnoses (Q1 16).
 - o Received current list (Q1 2016) of members with asthma diagnoses.
 - o Information requested about intent to continue with Medical Home contract; received info that final decision was pending but they are “closed to new members.” Responded encouraging them to continue with contract.
 - o Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - o Information sent about upcoming Provider meeting, 6/16/16.

- **May 2016:**
 - Provided info on sources for educational/training materials as they plan on purchasing DVDs for training new employees.
 - Sent Provider Education: CC-HAN AIP document, outlining positive outcomes of AIP; received feedback from Dr. Jim Brown about allergies and asthma, also positive feedback about AIP.
 - Tentative agenda for PCP meeting in June sent, asking for input.
- **June 2016:**
 - Two reminders sent about 6/16/2016 PCP meeting with agenda attached.
 - Sent request for Q2 16 list of members with asthma diagnoses for Hypothesis 7 interim report.

Flores Pediatrics:

- **July 2015:**
 - Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.
 - Sent PHPG SC Annual Evaluation Report results, thanking them for participation and support through providing Medical Home.
 - Consults for three AIP members, incl. pick-up of plans for two new members.
 - Obtained SC RID for 2 “other” members referred for care management support.
 - Delivered latest EPSDT (paper) roster.
- **August 2015:**
 - Information on upcoming community Baby Shower was provided, included delivery of brochures for their clientele.
 - Accepted referral to assist adolescent member find drug counseling resources; f/u with member occurred with options provided. F/u information provided to Provider.
 - Phone consult re: possible new AIP member (from ER list) and for updated info on 2 other AIP members.
 - Updated contact and latest appointment info requested for recent ER users.
 - Delivered latest EPSDT list.
 - Delivered CC-HAN website promotion brochures.
- **September 2015:**
 - Care manager delivered groceries/personal/household care items to parent of member at office.
 - Worked with staff to obtain office visits made in past RY by ER users.
 - Obtained current contact and appointment info for AIP member.
 - Contact and appointment info obtained for member from Inpt report.
 - Delivered ER3 user roster for Q2 2015 and picked up business cards for Baby Shower distribution.
 - Contact and appointment info obtained for members on ER 3 roster.
 - Delivered latest EPSDT list.
- **October 2015:**
 - Office visit to work with staff re: referrals for AIP and other “member needs.”
 - Delivered monthly (Sep) ER/Inpt rosters and request current contact info/appointment schedules for each member on rosters.

- Office visit by AIP care manager to pick up info on AIP member; also confirmed flu vaccine availability.
- **November 2015:**
 - Information provided office manager about ICD 10 training opportunities.
 - Current contact info requested for AIP member.
 - Current contact info and appointment schedules requested for ER users.
 - Office visit to pick up member contact/appointment schedules for ER users.
- **December 2015:**
 - Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - Delivery of holiday baskets from CC-HAN staff.
 - Scheduled Communicable Diseases training for Jan 16.
- **January 2016:**
 - Received list of members with asthma diagnoses in EMR for completion of CY 15 Hypothesis 7 report.
 - Communicable Diseases training provided by project manager.
- **February 2016:**
 - Follow-up on member needs upon request.
 - Pick-up of AIP member progress notes.
 - Requested consideration of a new member for AIP participation.
 - Requested consideration of ENT referral for AIP member.
- **March 2016:**
 - Assistance provided referral nurse in locating a room for special event.
 - AIP care manager conferred re: possible AIP participation for 3 members with recent ER visits for asthma.
- **April 2016:**
 - CY 15 Hypothesis 7 Report sent; also requesting Q1 16 list of members with asthma diagnoses for interim report.
 - Received current list (Q1 2016) of members with asthma diagnoses.
 - Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - Information sent about upcoming Provider meeting, 6/16/16.
 - AIP care manager requested consideration of member for engagement based on ER visit (asthma diagnosis).
- **May 2016:**
 - Sent Provider Education: CC-HAN AIP document, outlining positive outcomes of AIP.
 - Tentative agenda for PCP meeting in June sent, asking for input.
 - AIP participation requested for member who has upcoming appointment.
- **June 2016:**
 - Two PCP meeting reminders sent with agenda attached.
 - PCP meeting with Kristi Maddox representing Flores' Pediatrics.
 - Sent request for Q2 list of members with asthma diagnoses for interim Hypothesis 7 report.

Alecia Hanes, MD:

- **July 2015:**
 - o Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.
 - o Sent PHPG SC Annual Evaluation Report results, thanking them for participation and support through providing Medical Home.
 - o Updated contact info obtained for 1 ER 3 user; 1 Inpatient; 1 “other” member.
 - o Staffed with PA re: 3 “other” members, 1 ER 3 user.
- **August 2015:**
 - o Sent congratulatory e-mail for 30th anniversary of Dr. Hanes’ pediatric practice in Yukon as well as confirmation that CC-HAN would participate in Open House.
 - o Information on upcoming community Baby Shower was provided, including delivery of brochures for their clientele.
 - o Confirmation of (current) Provider information was requested and received for AR 15.
 - o Updated contact/appointment info obtained for ER2 members.
 - o Delivered CC-HAN website promotion brochures.
 - o Referral process to SOC completed for two members.
 - o Contacted and received approval to engage recent ER user in AIP; process completed.
 - o Updated contact and appointment info obtained for recent ER2 users.
- **September 2015:**
 - o Facilitated transfer of AIP member to Dr. Hanes’ roster to ensure continuity of care.
 - o CC-HAN staff participated in 30th Anniversary Celebration/Community Event for Dr. Hanes’ practice.
 - o CC-HAN care manager addressed needs (including TEFRA and DLN) for four other members.
 - o CC-HAN staff assisted with transportation needs of mother with two small children.
 - o Worked with staff to obtain office visits made in past RY by ER users.
 - o Contacted/obtained approval to engage member with ER visit in AIP.
- **October 2015:**
 - o Received and f/u provided for “other” member in need of care management support.
 - o Researched and reported on speech and OT services available in Ada area, where member was moving.
 - o Received questions/concerns re: Health Home MOU from Red Rock; project manager coordinated planning for meeting to address concerns/educate Provider re: Health Home vs. Medical Home.
 - o Referral completed to SOC for one member.
 - o Received referral of “other” member for care management services; care manager picked up info from office.
- **November 2015:**
 - o Meeting held at Dr. Hanes’ office to discuss with Red Rock administrative staff Health Home info/other services available for members; questions addressed, concerns resolved.
 - o Reports provided on 2 “other” members referred for care management.
 - o Received referral for food needs for one “other” member/family; groceries delivered to office; family also needed clothing so care manager met them at church clothing resource.
 - o Completed SOC referral for one member.

- o Provided contact info for SOC personnel at Provider's request; also reported that one member referred for SOC lives in OK County and is not eligible for services from Canadian County.
- **December 2015:**
 - o Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - o Delivery of holiday baskets from CC-HAN staff.
 - o Follow-up on needs/support provided to "other" members.
- **January 2016:**
 - o Received list of members with asthma diagnoses in EMR for completion of Hypothesis 7 report.
 - o Provided care management support for 5 "other" member referrals.
 - o Care manager provided assistance for referral to SOC (another county) for member.
- **February 2016:**
 - o CC-HAN staff facilitated Systems of Care referral for member as well as providing parent of member referral for Oklahoma Family Network.
 - o Provided care management support for 7 "other" members.
 - o Clarified with Provider error on ER Monthly Report r/t diagnosis of "accidental alcohol poisoning"; error was a result of switch to ICD 10; actual diagnosis was gastroenteritis.
 - o Provided DVD on HIPAA training for new staff.
 - o Care manager facilitated transfer of AIP member to Dr. Hanes' roster to provide evening appointments to fit parent's work schedule.
 - o Three phone consults about AIP members, including discussion re: flu immunizations.
 - o One request for new AIP member based on Risk Assessment data.
- **March 2016:**
 - o Provided care management support for 3 "other" members.
 - o Assisted with speech therapy referral for member.
 - o CC-HAN provided training materials on HIPAA and Breach Notification for new office staff.
 - o Care manager reported back on SOC referral; SOC staff reported no contact was made with parent.
 - o AIP care manager requested referral for AIP of member with ER visit, asthma diagnosis.
- **April 2016:**
 - o Hypothesis 7 Report sent; also requesting current list of members with asthma diagnoses.
 - o Received list of Q1 members with asthma diagnosis.
 - o Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - o Information sent about upcoming Provider meeting, 6/16/16.
 - o Continued care management support for 4 "other" members.
 - o At request of Provider, sent copy of PHCC Personnel Policies for their review.
- **May 2016:**
 - o Sent Provider Education: CC-HAN AIP document, outlining positive outcomes of AIP.

- o Tentative agenda for PCP meeting in June sent, asking for input.
- o Care manager consult re: SOC referral for three members; f/u referrals completed for two members.
- **June 2016:**
 - o Two PCP meeting reminders sent, including agenda.
 - o PCP meeting with Dr. Hanes and three office staff personnel present.
 - o Sent request for Q2 list of members with asthma diagnoses for interim Hypothesis 7 report.

Vladimir Holy, MD:

- **July 2015:**
 - o Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.
 - o Sent PHPG SC Annual Evaluation Report results (pertinent to HAN), thanking them for participation.
 - o Facilitated communications between MFP and Dr. Holy's office r/t staffing matter.
 - o Consult with office staff about "other" member receiving care management support.
 - o Delivered latest EPSDT list.
- **August 2015:**
 - o Provided information on upcoming community Baby Shower, including delivery of brochures for their clientele.
 - o Researched and developed written guidelines for how to request accompaniment for member through SoonerRide; delivered to office with f/u verbal instructions.
 - o Assisted in finding ophthalmology specialist referral option for member.
 - o Addressed referral "issues" with staff, asking them to provide information on specialists who "do not accept online referrals" so that Provider Educator services can be requested.
 - o Provided (copied) EPSDT list for August, explaining how CC-HAN has incorporated contacting members for Quality Measure.
- **September 2015:**
 - o Worked with staff, OHCA personnel, and parent of member to develop plan for continuation of services for parent who "forgot" or "did not receive notice" to renew SC benefits.
 - o Coordination of care for Pharmacy LI members occurred, incl. review of OBN reports.
 - o Met with new staff RN to explain/review Tier 3 requirements.
 - o Worked with staff to obtain office visits made in past RY by ER users.
 - o Obtained current contact info and appointment dates for current ER users.
 - o Current contact info and appointment dates for member with Inpatient stay.
- **October 2015:**
 - o Ongoing work with Dr. Holy r/t his desire to add Behavioral Health services to his practice; efforts made to coordinate meeting.

- o Facilitated resolution of concerns from Dr. Holy and staff re: medical records requests from Red Rock for member who remains on their roster.
- o Care manager contacted Provider with concerns re: member (ER user).
- o Office visit to deliver monthly (September) ER/Inpt rosters and request information.
- o Office visit to pick up info (current contact and appointment schedules) for ER/Inpt roster members.
- o Two phone consultations re: AIP member recently hospitalized.
- **November 2015:**
 - o Resolved concerns r/t care for Pharmacy LI member.
 - o Current contact info and appointment schedule requested for ER 3 user; obtained by phone.
- **December 2015:**
 - o Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - o Delivery of holiday baskets from CC-HAN staff.
- **January 2016:**
 - o Received list of members with asthma diagnoses in EMR for completion of Hypothesis 7 report.
 - o Project manager met with Dr. Holy to provide information on Tier requirements (1-3) for his review/consideration for future. Provided subsequent clarification to office manager.
 - o Provided Communicable Diseases training for office staff.
 - o Provided f/u care management support to adult member at Dr. Holy's request (diabetes supplies).
 - o Reviewed with new staff member requirements for Behavioral Health Screenings.
 - o Clarified with new staff member referral requirements for member with Title 19 benefits.
 - o Delivered (hard) copy of EPSDT rosters for past 3 months, reminding staff that CC-HAN has clerk who contacts these members' parent/guardian.
- **February 2016**
 - o Clarified (post consulting with M. Anthony) OHCA position on documenting PMP review in medical records.
 - o Project manager met with Red Rock Behavioral Health administrative staff to determine possibility of their placing staff in Dr. Holy's office "few hours" monthly for behavioral health screenings/services; reported their willingness to consider and meet with Dr. Holy for further discussion; attempted (several times) to schedule meeting with Dr. Holy.
 - o F/u care management support provided to parent of three members who made appointments for well-child visits and were no-call, no-show.
 - o Assisted new staff member with use of online referral system to find pain management specialist for member.
 - o AIP care manager conferred about hospitalizations of AIP member.
 - o Delivery of CC-HAN website promotion brochures and pens.
- **March 2016:**
 - o Received "complaint" about proposed "25% rate cut for Providers"; provided support/info that this was "proposal only and reflects worst case scenario."

- o Continued efforts to schedule time for Dr. Holy to meet with Red Rock staff; confirmed through in-person meeting with Dr. Holy that he wanted to “proceed with this plan.”
- o Received e-mail with attachment of Dr. Holy’s referrals that have not been read through online referral system; forwarded attachment to M. Anthony for Provider Educator support.
- o Clarified with Dr. Holy’s staff that letter of intent to be a Health Home Provider signed (over a year ago) with Red Rock was no longer valid; Dr. Holy was paid x1.
- **April 2016:**
 - o Consult on member issues (x3), decision to drug test; consulted M. Anthony re: reimbursement options, received code; provided info. Also encouraged referral to Red Rock for BHS for member.
 - o Sent Dr. Holy invitation to join Qliqsoft, a HIPAA certified (and free) instant messaging system; office manager stated they would participate after explaining how system would facilitate communications.
 - o F/u communications with office manager about proposed rate cuts, explaining that “hopefully” legislature would find other ways to avoid cuts to OHCA, noting time framework of budgeting process (late May before we may know for sure).
 - o Hypothesis 7 Report sent for CY 15; also requested current list of members with asthma diagnoses for Q1 16 interim report.
 - o Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - o Information sent about upcoming Provider meeting, 6/16/16.
 - o Received Q1 16 list of members with asthma diagnoses.
- **May 2016:**
 - o Notified on 5/4/16 that “Medicaid Performance Audit” was occurring on this date; project manager agreed to participate in (6 hour) process.
 - o Prepared a policy on use of EMR and sent to office manager on 5/4/16.
 - o Received request for assisting a member with diabetes supplies; f/u care management support provided. Learned of “issues” at specialist’s office and referred to M. Anthony, requesting Provider Educator to assist specialist’s staff with prior auth process.
 - o Sent Provider Education: CC-HAN AIP document, outlining positive outcomes of AIP.
 - o Tentative agenda for PCP meeting in June sent, asking for input.
- **June 2016:**
 - o Two reminders sent about PCP meeting on 6/16/16, agenda attached.
 - o Notified that Dr. Holy would be in attendance (but was unable to make).
 - o Sent request for Q2 16 list of members with asthma diagnoses for interim Hypothesis 7 report.

Mustang Family Physicians:

- **July 2015:**
 - o Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.

- o Sent PHPG SC Annual Evaluation Report results, thanking them for participation and support through providing Medical Home.
- o Facilitated communications between MFP and Dr. Holy's office r/t staffing matter.
- o Updated contact info obtained on Inpatient member.
- o Phone update by care manager on ER3 user.
- o In-office staffing on ER3 user.
- o Delivered latest EPSDT list.
- **August 2015:**
 - o Information on upcoming community Baby Shower was provided, included delivery of brochures for their clientele.
 - o Sent all Providers PowerPoint presentation (OHCA Board Retreat presentation) on AIP outcomes, thanking them for referring members.
 - o Contacted re: possible AIP participation for recent ER user.
- **September 2015:**
 - o Worked with staff to obtain office visits made in past RY by ER users for AR 15.
 - o Delivered ER Q2 2015 roster and obtained current contact info and appointment schedules for (roster) members.
 - o Delivered latest EPSDT list and agreed that need no longer exists to provide these as they have access to same.
 - o Contacted Provider to determine if 2 members with recent ER visits were appropriate for AIP; neither was referred.
 - o Picked up business cards to distribute through Baby Shower.
- **October 2015:**
 - o Delivered monthly (September) ER and Inpt rosters with request for current contact info and appointment schedules.
 - o Requested current contact info for ER3 user.
 - o Requested current contact info for ER 2 user.
 - o Office visit to pick-up member information.
- **December 2015:**
 - o Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - o Delivery of holiday baskets from CC-HAN staff.
- **January 2016:**
 - o Received list of members with asthma diagnoses in EMR for completion of Hypothesis 7 report.
 - o Collaborated with staff re: new HROB member; never seen by MFP though on roster now.
- **March 2016:**
 - o AIP care manager requested consideration of member with ER visit (asthma diagnosis) for AIP; received info member was no longer seen at MFP.
- **April 2016:**
 - o CY 15 Hypothesis 7 Report sent; also requested current list of members with asthma diagnoses for Q1 16 interim report.
 - o Received Q1 16 list of members with asthma.
 - o Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - o Information sent about upcoming Provider meeting, 6/16/16.

- o Communicable Diseases presentation on 4/26/16; also discussed proposed rate cuts, “how OHCA might cut costs”, and other input r/t AIP.
- o Notified that Dr. Amundsen would be out of country on date of PCP meeting; encouraged to send Monica and Rebecca.
- **May 2016:**
 - o Sent Provider Education: CC-HAN AIP document, outlining positive outcomes of AIP.
 - o Tentative agenda for PCP meeting in June sent, asking for input.
 - o Communications with office manager about meeting to discuss MU reimbursement options; meeting requested with from OMFQ rep.
 - o AIP referral requested for one member based on ER visit (asthma diagnosis).
- **June 2016:**
 - o Two PCP meeting reminders sent with attached agenda.
 - o PCP meeting on 6/16/16 with Monica Halcomb, CNP and Rebecca representing practice.
 - o Sent request for Q2 16 list of members with asthma diagnoses for Hypothesis 7 report.

Mustang Urgent Care:

- **July 2015:**
 - o Informed re: August OHCA Board Retreat panel presentation, asking for input on members who might participate.
 - o Sent PHPG SC Annual Evaluation Report results, thanking them for participation and support through providing Medical Home.
 - o Delivered latest EPSDT list.
- **August 2015:**
 - o Information on upcoming community Baby Shower was provided along with included delivery of brochures for their clientele.
 - o Addressed a question re: billing for a well-child visit when two occurred in less than a year; f/u question sent to M. Anthony; correct info then relayed to MUC staff.
 - o Requested current list of Providers for MUC; f/u info sent to office manager sharing importance of providing current information (changes) to OHCA.
 - o Sent all Providers PowerPoint presentation (OHCA Board Retreat presentation) on AIP outcomes, thanking them for referring members.
- **September 2015:**
 - o Worked with staff to obtain office visits made in past RY by ER users.
 - o Delivered Q2 2015 ER roster and picked up business cards to distribute through Baby Shower.
 - o Obtained current contact info/appointments for Q2 ER roster.
- **October 2015:**
 - o Worked with office manager to resolve issues with age restrictions for SC members as they are “getting calls from adults who say they are on our roster...we don’t see adults.” Matter was resolved.

- o Office visit to deliver monthly (September) ER and Inpt rosters and to request current contact info/appointment schedules for members.
- **November 2015:**
 - o Received photos of Providers for CC-HAN website.
 - o Verified resolution of age restrictions matter.
- **December 2015:**
 - o Sent request to office manager for list of members with asthma from their EMR by 1/29/16.
 - o Delivery of holiday baskets from CC-HAN staff.
- **January 2016:**
 - o Received list of members with asthma diagnoses in EMR for completion of Hypothesis 7 report.
 - o Consulted with staff re: DHS hotline for Child Abuse reporting.
 - o Project manager developed individual education plans for MUC staff to complete annual Communicable Diseases training; plans included tests, handout with current links for further information, and DVD provided by CC-HAN.
 - o Provided information on Medical Home Agreements as well as sending current copy of suggested Agreement. Recommended plan of annual updates.
- **March 2016:**
 - o Communicable Diseases training DVD picked up; verified all staff had successfully completed educational requirements.
- **April 2016:**
 - o CY 15 Hypothesis 7 Report sent; also requesting current list of members with asthma diagnoses for Q1 16 interim report.
 - o List of members with asthma diagnoses for Q1 16 received.
 - o Information provided about Doc2Doc online referral/consult system and requested time to schedule Lyn Denny from OU HAN to demonstrate/explain.
 - o Information sent about upcoming Provider meeting, 6/16/16.
- **May 2016:**
 - o Reminder about 6/16 PCP meeting sent with agenda.
- **June 2016:**
 - o Two reminders re: 6/16/16 PCP meeting on 6/16/16 sent with agenda attached.
 - o PCP meeting (6/16/16) with Gretchen McFarland, office manager, and Siera, referral nurse, attending.

For ALL Providers:

Delivery of the following Reports and educational materials was ongoing throughout RY 2016:

- Monthly ER reports
- Monthly Inpatient reports
- EPSDT rosters (upon request, along with education about availability of same)
- Tobacco Cessation educational materials/resources
- CC-HAN Website Promotional brochures and pens
- Canadian County Prescription Dropbox Information/Location flyers
- Social Host Laws flyers
- CC-HAN ER Brochures for office distribution

- Specific educational materials upon request (e.g., Spanish materials on flu immunizations and asthma)

CC-HAN staff also provided assistance throughout RY 16 with member issues/other member issues/needs for all Providers. This assistance included the following RY 16 totals:

- **1594 referrals**
- **68 deliveries of goods, i.e., food, clothing, personal/household goods (add May-June)**
- **20 back-school supplies referrals and/or deliveries**
- **53 holiday gifts/items referrals and/or deliveries**

4. Number of PCPs with successful tier advancement by name within designated timeframe.

There were no Tier advancements in RY 16.

Support provided throughout RY 16 in support of Dr. Holy's advancement to tier 3 to help ensure ongoing compliance through several staff changes. Other assistance in maintaining Tier status was provided through Communicable Diseases training (Flores Pediatrics, Vladimir Holy, Mustang Family Physicians, and Mustang Urgent Care). Additional training sessions and/or CC-HAN resources were also provided (specified in previous "Steps taken to assist Providers section).

5. Number of specialty providers by specialty type:

- a. Number of specialty providers available for SoonerCare members served by our providers.**
- b. Number of SoonerCare members receiving specialty care (note: Delayed effective date until Doc2Doc program or other effective tracking method is in place).**

The total number of specialty providers (and resources) by specialty type for RY 16 is **686**. Table 4 presents the type and number of Providers (by type).

Table 4: CC-HAN Specialty Providers for RY 16

Allergy:	4
Attention Deficit Disorder:	10
Audiology:	18
Autism:	8
Behavioral Health:	60
Birth Control:	2
Boys Homes:	2
Cardiology:	5
Chiropractic:	1
Community Resources:	38
Crisis Lines:	19
Death, Dying, Grief Resources:	4
Dental Care:	37
Dermatology:	17
Developmental Delays:	10

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Dieticians:	6
Domestic Abuse:	5
Drug Treatment/Rehab:	16
Durable Medical Equipment:	6
Ear, Nose, Throat Doctors:	15
Education:	1
Electroencephalograms:	3
Electrocardiographs:	4
Endocrinologists:	10
Family Planning Services:	(under Birth Control)
Formula Providers:	4
Formula Reps:	3
Free Clinics:	38
Gastroenterology:	7
Genetics:	2
(County) Health Departments:	8
Hematology/Oncology:	3
Holiday Resources	3
Home Health Resources:	11
Homeless Resources:	1
Hospice:	2
Hospitals:	20
Housing Resources:	4
Immunology:	1
Infant Resources:	9
Infectious Diseases:	4
Labs:	10
Lactation Specialists:	8
Latino Resources:	3
Learning Disabilities:	4
Legal Assistance:	2
Liceology:	2
Litholink-Kidney Stone Prevention:	1
Mammograms:	1
Maxillofacial:	1
Medical Assistance Resources	3
Military Assistance Programs:	3
Nephrology:	2
Neurology:	7
Obstetrics/Gynecology:	8
Occupational Therapy:	1
Ophthalmology:	7
Optometry:	9
Oral/Maxilla Surgery:	2
Orthopedics:	13
“Other Resources”:	6
Oxygen Resources:	1
Pain Management:	3
Parent Education Resources:	1
Pediatrics Special Care Center	1
Pharmacy:	1
Physical Therapy:	14

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Plastic Surgeons:	1
Podiatry:	4
Pregnancy Care Center:	1
Prescription Drug Assistance	2
Psychiatry:	15
Psychology	11
Pulmonology:	3
Radiology/Imaging Services:	15
Residential Programs:	4
Rheumatology:	5
Sleep Studies:	5
SoonerCare: 1	1
Special Needs Resources:	3
Special Schools:	2
Speech Therapy:	20
Support Groups:	15
Surgery:	4
Thoracic Surgery:	1
Transportation Resources:	6
Urology:	7
WIC/Nutrition Resources:	4

The number of members receiving specialty care is unknown/delayed until implementation of Doc2Doc (or another tracking method).

6. Number of PCPs by name and panel size that failed medical home audits.

There were no medical home audit failures in RY 16.

7. Documentation of type of assistance provided (e.g. face to face visits, corrective action plans developed, etc.) to each PCP.

There have been no medical home audits for CC-HAN participating Medical Home Providers in RY 16. There was one Medical Performance Audit for Dr. Vladimir Holy in May, 2016. The Project Manager participated by developing an EMR Policy and Procedure document for Dr. Holy's review/approval. The Project Manager was also present for the audit, assisting with locating and printing required documents for the review team. There was no corrective action plan required as records for all billed services were provided.

Other ways the Project Manager has assisted CC-HAN PCPs are outlined on pages 5-16. In addition, prior to the end of RY 16, Mustang Urgent Care was scheduled for a Medical Home Performance Audit for 7/14/16. The Project Manager participated in the process by meeting with the office manager and key staff prior to the audit to review the process, providing assistance for preparations, and was also present for the audit on 7/14/16.

Care Management (Article 4.4) PR

- **Identify all populations for care management, complete implementation timetable for all populations, and complete transition for each population with members on PCP rosters (Article 4.4 a and b).**

The populations for care management throughout RY 16 include:

- o Asthma
 - o Chronic Care
 - o High Risk OB
 - o ER Users
 - o Inpatient
 - o Pharmacy Lock-In
- **Hold at least one Care Management quarterly meeting.**

Three Care Management meetings (via conference calls) with OHCA Care Management staff in RY 16; meeting dates were 7/21/15; 1/17/16; and 4/21/16.

Eleven CC-HAN Care Management Team meetings in RY 16; meeting dates were 7/27/15; 8/24/15; 9/28/15; 10/26/15; 12/7/15; 1/11/16; 2/8/16; 3/7/16; 4/4/16; 5/2/16; and 6/20/16.

Table 5: CC-HAN Summary of Care Management for RY 16

Population	Care Management Members
High Risk OB	Five cases managed in RY 16.
Hemophilia	No cases managed in RY 16.
Chronic Care	- o Roster with <u>34</u> members (1 other; 33 asthma*) in <u>7/15</u> - o Roster with <u>31</u> members (1 other; 30 asthma*) in <u>8/15</u> - o Roster with <u>32</u> members (1 other; 31 asthma*) in <u>9/15</u> - o Roster with <u>34</u> members (1 other; 33 asthma*) in <u>10/15</u>. - o Roster with <u>34</u> members (1 other; 33 asthma*) in <u>11/15</u>. - o Roster with <u>33</u> members (33 asthma*) in <u>12/15</u>. - o Roster with <u>33</u> members (1 other; 32 asthma*) in <u>1/16</u>. - o Roster with <u>33</u> members (1 other; 32 asthma*) in <u>2/16</u>. - o Roster with <u>33</u> members (1 other; 32 asthma*) in <u>3/16</u>. - o Roster with <u>34</u> members (1 other; 33 asthma*) in <u>4/16</u>. - o Roster with <u>32</u> members (1 other; 31 asthma*) in <u>5/16</u>. - o Roster with <u>35</u> members (1 other; 34 asthma*) in <u>6/16</u>.

Table 5: CC-HAN Summary of Care Management for RY 16

Population	Care Management Members
	*Note: the asthma members are all those engaged in the Asthma Improvement Plan.
Pharmacy Lock-In	<u>One member</u> rcvd in <u>7/15</u> for Pharmacy Lock-In, to extend through <u>7/17</u> . Member was not on HAN PCP roster for 2/16, 3/16, 4/16, and 5/16; care management was temporarily suspended until member returned to CC-HAN Medical Home in 6/16.
Breast & Cervical Cancer (Oklahoma Cares)	No members in RY 16.
CM Initiative	Asthma care management initiative, the Asthma Improvement Plan (AIP) initiated in February 2012; a <u>total of 40 (individual) members</u> were engaged in RY 2016 with <u>34 members engaged as of 6/30/16</u> .

Reporting: To analyze the HANs effectiveness in reducing costs, improving access, improving the quality and coordination of health care services and improving the SoonerCare patient-centered medical home, the CENTRAL COMMUNITIES HAN will provide the following Care Management activities and measures monthly:

High Risk OB (fully manage) (The following information should be submitted by RID number.)

1. Number of members received for HAN care management program in RY 2016: **Five.**
2. Number of existing members still being care managed at end of RY 2016: **None.**
3. Number of attempted contacts by member with outcomes (successful or unsuccessful) and contact method (face-to-face, telephonic, letter, etc.) for each attempt:

RID [REDACTED] 17 total contacts (6 spc; 8 upc; 3 letters)

RID [REDACTED] 20 total contacts (7 spc; 8 upc; 5 letters)

RID [REDACTED] 8 total contacts (4 spc; 2 upc; 2 letters)

RID [REDACTED] 16 total contacts (2 spc; 11 upc; 3 letters)

RID [REDACTED] 11 total contacts (6 spc; 3 upc; 2 letters)

4. Indicate type of provider (family practice, OB/GYN, clinic, etc.): **All members were seen by OB/GYN Providers.**

5. Estimated due date:

RID [REDACTED] 10/19/2015

RID [REDACTED] 9/14/2015

RID [REDACTED] 9/21/2015

RID [REDACTED] 3/19/2016
 RID [REDACTED] 3/1/2016

6. Delivery date:

RID [REDACTED] 10/1/2015
 RID [REDACTED] 9/2/2015
 RID [REDACTED] 9/11/2015
 RID [REDACTED] 3/18/2016
 RID [REDACTED] 2/8/2016

7. Length of hospital stay for the newborn in the newborn nursery:

RID [REDACTED] 1 day
 RID [REDACTED] 2 days
 RID [REDACTED] 2 days
 RID [REDACTED] 2 days
 RID [REDACTED] 7 days

8. Was there a NICU admission?

RID [REDACTED] no
 RID [REDACTED] no
 RID [REDACTED] no
 RID [REDACTED] no
 RID [REDACTED] yes (Special Care Unit at CV Integrigris)

9. Length of NICU stay for the newborn: 7 days in "Special Care" for infant born to RID [REDACTED]

10. Number of depression screenings completed with results (number that require referral and number that do not require referral):

RID [REDACTED] 2 (both "negative")
 RID [REDACTED] 2 (prenatal score indicated need for referral, which was made; postnatal "negative")
 RID [REDACTED] 1 (prenatal score indicated need for referral, which was made; member declined postpartum screening saying she had adequate support)
 RID [REDACTED] 1 (prenatal score indicated need for referral which was offered and also discussed with Provider); no postnatal screening (member did not respond to contacts)
 RID [REDACTED] 2 (both negative)

11. Number of women who accepted a referral to behavioral health as a result of depression screening: One reported she was receiving services.

a. Number of women who kept a behavioral health appointment: One reported regular appointments (non-billable agency).

12. Pregnancy outcome (viable vs. demise): Viable for all members listed.

13. Report the following indicators that assist in identifying at-risk newborns:

a. Birth weight of the newborn: none.
 b. Newborns that are discharged from the hospital on oxygen: none.

- c. Newborns that are discharged from the hospital on any type of monitor or medications (indicate the type of monitor, e.g. apnea, pulse oximeter, etc. or type of medication): **none.**
- d. Newborns that had surgery while in the hospital, excluding circumcision (indicate the type of surgery): **none.**
- e. Newborns that had a failed hearing screen: **none.**

Hemophilia (fully manage) (The following information should be submitted by RID number.)

- 1. Number of members received for HAN care management program for the FY 2016: **None.**
 - a. Number of existing members still being care managed: **N/A.**
 - b. Number of members HAN care management program is actively working with: **NA.**
- 2. Number of attempted contacts by member with outcomes (successful or unsuccessful) and contact method (face-to-face, telephonic, letter, etc.) for each attempt: **N/A.**
- 3. Number of kept appointments (provider, specialist, etc.): **N/A.**
- 4. Number of missed appointments (provider, specialist, etc. excluding cancelled or rescheduled appointments): **N/A.**
- 5. Number of treatment logs submitted to provider monthly (notify provider timely of a bleed and receive timely treatment): **N/A.**
 - a. Indicate whether log is complete or incomplete: **N/A.**
- 6. Number of members compliant with prescribed treatment: **N/A.**
 - a. Indicate the provider prescribing treatment: **N/A.**
 - b. Number of ER visits: **N/A.**
 - c. Number of hospitalizations: **N/A.**
 - d. Lengths of stay for each admission: **N/A.**

Chronic Care Unit:

- 1. Number of members received for HAN care management program for RY 2016: **One, RID [REDACTED] (other than members engaged in CC-HAN AIP, reported on separately). Appendix A.2 presents information r/t contacts and referrals for member [REDACTED]. A summary of the contacts for the non-AIP Chronic Care member follows.**
 - a. Letters sent to Chronic Care program member:
RID [REDACTED] 5
 - b. Phone contacts to Chronic Care program members:
RID [REDACTED] 16 successful; 17 unsuccessful
 - c. Number/type of community resource referrals:
RID [REDACTED] 6 (Disability Related Services); 3 (Legal Aid resources); 13 (Daily Living Needs)
 - d. Other miscellaneous case related contacts:
RID [REDACTED] 1 face-face
 - e. Facilitation of PCP/NCM written communication for care coordination (includes care plan exchanges, medical treatment plan exchanges):
RID [REDACTED] 2

ER Utilization (co-manage)

Categories:

- Members with 3 visits in a 3 month period during Report Year: **42** is total of members reported as having 3 visits in Report Year 16 (Q1 –Q4 2015).
- Members with 4-14 visits in a 3 month period: **19** is total number of members reported as having 4-14 visits in Report Year 16 (Q1-Q4 15).
- Members with 15 or more visits in 3 month period (Persistent) **0**

The following information should be submitted by Category and RID number.

1. Number of members received for HAN care management program for the Report Year stopped here on 9/3/16 (for ER rosters, Q1-Q4 2015). The total number of members received for the Report Year (with 3 or more visits per quarter) is **61**. See Appendix B, Table 1.
2. Number of existing members still being care managed: **One from the Q2 2016 roster.**

A significant change in the methodology ER rosters are provided from OHCA occurred in RY 16. CC-HAN now receives monthly ER user reports. Staff continue to “group” members by quarterly use to determine those with 3 or more visits in a 3 month period. For Q1 2016 (Jan-Mar 16), there were 9 members with 3 or more ER visits reported through monthly reports; care management contacts were made for this group through July 2016. There were also 28 members (Q1 16) with 2 visits (reported through monthly reports), each of whom received at least one care management contact.

For Q2 2016 (Apr-Jun 16), there was one member with 3 ER visits (reported through monthly reports). This member remained in the care management program through the end of RY 16 (June 30, 2016). There were 17 members (Q2) who had 2 visits; each received one care management contact to determine if PCP follow-up has occurred and if further care management support is indicated.

Due to the current method of ER roster receipt from OHCA, it is significant to highlight that all CC-HAN members reported through the monthly reports are contacted at least once to assess care management needs, and in a more timely way than was previously possible. Those with 3 or more in a Quarter are routinely contacted by a care manager weekly until the completion of the next (subsequent) Quarter. In addition, it is also important to note that claims searches are done for ER visits every 3 months now by CC-HAN IT staff to ensure that all members who were seen in ERs are identified for care management purposes.

The data reported in Appendix B, Table 1 is for members who had ER visits between Jan 1 2015 through Dec 31 2015 to be consistent with prior years’ reporting. The CC-HAN’s Completion Report for 2016 will include those members with ER visits in Q1- Q4 of (calendar year) 2016.

3. Total number of members HAN care management program is actively working with:
There are 17 members (Q2 16 roster to date) that will receive at least one contact.
4. Number of attempted contacts by member (Q1-Q4 2015) with outcomes (successful or unsuccessful) and contact method (face-to-face, telephonic, letter, etc.): **See Appendix B, Table 2.**
5. Number of PCP visits per member (Q1-Q4 2015): **See Appendix B, Table 2.**
6. Number of ER visits per member: (Q1-Q4 2015) **See Appendix B, Table 2.**
7. Top 3 diagnoses and date service for ER visits: The top 3 diagnoses for ER visits in (Q1-Q4 2015, and in order of frequency) are:
 - **Fever (41 visits)**
 - **Otitis media (40 visits)**
 - **Upper Respiratory Infection (18 visits)**

Each of the top three diagnoses for RY 16 ER visits have also been top diagnoses for previous years. ER brochures were previously developed for each of these diagnoses and are currently used as educational tools in the care management process. The “evidence” that the CCHAN developed ER brochures add value to the care management efforts is based upon member and Provider feedback that they are “helpful.” Of note, the brochures were included in the SoonerCare Choice Program Independent Evaluation (2015) as examples of strategies developed by the CC-HAN Providers and staff to help reduce ER visits.

Review of the outcomes r/t the top ER diagnoses is a process involving the CCHAN CM team, PCPs, and PHCC Board members. Recommendations are utilized by care management staff to help ensure ongoing improvements in care management efforts.

From the dates for ER visits reported on (which was calendar year 2015), the date with the highest number of visits was **Sunday, 2/22/15, with 9 visits.** An additional date **(Saturday, 1/24/15) had 8 visits.** The third date **(with 7 visits) was Saturday, 2/14/15.** It is noted that each of the dates with the highest number of visits is a week-end date, which would be an expected outcome since only one practice includes (routinely) week-end hours.

An analysis of the top dates for ER visits (as previously noted, calendar year 2015) was utilized to review the days of the week most used (from the top dates); Table 5 presents the data. It is noted that Thursday has the highest number of ER visits for the second year in a row, which is a challenge to explain since all CC-HAN practices are open on Thursdays as well as Fridays. However, the amount of variance in the numbers for each of the days of the week is (relatively) small, with a range of 28 (on Saturdays) to 34 (Thursday).

The care management process includes reminders to all members with ER visits that same day appointments with their PCP are available.

Table 6: CC-HAN 16: Days of ER Visits

Day of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No. of Visits	29	29	29	26	34	30	28

8. Number of medical referrals generated, indicate whether ER or CM (behavioral health, pain management, specialists, community resources, etc.).
 - a. Number of identified needs in conjunction with daily living members are assisted with (e.g. community resources, food pantry, and housing). **See Appendix B, Table 2.**
9. Report time between:
 - b. ER visit and HAN care manager contact. **See Appendix B, Table 2.**
 - c. ER visit and successful follow up PCP visit if appropriate. **See Appendix B, Table 2.**
10. Type and date of intervention with HAN care manager (e.g. crisis intervention, education provided, follow up care scheduled, follow up care received, etc.)
See Appendix B, Table 2.
11. Number of members removed from persistent category due to decrease in ER usage:
None in RY 16 (none in persistent category in RY 15 or in RY 16).
12. Supply aggregate number of ER visits by category for the quarter; show percent of change for the aggregate number of visits from quarter to quarter for the year (Jan 2015 to Dec 2015) in a table format using the following calculation. [(new quarter # minus previous quarter #) divided by previous quarter #.] **See Appendix C.**
13. Supply aggregate number of total visits for all categories; show percent of change from quarter to quarter for the year (Jan 2015 to Dec 2015) using the same calculation supplied above. **See Appendix C.**
14. Provide the average length of time between each ER visit. Indicate whether there was a successful contact (telephonic or face-to-face) during the quarter. Identify the type of contact made including the date. **See Appendix B, Table 2.**

A review of data related to the total number of members with 3 visits/quarter and with 4-14 visits/quarter since the HAN's implementation shows an upward trend in RY 16. It is also noted that the HAN total enrollment for RY 16 was up (nearly) 10% over RY 15, accounting for some of the trend. However, staff will continue efforts to address ER utilization through care management strategies and work with PCPs.

Table 7: CC-HAN ER Utilization Data

RY	Total No. Members with 3 Visits/Quarter	Total No. Members with 4-12 Visits/Quarter
12*	27	11
13	49 (a 45% increase from RY 12, 3 quarters)	25 (a 44% increase from RY 12, 3 quarters)
14	55 (a 11% increase from RY 13)	28 (a 11% increase from RY 13)
15	38 (a 31% decrease from RY 14)	18 (a 53% decrease from RY 14)
16	42 (a 11% increase from RY 15)	19 (a 5% increase from RY 15)

*FY 12 included 3 quarters of ER users only due to date of HAN implementation.

Pharmacy Lock-in (fully manage) (The following information should be submitted by RID number.)

1. Number of members received for the HAN care management program for the current month: **1 RID**
 - Number of existing members still being care managed: **1**
2. Number of attempted contacts by member's RID in lock-in and monitor status with outcomes (successful or unsuccessful) and contact method (face-to-face, telephonic, letter, etc.) for each attempt.

RID rcvd as Pharmacy Lock-In member on 8/6/2015; member changed PCPs in spring 2016 so CC-HAN care management case for this member was closed for a short time; member was back on CC-HAN Provider roster for 6/16, with continuation of care management support.

For RY 16, HAN CM has provided:

- Care coordination/consultation with PCP on 5 dates;
 - 37 unsuccessful phone contacts with member;
 - 4 successful phone contacts with member; referral to behavioral health offered in 1.
 - 7 letters and 1 text message to member; behavioral health referral offered in 4 letters.
 - Referral (verbal) to SoonerCare Helpline on 11/17/15 for assistance locating another Provider.
 - Consultation with OHCA care management team occurred 1/27/16; recommendations followed.
3. Number of members in monitoring status that were prevented from being placed in the lock-in program: None.
 4. Number and name of physicians lock-in and monitoring status members' have seen. From OBN Patient History Report, a total of 3 Providers who prescribed controlled substances for RID were seen (6/21/15-6/30/16):

Ann M Burkle, NP, Healthcare One, El Reno, OK
Dawn R Davis, DO, Yukon, OK
Vladimir Holy, MD, El Reno, OK

5. Number of ER visits by lock-in and monitoring status members shown by ER Category (e.g. 3, 4 or more, pre-persistent, persistent).

RID None in RY 16

6. Number and name of pharmacies filling prescriptions for members in monitoring status.

RID

Total of 2 pharmacies filling prescriptions for member:

Walgreens #04066

Walgreens #12027

7. **Number of referrals to pain management specialists for lock-in and monitoring status members that are experiencing unrelieved pain.** None were considered medically indicated.
8. **Number of controlled substance prescriptions filled for each lock-in and monitoring status member.**
RID [REDACTED]
Total of 7 controlled substance prescriptions filled for member.
9. **Number of lock-in members discharged from the lock-in program.** None.

B&C Cancer (Oklahoma Cares Program) (fully manage) (The following information should be submitted by RID number.)

1. Number of women received for HAN care management for the Report Year: N/A.
Designate by breast or cervical cancer diagnosis categories for list of women received: N/A.
2. Number of existing members still being care managed: N/A.
3. Specify the stage at which each woman initially entered the Oklahoma Cares program. (e.g. abnormality, precancerous condition or cancer diagnosis): N/A.
4. Number of attempted contacts by member with outcomes (successful or unsuccessful) and contact method (face-to-face, telephonic, letter, etc.) for each attempt for Report Year: N/A.
5. Number of appointments/treatments as specified: N/A.
6. Number of missed provider or treatment appointments (excluding cancellations or rescheduled appointments): N/A.
7. Number of kept provider or treatment appointments: N/A.
 - i. Radiation Treatment related: N/A.
 - ii. Lab: N/A.
 - iii. Radiology (CT, MRI, PET, X-Ray): N/A.
 - iv. Office Visits: N/A.
 - v. Chemo Treatment: N/A.
8. Number of women contacted and/or assisted with recertification process
 - a. Number of women who recertified eligibility: N/A.
 - b. Number of women who required more than one contact to assist with recertification: N/A.
 - c. Number of women who did not complete the recertification process: N/A.
 - d. Number of Oklahoma Cares cases closed and reason (lost eligibility, death, cured, etc.): N/A.
 - e. Number of women reentering the BCC program to due recurrence of cancer: N/A.

- f. Number of women prescribed a hormone therapy drug for breast cancer diagnosis: N/A.
 - 1). Number of women who were non-compliant with filling the prescription: N/A.
- g. Number of women with breast cancer that undergo mastectomy: N/A.
- h. Number of women with reconstructive surgery: N/A.
- i. Time period between the date of mastectomy and reconstructive surgery: N/A.

HAN CM Initiative (fully manage)

The Asthma Initiative was fully implemented in the spring of 2013. A total of 40 members were engaged in the Asthma Improvement Plan (AIP) in FY 15. Appendix A.1 presents care management information for each member, including each engaged member's RID. Outcomes data for the AIP is reported in the QI/QM section, Table 16, page 38.

During RY 16, 40 (unique) AIP members have been referred from CC-HAN participating PCPs. The number and types of contacts, including successful and unsuccessful phone contacts, mailings, electronic communications (requested by members), and face-to-face visits are reported in Table 7. A grand total of 1187 care management contacts were made in FY 16, including twenty-four face-face visits.

Table 8: CC-HAN AIP: Care Management Contacts for RY 16				
Successful Phone	Unsuccessful Phone	Mailings/ Texts/E-mails	Face-to-Face	GRAND TOTAL of CONTACTS
479	583	101	24	<u>1187</u>

Inpatient Contacts

Monthly reports have been provided by OHCA to CC-HAN throughout RY 16, including Inpatient Reports for recently hospitalized members. Care management services provided for this group are included, by member, in Table 9. As the Table shows, a total of 227 visits were made to this group, including six face-face visits.

Table 9: CC-HAN Inpatient Contacts for RY 16				
Successful. Phone	Unsuccessful Phone	Letters	Face-to-Face	GRAND TOTAL OF CONTACTS
70	129	22	6	<u>227</u>

Health Information Technology (Article 4.5)

1. PCPs assisted with qualifying for federal EHR incentives—education, outreach, etc. (Article 4.5 c): None in RY 16.

Milestones for electronic health records being met (Article 4.5 b):

All twenty-four PCPs in HAN have EHRs; milestone is met.

Reporting: To analyze the HANs effectiveness in reducing costs, improving access, improving the quality and coordination of health care services and improving the SoonerCare patient-centered medical home, the Central Communities HAN will provide the following data quarterly:

Benchmark and milestones regarding EMR:

1. **Number of PCPs with existing EMRs as a benchmark:** Twenty-four.
2. **Number of PCPs with existing EMRs which are functional and operational:** Twenty-four.
3. **Number that have operability between PCPs:** None.

All twenty-four HAN PCPs (six practices) have and are utilizing EMRs. None have operability with other PCPs.

Doc2Doc:

CC-HAN Providers continue to have many questions/concerns related to implementation of Doc2Doc and share primary interest in the development of the online consultation component of Doc2Doc. The PCP staff have gained familiarity with the OHCA referral system so that incentive (using Doc2Doc for referrals) no longer exists. In addition, the EMRs for most work “well enough” to facilitate management of referrals, including tickler systems or other ways to ensure “closing the loop” for referrals.

The CC-HAN Project Manager met in spring 2016 with Lyn Denny from the Sooner Health Access Network’s Department of Medical Informatics to learn about Doc2Doc updates. Ms. Denny then participated in the June 2016 PCP meeting to share updates and information about Doc2Doc; one CC-HAN practice subsequently (prior to end of June 2016) expressed interest in scheduling in-office training, and work was ongoing to coordinate schedules at the end of RY 16.

The CC-HAN Providers have also expressed a lack of willingness to invest funds for a Health Information Exchange when the Oklahoma City area data continues (in general) to be split between MyHealthAccess and Coordinated Care of Oklahoma. There is a general agreement that access to health information through an HIE is a future goal all support when there is a reliable single source of data that will facilitate coordination of care for members. Ongoing reports from MyHealthAccess are promising to support utilization in the near future.

The Access database used to document and maintain records of care management contacts is considered a technology strength for the CC-HAN. The database also provides for aggregation of data by member name/ID, program, type of contact, and date of contact as well as maintaining nursing notes. It remains a goal to utilize the database for aggregating referrals made, although another strategy is in place (and working well) as care managers report referrals monthly.

CC-HAN Website (<http://cc-han.com/>):

The Central Communities HAN website continues to provide health preventive/management information and resources for members and the public at large. Information about the HAN, participating Providers, and staff is also available through the website. In addition, a Specialist List with contact information is housed on the website although password protected for Provider access only.

QI/QA (Article 4.6)

To improve quality and access to healthcare services and to reduce costs, the CC-HAN will:

1. **Develop and implement strategies to increase the number of SoonerCare children in CC-HAN contracted Medical Home practices who receive well-child visits with appropriate health screenings (in accordance with EPSDT guidelines) in RY 16. The ELA will be an increase in the total number of claims in RY 16 (compared with RY 15) for each Preventive Code.**

The primary strategy to increase the number of well-child visits is ongoing through the EPSDT Clerk position; the EPSDT Reports provided monthly by OHCA facilitate the contacts. Specific purposes and responsibilities of the Clerk position are:

- To facilitate attainment of the HAN Quality Measure to increase the number of SoonerCare Children in HAN Medical Home practices who receive well-child visits with appropriate health screenings.
- To contact SoonerCare members to encourage compliance with well-child/EPSDT visit schedule(s); communications will also include contacts to PCP offices for contact information updates as needed.
- To refer members needing additional information/clarification or with health related questions/concerns to Project Manager who will provide (or assign) care management services.
- To submit monthly reports (or more often if needed) to the Project Manager outlining the numbers and types of contacts made.

In February 2015, OHCA approved the CC-HAN Quality Measure and plan. The position was filled in March 2015, and implementation was initiated in April 2015. The position has been ongoing since that date.

As data in Table 10 demonstrates, evidence (to date) is somewhat ambivalent about the effectiveness of the primary strategy to increase the number of well-child visits. Claims searches done in spring of 2015 were found (subsequent to submission of AR 15) to include some duplicate claims; Table 10 presents the correct data for 2015 as well as for 2016.

The ELA was met in RY 15 with a 6% gain (overall) in well-child visits. For RY 16, there is an 11% loss from the totals in RY 15. One possible contributing factor to the decline is based upon conversations with PCPs, who share that often children come in for well-child visits with complaints of other “problems.” The priority of the visit shifts to

assessment, diagnosis, and treatment of the problem. Since the provider can bill for only one code per visit, they typically submit the claim for the illness. CC-HAN providers have also shared concerns that it is often “very difficult and close to impossible” to get the child re-scheduled for a well-child visit, resulting in a common decision to include the well-child exam “without reimbursement.”

Importantly, CC-HAN PCPs continue to share support for the contacts made to increase well-child visits; continuation of the position of EPSDT clerk with assigned responsibilities will continue through RY 17. Recently a bi-lingual clerk was employed to coordinate the contacts due to the number of Spanish-speaking families served; it is hoped that improvements in communications may result in more visits for RY 17. Tables 11-14 present the number/types of EPSDT contacts throughout RY 16.

Table 10: CC-HAN Quality Measure Report: EPSDT Claims Data				
Preventive Code	FY 14 # of Claims	FY 15 # of Claims		FY 16 # of Claims
New Patients:				
99381	332	301	-9%	185 -39%
99382	164	119	-27%	95 -20%
99383	193	146	-24%	132 -10%
99384	62	63	2%	65 3%
Established Patients:				
99391	1477	1536	4%	1376 -10%
99392	993	1189	20%	1092 -8%
99393	912	947	4%	836 -12%
99394	382	466	22%	474 2%
TOTALS by FY	4515	4767	6%	4255 -11%

Table 11: EPSDT Contacts Q1 RY 16										
	Jul 15			Aug 15			Sep 15			TOTAL Contacts (all types) for 2015
	Letters/ Texts	SPC	UPC	Letters/ Texts	SPC	UPC	Letters/ Texts	SPC	UPC	
Canadian Valley Family Care	0	0	0	2 letters	1	2	5 letters	31	5	46
Flores Pediatrics	29 texts; 21 letters	2	60	19 letters	24	19	18 letters	73	18	283
Alecia Hanes	5 texts; 2 letters	5	7	2 texts; 4 letters	6	6	14 letters	42	14	107
Vladimir Holy	4 texts	5	4	3 letters	4	3	3 letters	11	3	40
Mustang Family	6 texts; 3	5	9	3 texts	3	3	6 texts	31	6	75

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Physicians	letters									
Mustang Urgent Care	1 text	0	1	2 letters	1	2	0	3	0	10
Total No. of (All Types) Contacts to Increase EPSDT (Well-Child) Visits for Q1 RY 2016										<u>563</u>

Table 12: EPSDT Contacts Q2 RY 16										
	Oct 15			Nov 15			Dec 15			TOTAL Contacts (all types) for Q2 RY 16
	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	
Canadian Valley Family Care	15	3	15/3	42	4	0/0	35	9	7/2	135
Flores Pediatrics	79	40	17/24	69	43	23/20	44	36	15/22	432
Alecia Hanes	31	9	0/9	30	27	20/7	20	12	5/7	177
Vladimir Holy	13	8	6/8	5	4	0/4	11	1	0/1	61
Mustang Family Physicians	19	16	7/9	18	16	11/7	18	9	6/3	139
Mustang Urgent Care	5	3	0/3	2	1	0/1	0	0	0/0	15
Total No. of (All Types) Contacts to Increase EPSDT (Well-Child) Visits for Q2 RY 16										959

Table 13: EPSDT Contacts Q3 RY 16										
	Jan 16			Feb 16			Mar 16			TOTAL Contacts (all types) for Q3 2016
	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	
Canadian Valley Family Care	39	11	5/6	32	9	5/4	33	13	11/1	169
Flores Pediatrics	69	21	0/19	62	36	14/20	77	16	6/10	350
Alecia Hanes	32	20	16/5	44	6	0/6	52	6	0/5	192
Vladimir Holy	6	7	2/5	9	9	4/5	5	3	0/3	58
Mustang Family Physicians	21	2	0/2	20	10	5/5	24	6	0/6	101
Mustang Urgent Care	4	0	0/0	4	1	0/1	6	6	0/0	22
Total No. of (All Types) Contacts to Increase EPSDT (Well-Child) Visits for Q3 RY 16										892

Table 14: EPSDT Contacts Q4 RY 16										
	Apr 16			May 16			Jun 16			TOTAL Contacts (all types) for Q2 2016
	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	SPC	UPC	Texts/ Letters	
Canadian Valley Family Care	34	5	0/0	33	6	5	25	3	0/3	114
Flores Pediatrics	86	27	19/9	70	35	23/12	68	24	21/3	397
Alecia Hanes	39	11	5/6	43	9	6/3	62	3	0/2	189
Vladimir Holy	9	1	1/0	6	1	0/1	6	1	0/1	27
Mustang Family Physicians	25	6	0/6	19	10	7/4	25	9	8/1	120
Mustang Urgent Care	5	0	0/0	4	0	0/0	10	0	0/0	19
Total No. of (All Types) Contacts to Increase EPSDT (Well-Child) Visits for Q4 RY 16										866

2. Develop, implement, and/or strengthen at least two strategies to facilitate increased access and delivery of preventive health care services for SoonerCare members in RY 2016.

The first strategy to achieve the QM is the CC-HAN website, <http://cc-han.com>. Varied sources of input are utilized to guide content decisions for the website, including the Health Management Resources. The intent is to provide appropriate and accurate content which is also considered relevant to the individuals and communities served. Content decisions are obtained from SoonerCare members and families; care management contacts and needs; Providers and their staff; and general input/suggestions obtained from other interested parties (e.g., County Health Department staff, SmartStart program staff, health and public educators). Content sources include varied evidence-based clinical resources. The project manager also identifies special topics to be featured through the Home Page, depending on current health issues or seasonal health concerns. Examples include mental health awareness emphases or flu season information.

Efforts to ensure the website presents current and accurate information are anchored in a process conducted by PHCC Board volunteers who utilize guides to evaluate:

- Lay-out for reader appeal and for user friendliness, including visual appeal of materials or content “guides.”
- Level of reading, focusing on (approximate) 5th grade or lower to maximize “effectiveness” for users.

- Content relevancy for general public, specifically HAN members and PCP “patients.” E.g., is the content relevant for different age groups and populations, including ethnicities, who might use the website.
- Content appropriateness. E.g., are there content areas that are either “dated” or otherwise considered inappropriate? Are there content gaps in terms of information or materials which should be included? Is there content that might be considered culturally or otherwise inappropriate? Are there any specific content suggestions that you would like to see included or presented OR that you believe should be omitted?
- Accuracy. Content accuracy and “workability” of the links.
- Ease of use.

The project manager compiles the quarterly evaluation results and presents the information to the PHCC Board for review and comment. Subsequently, results and comments are provided to the IT professional who manages the website for implementation. Periodic meetings with the web designer combined with the evaluation findings and recommendations provide an ongoing quality improvement process.

Two primary methods are used to promote website use. First, promotional pens (with stylus) imprinted with the message “**Health Questions? Go to cc-han.com for help**” are widely distributed through PCP offices, Youth and Family Services of El Reno, various health promotion events (i.e., health fairs and back-to-school events), community meetings of health professionals and social services personnel, and at public sites including community libraries and county health departments in Canadian, Custer, Kingfisher and Logan counties (central Oklahoma). In addition, a professional commercial artist assisted with development of a web-site promotion brochure entitled “Questions About Your Health Care?” which is also widely distributed (through sites and events as above).

A website review program provides site statistics which are reviewed at least monthly for assessment and planning purposes. In general, the stats showed upward trend in views in 2014, with a downward trend in starting in spring/summer/fall 2015 which continued until a slight upward trend in Apr-Jun 2016. Efforts to promote use of the website for preventive health services as well as general information about the HAN and Providers have been ongoing. The utilization of site stats has been found to be very useful in guiding HAN efforts to promote access and delivery of preventive health services. Table 15 presents information and trends on CC-HAN website views.

Table 15: CC-HAN Website Stats			
Number of Views per Month	2014	2015	2016
January	261	387	37
February	223	315	38
March	232	317	44

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April	176	174	71
May	365	161	50
June	321	167	65
July	373	176	
August	386	154	
September	593	158	
October	unknown	74	
November	unknown	86	
December	unknown	15	

The second major strategy for achieving QM 2 is the development and utilization of ER brochures and one flyer for member education throughout RY 16. The brochures/flyer are based on the “top diagnoses” for ER visits in RYs 12-16. The top 3 diagnoses for ER visits in RY 16 were Fever, Otitis Media (Ear Infection) and Upper Respiratory Infection; each was among the top diagnoses in previous years. Previously developed brochures/flyer were reviewed (again) for accuracy and relevance and will continue to be used for member and general public education related to the following diagnoses:

- Nausea and Vomiting
- Otitis Media (Ear Infection)
- Upper Respiratory Infections
- Abdominal Pain
- Back Pain
- Cellulitis
- Children with Fever
- Headaches
- UTIs
- Tobacco Use Disorder

The distribution process for the ER brochures/flyer includes:

- PCP offices are provided copies of the brochures to assist with patient education;
- All SC members with related ER visits are provided (appropriate) brochure(s) as a part of the care management process;
- The brochures are also provided other members with (related) health concerns.
- Brochures are provided to four area County Health Departments (Canadian, Custer, Kingfisher, and Logan) for distribution;
- Brochures are shared through various community events and sites such as Health Fairs, Baby Showers, educational seminars, Coalition meetings, and educational settings;

- Web flyers are created for each topic and made available via the CC-HAN website.

The educational value of the brochures has received support through anecdotal evidence, including inclusion in the July 2015 External Evaluation Report. The brochures are well received by PCPs, and other health care professionals in the communities served. As data presented in Table 17 indicates, additional evidence includes a significant decrease in the total number of ER visits (to date) in CY 16 as compared to calendar years 13, 14, and 15. Though challenging to provide directly linked, data-driven evidence to support the value of the brochures, their use as educational tools will continue as they are well-received by members, PCPs (who approved the content of each), and other health care professionals in the communities served.

N. Monitor the number of hospitalizations for each member engaged in the CC-HAN Asthma Improvement Plan throughout FY 2016. The ELA for this QA Measure will be a reduction in number (or zero) annual hospitalizations (asthma related diagnoses) for each engaged member, comparing to pre-AIP participation.

In FY 16, forty (unique) SC Choice members were engaged in the Asthma Improvement Plan (AIP). Information about hospitalizations includes:

- There were two hospitalizations (asthma related diagnoses) for member [REDACTED] (9/15 and 10/15). The member is a special needs adult whose caregiver is an elderly mother. The member has been engaged in the AIP since 2013 with no records available about hospitalizations prior to engagement. Subsequent to the fall 2015 hospitalizations, member was referred to a pulmonologist by PCP, and changes in asthma management plan have resulted in much better symptom control. Member has no additional hospitalizations since 10/15, which includes the (most recent) seasonal months in which flu/respiratory infections are common. Clearly, improvement in management of asthma symptoms has been attained.
- Member [REDACTED] was hospitalized for asthma twice in 1/15 prior to being engaged in AIP later in the same month. Subsequently he was hospitalized one time (8/15) for bronchitis. There have been no additional hospitalizations for asthma related diagnoses, including the most recent seasonal months for respiratory illnesses (9/15-4/16). With the reduction from two hospitalizations in 1/15 to one in 8/15 (post engagement in AIP), the ELA is considered met.
- Member [REDACTED] was engaged in the AIP after hospitalization for an asthma related diagnosis in 1/16. Since engagement, parent reports “better control,” and no additional hospitalizations (or ER visits) have occurred. Because this member has been in AIP for only 5 months, there is insufficient data to say the ELA is met. However, improvement in symptom control has been attained.

O. Achieve at least an 80% annual flu immunization level for all AIP members in RY 2016.

As of the end of RY 16, 21 of the 40 AIP members who were engaged in the AIP (at some point) were known to have been immunized for flu, which is a 53% level. The outcome is significantly lower than the ELA; it is accounted for largely by parental distrust of vaccinations, particularly fears of “traumatizing” a child or of “negative side effects,”

including autism. Media coverage about the vaccine’s “effectiveness” has also influenced the outcome. However, the 80% level will remain the CC-HAN benchmark because of sound evidence that immunization is the best way to prevent the complications associated with flu and because of the higher risks for flu complications for individuals with asthma. Educational efforts will also continue. To better understand the variables associated with vaccination refusals, the CC-HAN care management staff recently reviewed the Medscape Vaccine Acceptance Report for 2016 as well as other EBP resources; specific strategies were identified for better educating parents who are vaccine resistant.

Table 16: CC-HAN AIP Evaluative Data, CY 13-RY 16				
	Totals for CY 13	Totals for RY 14	Totals for RY 15	Totals for RY 16
Total No. AIP Members	39	39	40	40
Total No. of Hospitalizations prior to AIP Engagement	1	1	3	7
Total No. of Hospitalizations for Asthma Related DX after AIP Engagement	0	0	1	2 (for one member)
Total No. of ER Visits for Asthma Related DX prior to AIP Engagement	12	8 (5 separate members)	14	9
Total No. of ER Visits for Asthma Related DX after AIP Engagement	2 (2 separate members)	2 (2 separate members)	2	7
Total No. of Urgent Care Visits for AIP Members	2	5	22	7
Total No. of Unscheduled PCP Visits for AIP Members	12	29	22	22

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Table 16: CC-HAN AIP Evaluative Data, CY 13-RY 16

	Totals for CY 13	Totals for RY 14	Totals for RY 15	Totals for RY 16
Total No./Percentage of AIP Members who received flu vaccination	21 for <u>54%</u>	30 for <u>77%</u> (2 members lost SC benefits, so lack of PCP verification for FY immunization; however, parental intent and history was to immunize children; parent did not respond to attempts to verify)	27 for <u>68%</u> (3 members were discharged prior to flu immunization season; 1 lost SC benefits; 2 changed PCPs. Parents of 7 other members declined to immunize d/t publicity r/t lack of efficacy evidence for expected viral strains).	21 for <u>53%</u> (5 unknown due to no response or no longer in AIP. Parents of 8 report lack of evidence that vaccine is beneficial; parents of 2 did not want child "traumatized" by injection; parents of 4 refused on basis of undesirable "side effects.")

Of some concern with the outcomes reported in Table 16 is the 350% increase in ER visits in RY 16 over RY 15, although the actual numbers remain relatively small (from 2 visits to 7 visits). In addition, the total number of Urgent Care visits is significantly down in RY 16 as compared with RY 15, which may be a contributing factor to the increase in ER visits. The trend is challenging to explain; Providers share they continue to refer members to Urgent Care when after-hours calls are received reporting symptoms that "need quick but not urgent" professional evaluation. Care management encouragement to utilize urgent care facilities rather than hospital ERs (when appropriate) will continue along with education about symptom control and recognition of the symptoms which are true emergencies.

Hypothesis 7 Report: Impact of Health Access Networks on Quality of Care: Performance Measure A: Decrease asthma-related ER visits for HAN members with an asthma related diagnosis identified in their medical record.

As Table 17 shows, the number of ER visits (with asthma-related diagnosis) by HAN members who have asthma identified in their problem list (PCP EMRs) remains low with a downward trend since CY 13. The trend is positive support of the CC-HAN work although opportunities for improvement continue. Staff members monitor closely all ER visits for asthma diagnoses, discussing possible referrals with PCPs and/or members as follow-up to those visits. In early May 2016 an educational document entitled "Provider Education: CC-HAN Asthma Improvement Plan" was shared with all CC-HAN Providers to demonstrate value of the AIP and encourage more referrals. Upon receipt of ER rosters in May and June 2016, three members with asthma related diagnoses were added to the AIP (2 in May, 1 in June).

As of completion of Quarters 1 and 2 (CY 16), there were no 90 day readmissions for members with an asthma diagnosis (in their medical record).

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The data related to overall use of the ER for HAN members in Q1 16 is noted to be (significantly) lower than the numbers in Calendar Years 13, 14, and 15. The data is supportive of the following CC-HAN efforts to reduce overall ER use:

- Care management contacts to all members with ER visits in the previous month and also identified through quarterly claims review by CC-HAN IT staff;
- Varied types of care management contacts include phone, letter, and face-face meetings;
- Educational materials including the CC-HAN ER Diagnoses brochures and/or other educational resources are provided to members with ER visits;
- Referrals for daily living needs or other resources are made as indicated;
- Follow-up for all members with asthma-related diagnoses in either ER or inpatient reports to determine if participation in AIP is indicated;
- Deliveries of Monthly ER Reports to each CC-HAN Provider with requests for latest member contact information as well as date of last office visit and next (if any) scheduled;
- Care management encouragement to follow-up with PCP visit(s) for all members who have ER visits or inpatient stays.

Table 17: Hypothesis 7: Key Quality Performance Measures Report for CC-HAN					
<i>Performance Measure A: Decrease asthma –related ER visits for HAN members with an asthma related diagnosis identified in their medical record.</i>	CY 13	CY14	CY15	CY16, Q1	CY16 Q2
<u>Numerator:</u> Total no. of ER visits by HAN members with asthma identified in their problem list for an asthma-related diagnosis.	86	72	41	6	13
<u>Denominator:</u> All HAN members with an asthma diagnosis identified in their medical record.	839	885	858	595	729
<u>Dividend for PM A:</u>	.10	.08	.05	.01	.02
<i>Performance Measure B: Decrease 90 day readmissions for related asthma conditions for HAN members with an asthma diagnosis identified in their medical record.</i>	CY 13	CY 14	CY 15	CY 16, Q1	CY16, Q2
<u>Numerator:</u> Total no. of HAN members with asthma identified in their problem list who were readmitted to the hospital for an asthma-related illness within 90 days of a previous asthma-related hospitalization.	0	0	2	0	0
<u>Denominator:</u> All HAN members with an asthma diagnosis identified in their medical record and having at least one	7	4	9	0	1

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inpatient stay related to asthma.					
Dividend for PM B:	0	0	.22	0	0
<i>Performance Measure C: Decrease overall ER use for HAN members.</i>	CY 13	CY 14	CY 15	CY 16, Q1	CY16, Q2
<u>Numerator:</u> Total number of ER visits for HAN members.	2153	1938	2256	436	346
<u>Denominator:</u> All HAN members.	5192	5273	5137	3990	4091
Dividend for PM C:	.41	.38	.44	.11	.08

Other CC-HAN Distinctives

The CC-HAN continues to have distinctive characteristics that are considered important to highlight in the Annual Report. From the earliest planning stages for the CC HAN, it has remained the intention of the parent non-profit organization, the Partnership for Healthy Central Communities, to develop a Network that improves health care for SoonerCare Choice members and addresses the challenges of the underserved populations in central Oklahoma communities. The vision includes the HAN serving as the “central hub” to coordinate information and referrals for members, providers, and other community residents. Underlying assumptions are that healthcare costs can be reduced while access to coordinated care is enhanced through HAN services. SoonerCare members will benefit, providers will benefit, and the communities served will also benefit. Another important expectation is that the HAN will contribute to improved utilization of community based behavioral and social health resources by improved education for providers, members, and other community residents about available services.

Efforts to develop broad community relationships and expand the information about available services for individuals in need of health care continued in the fifth year of implementation. Highlights of activities and accomplishments which illustrate the unique characteristics of the CC HAN are presented below. Further information may be found in the bi-monthly Project/Care Manager Reports from July 2015-June 2016 which are readily available upon request.

- **Follow-up on needs and concerns of PCPs** remain priorities for the CC-HAN staff. Examples include assistance with Medical Home requirements and audits (project manager was present for one audit and planned corrective action steps as needed in RY 16); assistance with Self-Evaluation process required for annual contract for one PCP; and availability to assist with matters as varied as billing questions, possible rate cuts, prior authorizations matters, OHCA requirements on various matters (e.g., Behavioral Health Screening requirements, Allergy Testing program changes), EMR implementation challenges, and need for specialists or other community resources for patients (e.g., counseling resources, transportation services, ADHD testing, and/or ADL needs). In addition, the HAN staff provides educational presentations for participating PCPs and staff. In RY 16, some specific examples include:

- Orientation to HAN services provided to new staff, including review of all Medical Home Tier 2 requirements with (new) office manager for Mustang Urgent Care, 7/24/15.
 - Project manager coordinated meeting with Dr. Hanes and Red Rock Behavioral Health administrative staff on 11/3/15; purpose/outcomes were clarification of Health Home and Medical Home roles as well as collaborative opportunities for Dr. Hanes and Red Rock staff to benefit children/families.
 - Communicable Diseases/Infection Control for Mustang Family Physicians, 12/9/15.
 - Project manager developed/presented plan for individualized Communicable Diseases/Infection Control education, including resources and outcomes assessment, for Mustang Urgent Care staff in 1/16.
 - Communicable Diseases/Infection Control for Vladimir Holy, MD on 1/26/16; also reviewed Behavioral Health Screening requirements with staff.
 - Communicable Diseases/Infection Control for Flores' Pediatrics on 1/27/16.
 - In February and March 2016, project manager worked with Dr. Holy and Red Rock staff to develop collaborative model for behavioral health services available at Dr. Holy's office site. Outcome was a contractual relationship established between Dr. Holy and a behavioral health provider.
 - In 3/16, the PHCC Board approved funding to purchase 15 additional Peak Flow Meters to distribute to AIP members.
 - Project manager worked with Canadian Valley Family Care staff in 3/16 to clarify requirements for behavioral health screenings as well as questions about reimbursement for same.
 - On-site assistance/support provided for Dr. Holy's Medicaid Performance Audit on 5/4/16.
 - PCP meeting was held 6/16/16 with participation from four of the six Provider groups in CC-HAN as well as outgoing Medical Director, Dr. Judith Frasier, and incoming Medical Director, Dr. Alecia Hanes. OHCA administrative staff also participated, including Melody Anthony, Deputy Director of Medicaid, and Burl Beasley, R. Ph. A representative from Sooner HAN's Medical Informatics also presented updates on Doc2Doc. One practice requested additional training/support through Doc2Doc.
 - Throughout RY 16, CC-HAN staff members have worked closely with all Providers to coordinate care through care management and to implement the AIP. A total of 43 "other" members were provided care management services throughout the Report Year, demonstrating the collaborative relationships between HAN providers and staff.
- **Collaborative work between HAN Providers and staff** was ongoing through the Report Year to improve coordination of care and increased quality of care for members, as evidenced in part by CC-HAN care management staff have provided face-face contacts with members since the HAN's inception, including the 28 home visits following established guidelines. Reasons for home visits have been varied but include home safety assessments; deliveries of food, clothing or household supplies; deliveries of Peak Flow Meters and asthma educational packets; and providing education/support, particularly r/t child development and care.
 - In RY 16, 28 home visits were made.

- o In RY 16, 48 face-face visits occurred, some in PCP offices and some in other sites (such as public libraries or what are called “curbside” deliveries of resources).
 - o A total of 68 deliveries of goods as varied as clothing, food, household supplies or Peak Flow Meters were made by CC-HAN care management staff.
- **Meetings with all PCPs and their key staff** to address common concerns and to determine ways the HAN can facilitate their practices occurred primarily through office visits and phone contacts. One formal meeting was held on 6/16/16. Melody Anthony, MS, Director of Provider Services, provided OHCA updates, and Burl Beasley, R.Ph addressed Agency updates including prior authorizations/changes made to improve safety/ensure proper use of funds for pharmaceuticals.
- **707 Provider contacts** made in RY 2016. Contacts are as varied as deliveries of rosters (e.g., EPSDT or latest ER), assistance with MH audits, educational presentations, and addressing specific questions Providers may have about billing or member concerns; we also receive their referrals for “other” members for whom they request care management contacts.
- **PCP and member support** continues to include acceptance of referrals of “other” members who need educational or other assistance; a total of 43 SoonerCare members not engaged in other care management programs were served in RY 16. In addition, one “other” member was contacted at PCP request for support/education purposes including how to apply for SoonerCare benefits. A total of 228 contacts were made to this group.
- Quarterly Care Management Teleconferences with OHCA staff were held on 7/21/15; 1/17/16; and 4/21/16.
- Monthly CC-HAN Care Management Committee meetings for RY 16 were held on 7/29/15; 8/24/15; 9/28/15; 10/26/15; 12/7/15; 1/11/16; 2/8/16; 3/7/16; 4/4/16; 5/2/16; and 6/20/16.
- Participation by parent of five CC-HAN members (all engaged in AIP) in OHCA Strategic Planning Retreat, 8/13/15. Project Manager and AIP care manager also attended.
- Leadership by Project Manager of Canadian County Coalition for Families and Children Schools Support Project throughout summer and fall of 2015; funds were raised and distributed to elementary schools throughout the County to support school supplies and activities of needy children.
- Project Manager participated in Infant Mental Health Committee, associated with Coalition for Families and Children throughout RY 16. A Tip Sheet was developed to share with law enforcement throughout Canadian County, providing information on identifying s/s of child trauma as well as community support and treatment resources. The Tip Sheets, in both English and Spanish, have been distributed throughout the County.
- Participation by CC-HAN care management staff in Canadian County Health Department Baby Shower on 9/5/15.
- CC-HAN Project Manager coordinated meetings with Red Rock Behavioral Health staff and CC-HAN Providers to clarify Health Home project and the interface with Medical Homes in fall 2015.

- Project Manager was invited to participate in community planning meeting coordinated by Canadian County Extension Services in fall 2015 and subsequently became a member of Advisory Committee.
- Project Manager participated in OG&E Community Round Table in fall 2015, where community health, social services, and educational agency representatives share information and updates.
- Participation by CC-HAN staff in key community health related organizations and activities throughout FY 16, including:
 - Canadian County Coalition for Children and Families (project manager and both care managers)
 - Infant Mental Health Committee (project manager)
 - Canadian County Healthy Living Grant (care managers)
 - Canadian County Board of Health (project manager)
 - Partnership for Healthy Central Communities Board (project and care managers are participants)
 - SmartStart Leadership Team (project manager)
 - Canadian County SPF-SIG Project participation (project manager and one care manager)
- Infrastructure (including IT services, phone services, accountant services, post office services, promotional materials and additional personnel support) were augmented in the Report Year. Examples include additional care management hours; EPSDT Clerk position; increasing hours for IT support; and ongoing development of CC-HAN website and use of the ER diagnoses' brochures including website development promotional efforts;
- Ongoing implementation of the Asthma Improvement Plan (AIP) in Report Year, with growth in number of members served and positive outcomes (Appendix A.1);
- Ongoing utilization and additions the (searchable) Specialist List that is hosted on web-site;
- Ongoing development/implementation of database for managing care management responsibilities and communications;
- Ongoing implementation of instant messaging system (HIPAA compliant) for facilitating CC-HAN staff communications;
- Ongoing development of web-site, www.cc-han.com.
- Periodic meetings with Medical Director (both face-to-face, phone, electronic communications) about HAN implementation and future goals.

In January 2014, the following core strengths of the CC-HAN were identified in preparation for the external evaluation process. The Core Strengths continue to serve as directives for administrative decisions and day to day activities.

Core Strength #1: Community Integration for the Medical Home Model, including

- Relationship building
- Strengthening the Medical Home concept
- Area wide services

Core Strength #2: Practice Independence Enhancement for Providers, including

- Offering Providers ways to improve cost effectiveness and time efficiency by providing staff who are readily accessible when assistance is needed
- Assisting Providers in complying with CMS/OHCA requirement

Core Strength #3: Providing a Safety Net for Members and Providers, including

- Care management services, including face to face, home visits, phone, and mailing contacts
- Extending care management services beyond those contractually required to include others referred by PCPs
- Community presentations and events that reach beyond CC-HAN members to other SoonerCare members and individuals/families in the communities at large

The Partnership for Healthy Central Communities Board as well as the Central Communities Health Access Network staff believes the Core Strengths continue to describe the current status of the Network and serve well as a framework for future planning. We look forward to ongoing efforts in RY 2017 as we continue work to demonstrate success in meeting both OHCA/CMS expectations and the CC-HAN Mission: ***To improve health care for SoonerCare Choice members and to address the challenges of the underserved populations in Central Oklahoma Communities.***

Appendix A.1

Asthma Improvement Plan Report - RY 16

Asthma Improvement Plan - RY16

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 unsucc phone contact 4 text messages			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact 1 face to face w/ Mom 1 text			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 2 text messages	Referred to OHCA for out of area family member case management for asthma		Offered information for daily living resources, mental and behavioral health resources and smoking cessation Contacted DLO via phone and fax re: lab testing requirements
RID [REDACTED]	Oct 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts			
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing 1 text message			Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 3 unsucc phone contacts 1 text message	Referred to Child Development @CC Health Department-Chris Jarko		Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact 1 mailing	Referred to okhca.org for behavioral health care providers – Provided printed information for 21 SoonerCare Providers in the Yukon /OKC area		Offered smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered mental and behavioral health

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		1 unsucc phone contact			resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 unsucc phone contact 4 text messages			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact 1 face to face 1 text			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 2 text messages	Referred to OHCA Care Management for out of area family member Care Management for asthma		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts			
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing			Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone			Offered mental and behavioral health resources, smoking

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contact			cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 unsucc phone contact 4 text messages			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact 1 face to face 1 text			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 2 text messages	Referred to OHCA Care Management for out of area family member Care Management for asthma		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts			
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing			Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone			Offered information

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contacts 1 unsucc phone contact 4 text messages			for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact 1 face to face 1 text			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 2 text messages	Referred to OHCA Care Management for out of area family member Care Management for asthma		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts			
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing			Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 unsucc phone contact 4 text messages			Offered information for daily living resources, mental and behavioral health resources and

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact 1 face to face 1 text			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 2 text messages	Referred to OHCA Care Management for out of area family member Care Management for asthma		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts			
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing			Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Aug 2015	1 succ phone			

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contact 3 unsucc phone contacts			
RID [REDACTED]	Sep 2015	1 succ phone contact 1 unsucc phone contact		Referred to DHS Case Worker for assist with child support options	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 unsucc phone contacts 1 mailing		Referred to Legal Aid Services of OKC (2 offices), Oklahoma Legal Service Center, Oklahoma Lawyers for Children, Trinity Legal Clinic and website www.legalaid.org via mailing	
RID [REDACTED]	Nov 2015	3 unsucc phone contacts			
RID [REDACTED]	Dec 2015	5 succ phone contacts 4 unsucc phone contacts 2 text messages 1 mailing		Referred to Mustang Heights Baptist Church Toy and Clothing Closet, South Yukon Church of Christ Toy Event and CANADIAN COUNTY HEALTH DEPARTMENT for flu vaccine information	Provided CDC flu vaccine and holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	1 unsucc phone contact		Mission of Mercy Dental Clinic in OKC via voicemail message	
RID [REDACTED]	Feb 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 unsucc phone contacts			
RID [REDACTED]	Apr 2016	4 unsucc phone contacts			
RID [REDACTED]	May 2016	2 unsucc phone contacts			
RID [REDACTED]	Jun 2016	1 succ phone contact 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing		Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED] (referred to AIP)	May 2016	4 succ phone contacts 1 unsucc phone contact 1 mailing		CC-HAN website, <i>Important Information for patients with Upper Respiratory Infections</i> and <i>Important Information for Parents of a Child with Fever</i> brochures via mailing	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	4 succ phone contacts 5 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jul 2015	4 succ phone contacts 4 unsucc phone contacts		SNAP, Food Stamp Hotline, 211, Gods Helping Hands, Manna Pantry, Lord's Harvest, DHS	
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	2 unsucc phone contacts			
RID [REDACTED]	Oct 2015	1 succ phone		South Yukon Church of Christ	Offered information

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contact 1 unsucc phone contact		Thanksgiving Resources, DHS office for assist in change in income guidelines	for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts 9 unsucc phone contacts 1 face to face		Delivered Thanksgiving basket supplied by South Yukon Church of Christ	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	3 succ phone contacts 1 mailing		Mustang Heights Baptist Church Clothing and Toy Closet, South Yukon Church of Christ Toy Event	Provided CDC holiday safety tips info via mailing. Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jan 2016	1 succ phone contact 1 unsucc phone contact 1 email		Mission of Mercy Dental Clinic in OKC	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Feb 2016	1 succ phone contact 1 mailing	TSA website and mailing with requirements for overseas travel		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	2 unsucc phone contacts 1 mailing			
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
End of Mustang Family Physician's Members					
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Sep 2015	4 succ phone contacts 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED]	Oct 2015	2 succ phone contacts 1 face to face		CC-HAN website Delivered Household, food and clothing resources provided by South Yukon Church of Christ and Mustang Heights Baptist Church	Delivered Peak Flow Meter (Provided by PHCC funding) and Asthma/PFM educational
RID [REDACTED]	Nov 2015	2 succ phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	7 succ phone contacts 2 unsucc phone contacts 1 face to face		Mustang Heights Baptist Church Toy and Clothing Closet Delivered coats for family members, household supplies and food resources provided by South Yukon Church of Christ	
RID [REDACTED]	Jan 2016	1 unsucc phone contact			
RID [REDACTED]	Feb 2016	2 succ phone contacts 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	
RID [REDACTED]	Mar 2016	1 succ phone contact			
RID [REDACTED]	Apr 2016	1 unsucc phone contact			
RID [REDACTED]	May 2016	3 succ phone contacts 1 unsucc phone contact 1 face to face		Delivered summer clothing for member and family provided by South Yukon Church of Christ	Offered mental and behavioral health and smoking cessation information
RID [REDACTED]	June 2016	2 succ phone contacts			Offered information for household and food resources, mental and behavioral health and smoking cessation information
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	2 unsucc phone contacts			
RID [REDACTED]	Oct 2015	3 unsucc phone contacts			
RID [REDACTED]	Nov 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	3 unsucc phone contacts			
RID [REDACTED]	Jan 2016	3 unsucc phone contacts			
RID [REDACTED]	Feb 2016	3 succ phone		CC-HAN brochure <i>Important</i>	Offered mental and

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contacts 1 mailing		<i>Information for Patients with Upper Respiratory Infections</i> via mailing	behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	2 unsucc phone contacts 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing		
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	2 unsucc phone contacts			
RID [REDACTED]	Oct 2015	3 unsucc phone contacts			
RID [REDACTED]	Nov 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	3 unsucc phone contacts			
RID [REDACTED]	Jan 2016	3 unsucc phone contacts			
RID [REDACTED]	Feb 2016	2 succ phone contacts 1 mailing			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact			Offered mental and behavioral health

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		1 unsucc phone contact			resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	2 unsucc phone contacts 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing		
RID [REDACTED]	June 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Nov 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	1 succ phone contact			
RID [REDACTED]	Jan 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 2 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health information and smoking cessation resources
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 unsucc phone contact			
RID [REDACTED]	Oct 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Nov 2015	1 succ phone contact			Offered holiday resource information
RID [REDACTED]	Dec 2015	1 unsucc phone contact 1 mailing			Holiday safety tips info via mailing
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 1 mailing		CC-HAN <i>Important Information for Children with Ear Infections (Otitis Media)</i> brochure via mailing	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 unsucc phone contact			
RID [REDACTED]	May 2016	2 succ phone contacts 1 unsucc phone contact 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 unsucc phone contact			

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	Jul 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	2 unsucc phone contacts			
RID [REDACTED]	Sep 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Nov 2015	1 unsucc phone contact			
RID [REDACTED]	Dec 2016	2 succ phone contacts 3 unsucc phone contacts 2 text messages 1 mailing		South Yukon Church of Christ Toy Event	Holiday Safety Tips via mailing
RID [REDACTED]	Jan 2015	2 unsucc phone contacts			
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	1 succ phone contact			
RID [REDACTED]	Dec 2015	1 succ phone contact			
RID [REDACTED]	Jan 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					resources and smoking cessation
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	1 succ phone contact			
RID [REDACTED]	Apr 2016	1 succ phone contact			
RID [REDACTED]	May 2016	1 succ phone contact			
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jul 2015	3 unsucc phone contacts			
RID [REDACTED]	Aug 2015	3 unsucc phone contacts			
RID [REDACTED]	Sep 2015	2 unsucc phone contacts			
RID [REDACTED]	Oct 2015	4 unsucc phone contacts			
RID [REDACTED]	Nov 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	3 unsucc phone contacts			
RID [REDACTED]	Jan 2016	1 unsucc phone contact			
RID [REDACTED]	Feb 2016	3 unsucc phone contacts 1 mailing		CC-HAN brochure <i>Important Information for Patients with Upper Respiratory Infections</i> via mailing	
RID [REDACTED]	Mar 2016	2 unsucc phone contacts			
RID [REDACTED]	Apr 2016	2 unsucc phone contacts			
RID [REDACTED]	May 2016	2 unsucc phone contacts			
RID [REDACTED]	Jun 2016	2 unsucc phone contacts			
RID [REDACTED]	Jul 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					daily living needs
RID [REDACTED]	Aug 2015	2 succ phone contacts		OG & E Customer Service	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Nov 2015	3 succ phone contacts			Offered Holiday resources and resources for daily living needs
RID [REDACTED]	Dec 2015	3 unsucc phone contacts 1 mailing			Holiday Safety Tips via mailing
RID [REDACTED]	Jan 2016	1 unsucc phone contact			
RID [REDACTED]	Feb 2016	1 succ phone contact 2 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 unsucc phone contact			
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	3 succ phone contacts 4 unsucc phone contacts		Calls conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact 2 unsucc phone		Calls conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contacts			cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 succ phone contact 1 unsucc phone contact		Calls conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	4 unsucc phone contacts		Calls conducted via translator at Canadian County Health Department	
RID [REDACTED]	Nov 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	1 succ phone contact 1 unsucc phone contact		Calls conducted via translator at Canadian County Health Department Mission of Mercy Dental Clinic	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Feb 2016	1 succ phone contact 2 unsucc phone contacts		Calls conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing MedlinePlus –US National Library of Medicine website http://www.nlm.gov/medlineplus	Call conducted via translator at Canadian County Health Department Bethany Library, Warr Acres Library, RT Williams Library and Belle Isle Library	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 mailing		Call conducted via translator at Canadian County Health Department SafeKids Oklahoma, Christian Services Center, All Things Baby, Crib/Car Seat Foundation, Evany Clinic	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	Jul 15	3 succ phone contacts 11 unsucc phone contacts	Child Development at Canadian County Health Department -Chris Jarko	Russell Murray Hospice Grief Support Group, Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Aug 2015	5 unsucc phone contacts			
RID [REDACTED]	Sep 2015	1 succ phone contact 10 unsucc phone contacts 1 mailing 1 home delivery	Grandparents Raising Grandchildren Program-Sunbeam Family Services	CC-HAN website brochure, <i>Important Information for patients with Upper Respiratory Infections</i> brochure	Delivered Peak Flow Meter (Provided by PHCC funding)and Asthma/PFM educational Offered resources for daily living needs, smoking cessation and mental/ behavioral health resource information
RID [REDACTED]	Oct 2015	5 succ phone contacts 1 home delivery		Delivered Household, food and clothing resources provided by South Yukon Church of Christ	Offered smoking cessation and mental and behavioral health resource information CDC Flu Information brochure
RID [REDACTED]	Nov 2015	3 succ phone contacts 2 unsucc phone contacts 1 mailing 1 face to face		Blessing Baskets, Elks Lodge Turkey Giveaway Delivered Thanksgiving Basket provided by South Yukon Church of Christ	
RID [REDACTED]	Dec 2015	1 succ phone contact 3 unsucc phone contacts 1 mailing	Andrea Sneed-Sunbeam Family Services	South Yukon Church of Christ Toy Event	Holiday safety tips info via mailing- Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Jan 2016	3 unsucc phone contacts			
RID [REDACTED]	Feb 2016	3 unsucc phone contacts			
RID [REDACTED]	Mar 2016	1 succ phone contact 2 unsucc phone contacts			Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact	Red Rock Behavioral Health		Offered resources for daily living needs and smoking cessation
RID [REDACTED]	May 2016	1 unsucc phone contact			
RID [REDACTED]	Jun 2016	3 unsucc phone contacts			
RID [REDACTED]	Jul 15	2 succ phone contacts 9 unsucc phone contacts	Child Development at Canadian County Health Department -Chris Jarko	Russell Murray Hospice Grief Support Group, Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Aug 2015	5 unsucc phone			

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contacts			
RID [REDACTED]	Sep 2015	1 succ phone contact 10 unsucc phone contacts	Grandparents Raising Grandchildren Program- Sunbeam Family Services	CC-HAN website	Offered resources for daily living needs, smoking cessation and mental/ behavioral health resource information
RID [REDACTED]	Oct 2015	5 succ phone contacts 1 home delivery		Delivered Household and food resources provided by South Yukon Church of Christ, CDC Flu Information brochure	Offered smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Nov 2015	3 succ phone contacts 2 unsucc phone contacts 1 mailing 1 face to face		Blessing Baskets, Elks Lodge Turkey Giveaway Delivered Thanksgiving Basket provided by South Yukon Church of Christ	
RID [REDACTED]	Dec 2015	1 succ phone contact 3 unsucc phone contacts 1 mailing	Andrea Sneed-Sunbeam Family Services	South Yukon Church of Christ Toy Event	Holiday safety tips info via mailing- Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Jan 2016	3 unsucc phone contacts			
RID [REDACTED]	Feb 2016	3 unsucc phone contacts			
RID [REDACTED]	Mar 2016	1 succ phone contact 2 unsucc phone contacts			Offered resources for daily living needs, smoking cessation and mental and behavioral health resource information
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact	Red Rock Behavioral Health		Offered resources for daily living needs and smoking cessation
RID [REDACTED]	May 2016	1 unsucc phone contact			
RID [REDACTED]	Jun 2016	3 unsucc phone contacts			
RID [REDACTED]	Jul 15	2 succ phone contacts 3 unsucc phone contacts		Calls conducted via translator at Canadian County Health Department Warr Acres Library for Summer Programs for Children	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	2 succ phone contacts 1 mailing		Calls conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					cessation resources and resources for daily living needs
RID [REDACTED]	Nov 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department Mission of Mercy Dental Clinic	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Feb 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department T	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact	www.cdc.gov CDC Asthma Educational Booklet <i>Help Your Child Gain Control Over Asthma</i> and <i>Asthma and Outdoor Air Pollution</i> flyer via mailing	Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact		Call conducted via translator at Canadian County Health Department	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED] (referred to AIP)	Oct 2015	3 succ phone contacts 3 unsucc phone contacts 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ Mustang Heights Baptist Church Clothing Closet, South Yukon Church of Christ Clothing Closet, 2011, CC-HAN website, South Yukon Church of Christ Thanksgiving Resources, For Medical Care: Open Arms, Southeast Health center, Lighthouse Medical Ministries, Mei Del Community Health Center, OKC-County Health Department, Mary Mahoney Memorial Health Center, Hope Center Health Clinic, Little Flower Clinic, Good Shepherd Clinic, Variety Health	Delivered Peak Flow Meter (Provided by PHCC funding)and Asthma/PFM educational Offered mental and behavioral health resources and smoking cessation information

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
				Center, CC-HAN brochure <i>Important Information for Patients with Upper Respiratory Infections</i>	
RID [REDACTED]	Nov 2015	3 succ phone contacts 1 mailing 1 face to face	Systems of Care	Delivered Thanksgiving basket provided by South Yukon Church of Christ Elks Lodge Turkey Giveaway Christmas resources: Santa's Toy Shop Applications, Yukon's Christmas With A Cop, Yukon Sharing, Tapestry Toy Store	Offered mental and behavioral health resources, smoking cessation information
RID [REDACTED]	Dec 2015	3 succ phone contacts 2 unsucc phone contacts 7 text messages 1 mailing		Mustang Heights Baptist Church Toy and Clothing Closet South Yukon Church of Christ Toy Event Gift Event Sponsored by Yukon Churches	Provided CDC flu vaccine and holiday safety tips info via mailing Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Feb 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 succ phone contact 2 unsucc phone contacts			
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact		Mustang Heights Baptist Church Clothing Closet South Yukon Church of Christ Clothing Closet	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED] (referred to AIP)	Jun 2016	4 succ phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
End of Flores Pediatrics Members					
RID [REDACTED]	Feb 2016	2 succ phone contacts 1 unsucc phone contact 1 mailing 2 text messages		Oklahoma Mission of Mercy Dental Clinic	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	1 unsucc phone contact 1 mailing	okdhs.org	Kids Campus Learning and Fitness, Kingdom Kids Pre School, Rockwell Plaza YMCA,	

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		2 test messages		Tomorrow's Future, Zavions, Leadership Academy, Beautiful Journey Child Development Center, Child Care network Inc., Child Time, LCIS TuLakes, Children's Lighthouse, Church of the Savior, Northwest KinderCare, Teaching Little Hands, Camp SOAR, Future Stars Learning Center, God's Little Treasures	
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	2 unsucc phone contacts			
RID [REDACTED]	Jun 2016	2 unsucc phone contacts			
RID [REDACTED]	Jul 2015	3 succ phone contacts 1 unsucc phone contact		211, Compassionate Hands, Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	4 unsucc phone contacts			
RID [REDACTED]	Sep 2015	4 succ phone contacts 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	2 succ phone contacts 1 unsucc phone contact		South Yukon Church of Christ Thanksgiving Resource List	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Nov 2015	5 succ phone contacts 1 unsucc phone contact 1 mailing 1 face to face		South Yukon Church of Christ Thanksgiving and Christmas Resources, Delivered Thanksgiving Basket provided by South Yukon Church of Christ, Santa's Toy Shop Applications, Yukon's Christmas With a Cop, Yukon Sharing, Tapestry Toy Store, Elks Lodge Turkey Giveaway	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	5 succ phone contacts 2 unsucc phone contacts 2 emails 1 mailing		South Yukon Church of Christ Toy Event, Mustang Heights Baptist Church Toy and Clothing Closet, Gift Event Sponsored by Yukon Churches	Holiday Safety Tips via mailing, Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	3 succ phone contacts 1 email		Mission of Mercy Dental Clinic, Trinity Baptist Church Free Eye Clinic, Women's Resource Center	
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered mental and behavioral health

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	2 unsucc phone contacts			
RID [REDACTED]	Apr 2016	4 succ phone contacts 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact		Mustang Heights Baptist Church Clothing Closet	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact 1 face to face	Oklahoma Parent Center	Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	2 succ phone contacts 3 unsucc phone contacts	Citizens Potawatomie Health Services, Carl Albert Indian Hospital	Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	7 unsucc phone contacts			
RID [REDACTED]	Sep 2015	2 succ phone contacts 3 unsucc phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	2 unsucc phone contacts			
RID [REDACTED]	Nov 2015	1 unsucc phone contact			
RID [REDACTED]	Dec 2015	5 unsucc phone contacts			
RID [REDACTED]	Jan 2015	5 unsucc phone contacts 1 mailing			
RID [REDACTED]	Feb 2015	5 unsucc phone contacts			
RID [REDACTED]	Mar 2015	3 unsucc phone contacts			
RID [REDACTED]	Jul 2015	3 succ phone contacts 3 unsucc phone contacts 7 texts	Ashley Dues, LLC, Oklahoma Family Counseling Center, Dr. Richard Zielinski, Inner Peace Pastoral Counseling	Women's Resource Center, 211, WWJD, Bread of Life Project, Salvation Army, El Reno On-Line Garage Sale Site, Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered smoking cessation resources
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered assistance with educational and resource information
RID [REDACTED]	Jul 2015	3 succ phone	Ashley Dues, LLC, Oklahoma Family Counseling	Women's Resource Center, 211,	Offered smoking

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		contacts 3 unsucc phone contacts 7 texts	Center, Dr. Richard Zielinski, Inner Peace Pastoral Counseling	WWJD, Bread of Life Project, Salvation Army, El Reno On-Line Garage Sale Site, Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	cessation resources
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered assistance with educational and resource information
RID [REDACTED]	Jul 2015	1 succ phone contact	SoonerCare Helpline		Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	2 succ phone contacts			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	1 unsucc phone contact			
RID [REDACTED]	Nov 2015	8 succ phone contacts 1 unsucc phone contact 1 mailing 1 face to face		Thanksgiving Resources South Yukon Church of Christ, Food and household resources provided by South Yukon Church of Christ, 211 (brochure provided) Delivered Thanksgiving Basket provided by South Yukon Church of Christ,	Offered mental and behavioral health resources, smoking cessation resources
RID [REDACTED]	Dec 2015	5 succ phone contacts 2 unsucc phone contacts 5 text messages 1 mailing	Andrea Sneed, Sunbeam Family Services	South Yukon Church of Christ Toy Event, Mustang Heights Baptist Church Toy and Clothing Closet	Holiday Safety Tips via mailing Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	1 succ phone contact 1 unsucc phone contact 5 text messages		Trinity Baptist Church Free Eye Clinic, Mission of Mercy Dental Clinic	
RID [REDACTED]	Feb 2016	1 succ phone contact		Integrus Canadian Valley Hospital Diabetes Classes	Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Mar 2016	1 unsucc phone contact			
RID [REDACTED]	Apr 2016	2 succ phone contacts 2 unsucc phone contacts			
RID [REDACTED]	May 2016	1 succ phone contact 5 unsucc phone contacts	www.cdc.gov CDC Asthma Educational Booklet via mailing		Offered mental and behavioral health resources, smoking cessation resources

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
		1 mailing			and resources for daily living needs
RID [REDACTED]	Jun 2016	2 unsucc phone contacts			
RID [REDACTED]	Jul 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Aug 2015	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Sep 2015	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Oct 2015	1 unsucc phone contact			
RID [REDACTED]	Nov 2015	2 succ phone contacts 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Dec 2015	1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jan 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Feb 2016	2 unsucc phone contacts			
RID [REDACTED]	Mar 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Apr 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	May 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered mental and behavioral health resources, smoking

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					cessation resources and resources for daily living needs
RID [REDACTED]	Jul 2015	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	2 unsucc phone contacts			
RID [REDACTED]	Sep 2015	1 succ phone contact 1 text		Yukon Health Department, Gateway Women's Resource Center, Minco Police Department, La Petite Child Care-Jen Duclos for car seat resources	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Oct 2015	2 unsucc phone contacts			
RID [REDACTED]	Nov 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	1 unsucc phone contact			
RID [REDACTED]	Jan 2016	1 succ phone contact 3 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	1 unsucc phone contact			
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	1 succ phone contact 1 mailing		CC-HAN brochure <i>Important Information for Parents of a Child with Fever</i>	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and

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Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED] (referred to AIP)	Sep 2015	3 succ phone contacts 1 unsucc phone contact			
RID [REDACTED]	Oct 2015	3 succ phone contacts 2 unsucc phone contacts 1 mailing	Oklahoma Parent Center	211 www.211oklahoma.org CC-HAN website South Yukon Church of Christ Thanksgiving Resource List	Offered information for mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	4 succ phone contacts 2 unsucc phone contacts 1 mailing 1 home delivery	Oklahoma Parent Center website www.oklahomaparentcenter.org	Delivered Thanksgiving Basket provided by South Yukon Church of Christ	Offered information for mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	1 succ phone contact 5 unsucc phone contacts	SoonerCare Helpline		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jan 2016	1 succ phone contact 2 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Apr 2016	3 succ phone contacts 1 unsucc phone contact 2 text messages		211, Restore Hope Ministries, Salvation Army of Muskogee County, Gospel Rescue Mission for Utility Assistance	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	1 succ phone contact 1 face to face		Delivered Summer Clothing for member and sibling provided by South Yukon Church of Christ CC-HAN website brochure	Delivered Peak Flow Meter (Provided by PHCC funding) and Asthma/PFM educational Offered information for mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	3 succ phone contact 3 unsucc phone contacts 2 text messages 1 mailing 1 face to face	Cherokee Nation website www.cherokee.org Cherokee Food Distribution Guidelines and locations	Delivered food, household resources and summer clothing provided by South Yukon Church of Christ and Mustang Heights Baptist Church	Offered information for mental and behavioral health resources and smoking cessation
RID [REDACTED] (referred to AIP)	Mar 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED]	Apr 2016	3 succ phone contacts 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered mental and behavioral health resources, smoking cessation resources and resources for daily living needs
RID [REDACTED] (referred to AIP)	May 2016	3 succ phone contacts 4 unsucc phone contacts	Systems of Care		Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	5 unsucc phone contacts			
End of Yukon Pediatrics Member's					
RID [REDACTED]	Jul 2015	3 succ phone contacts 3 unsucc phone contacts 1 text message 2 face to face	SNAP, Food Stamp HotLine, Gods Helping Hands,	Delivered food and household resources provided by South Yukon Church of Christ x 2 Trinity Baptist Church for School Supply Event, Lord's Harvest for School supply Event	Offered mental and behavioral health resources and smoking cessation resources
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact		Russell Murray Hospice Grief Support Group	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	3 succ phone contacts 3 unsucc phone contacts 1 home delivery		Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health resources and smoking cessation resources
RID [REDACTED]	Oct 2015	2 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	2 succ phone contacts 1 mailing		Elks Lodge for Turkey Giveaway, Blessing Baskets	
RID [REDACTED]	Dec 2015	3 succ phone contacts 5 unsucc phone contacts 1 text 1 mailing		South Yukon Church of Christ Toy Event, Gift Event sponsored by Yukon Churches	Holiday Safety Tips via mailing
RID [REDACTED]	Jan 2016	1 succ phone contact 2 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	Feb 2016	2 succ phone contacts 1 unsucc phone contact 1 home delivery		Delivered food and household resources provided by South Yukon Church of Christ	
RID [REDACTED]	Mar 2016	2 unsucc phone contacts			
RID [REDACTED]	Apr 2016	2 succ phone contacts 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	Offered mental and behavioral health resources and smoking cessation resources
RID [REDACTED]	May 2016	1 unsucc phone contact			
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jul 2015	2 unsucc phone contacts			
RID [REDACTED]	Aug 2015	1 unsucc phone contact			
RID [REDACTED]	Jul 2015	1 succ phone contact 1 unsucc phone contact		Trinity Baptist Church School Supply Event, Lord's Harvest School Supply Event	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	2 unsucc phone contacts			
RID [REDACTED]	Oct 2015	2 succ phone contacts 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	1 succ phone contact		Elks Lodge Turkey Giveaway, Blessing Baskets	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts		Mustang Heights Baptist Church Toy and Clothing Closet	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jan 2016	2 unsucc phone contacts			
RID [REDACTED]	Feb 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED]	Mar 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Apr 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jun 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
End of Dr. Holy's Members					
RID [REDACTED]	Jul 2015	1 succ phone contact 5 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Aug 2015	6 unsucc phone contact			
RID [REDACTED]	Sep 2015	6 unsucc phone contact			
RID [REDACTED]	Oct 2015	5 unsucc phone contact			
RID [REDACTED]	Nov 2015	4 unsucc phone contact			
RID [REDACTED]	Dec 2015	3 unsucc phone contact 1 mailing			
RID [REDACTED]	Jan 2106	1 succ phone contact 3 unsucc phone contacts 2 text messages	Neighborhood Service Organization	211	
RID [REDACTED]	Feb 2016	1 unsucc phone contact			
RID [REDACTED]	Mar 2016	1 succ phone contact 3 unsucc phone contacts	Neighborhood Service Organization	211	
RID [REDACTED]	Apr 2016	2 unsucc phone contacts			
RID [REDACTED]	May 2016	4 unsucc phone contacts			
RID [REDACTED]	Jun 2016	4 unsucc phone contacts 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing		
RID [REDACTED] Riot	Jul 2015	2 succ phone contacts 5 unsucc phone contact			
RID [REDACTED]	Aug 2015	1 succ phone contact 4 unsucc phone contacts			

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	Sep 2015	2 unsucc phone contacts 1 mailing	SoonerCare Helpline via mailing		
RID [REDACTED]	Oct 2015	4 unsucc phone contacts			
RID [REDACTED]	Nov 2015	3 unsucc phone contacts			
RID [REDACTED]	Dec 2015	1 unsucc phone contact			
RID [REDACTED]	Jan 2016	1 mailing		CC-HAN website brochure via mailing	
RID [REDACTED]	Jul 2015	7 unsucc phone contacts			
RID [REDACTED]	Aug 2015	2 succ phone contacts 1 unsucc phone contact			
RID [REDACTED]	Sep 2015	1 succ phone contact 4 unsucc phone contacts	SoonerCare Helpline		
RID [REDACTED]	Oct 2015	1 succ phone contact 1 unsucc phone contact			
RID [REDACTED]	Nov 2015	2 succ phone contacts 1 unsucc phone contact			
RID [REDACTED]	Dec 2015	1 succ phone contact 1 unsucc phone contact 1 mailing		Mustang Heights Baptist Church Toy and Clothing Closet	
RID [REDACTED]	Jan 2016	1 succ phone contact		Mission of Mercy Dental Clinic Trinity Baptist Church Free Eye Clinic	
RID [REDACTED]	Feb 2016	1 unsucc phone contact			
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact 2 text messages		Jen Duclos –La Petite Child Care, Minco Police Department, Teresa Minnik-Gateway Women's Resources, Yukon Health Department for Car and Crib Resources	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Apr 2016	1 succ phone contact 1 unsucc phone contact 1 mailing			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	1 unsucc phone contact			
RID [REDACTED] (referred to AIP)	Aug 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Sep 2015	6 succ phone contacts 2 unsucc phone contacts			Offered information for daily living resources, mental and behavioral health resources and

CENTRAL COMMUNITIES HEALTH ACCESS NETWORK

Member RID	Month	Type of Contact(s)	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
					smoking cessation
RID [REDACTED]	Oct 2015	3 succ phone contacts 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Nov 2015	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Dec 2015	1 succ phone contact 2 unsucc phone contacts 1 mailing			Holiday safety tips info via mailing, Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Jan 2016	1 succ phone contact 1 unsucc phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Feb 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Mar 2016	2 succ phone contacts 1 unsucc phone contact 1 face to face		Delivered food and household resources provided by South Yukon Church of Christ	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	Apr 2016	1 succ phone contact			Offered information for daily living resources, mental and behavioral health resources and smoking cessation
RID [REDACTED]	May 2016	2 unsucc phone contacts			
RID [REDACTED]	Jun 2016	1 succ phone contact 1 unsucc phone contact 1 mailing	www.cdc.gov CDC Asthma Educational Booklet via mailing	Custer County Rural Water District # 4 for utility assistance	Offered information for daily living resources, mental and behavioral health resources and smoking cessation
End of CVFC Members					

Appendix A.2

Chronic Care Program Report - RY 16

Chronic Care Program Report RY 16

Member RID	Month	Type of Contact	Care Management Referrals	Community Resource Referrals	Other Misc. Contacts
RID [REDACTED]	July 15	4 succ phone contacts (spc) 1 face-to-face 1 letter	Confirmed neurology appointments every 2 wks	11-provided clothing and groceries at face-to-face at SYCOC; contact info SYCOC, Manna Pantry, Compassionate Hands, Yukon Sharing, St. Francis De Paul, Jacob's Cupboard, 2-1-1. Also resources for school supplies-Trinity Baptist Church and Canadian Co. Democrats	0
RID [REDACTED]	Aug 15	3 upc 1 letter	0	0	Mailed CCHAN website brochure
RID [REDACTED]	Sep 15	1 spc 1upc	Confirmed neurology apt for Sept 14	0	0
RID [REDACTED]	Oct 15	1 spc	0	2-Legal Aide and Trinity Legal	0
RID [REDACTED]	Nov 15	1 spc 1 upc		Offered Christmas resources for children	0
RID [REDACTED]	Dec 15	2 spc 1upc	0	Offered Christmas resources for children	Obtained medical records from Flores Pediatrics; Support provided for getting SoonerCare benefits reinstated
RID [REDACTED]	Jan 16	2 spc 1 letter	0	4-Legal Aide, Trinity Legal phone number and website, OFN (Needed help w/guardianship issues now that he has turned 18)	0.
RID [REDACTED]	Feb 16	2 spc 1 upc	0	6-Resources for transitioning out of highschool-OK Foundation for Disabled, Dynasty Care Service, Dale Rogers Training Center, OFN, Sooner Success, DHS caseworker re: State Personal Care Aide Program	0
RID [REDACTED]	Mar 16	6 upc 1 letter	0	6-Following provided in letter: OK Foundation for Disabled, Dynasty Care Service, Dale Rogers Training Center, OFN, Sooner Success, DHS caseworker re: State Personal Care Aide Program	0
RID [REDACTED]	Apr 16	4 upc 1 letter	0	0	Requested medical records from Flores Pediatrics
RID [REDACTED]	May 16	1 spc	Confirmed neurology appointment for June	0	0
RID [REDACTED]	Jun 16	2 spc	Confirmed neurology appointment for July	0	Picked up medical records from Flores Pediatrics

Appendix B

ER Utilization Tables for Q1-Q4 2015

Table 1

ER Utilization 2015						Average Time (days) Between ER Visit-PCP Visit	Average Time (days) Between ER and 1st CM Contact	Average Days Between ER Visits
Year	Quarter	Members	Total # of Contacts	No. of ER Visits	No of PCP Visits			
2015	Q1	22	575	83	39	15.73	106.37	11.53
2015	Q2	23	597	82	34	34.71	80.33	13.01
2015	Q3	11	393	36	12	19.83	107.61	9.2
2015	Q4	5	138	17	13	151.82	17.18	18.42
FY 2015 Statistics:		61	1703	218	98	55.52	77.87	13.04

Table 2

		ER Utilization 2015-Qtr 1	January, February, March of 2015																											
			Care Manager Contacts				Medical				ER Visits								Referrals											
			Telephonic		Other		Total # of Contacts	No. of ER Visits	ER Visits (Date)	PCP visit (Date)	No. of PCP Visits in Q2	Time(days)B etween ER- PCP	ER Date	1st CM Date	Time (days)	Time between ER Visits	Average Between ER Visits	Intervention		CM					Behav Hlth, Other CM	Comm. Res., Other CM	DLN Assist, Other CM			
Year	Quarter	Member RID	Successful	Unsuccessful	Letters	Face to Face												Type CMI	Int. Date	Behav Hlth	Pain Mgmt.	Specialist	Comm. Res.	DLN Assist.						
									2/24/2015				1/24/2015	1/5/2015	-19			SPC	4/21/2015	0	0	0	1	1						
									1/26/2015				1/26/2015	1/5/2015	-21	2		letter	5/27/2015	1	0	0	0	0						
									2/7/2015				2/7/2015	1/5/2015	-33	12		SPC	6/3/2015	0	9	0	2	0						
									2/7/2015				2/7/2015	1/5/2015	-33	0		SPC	6/15/2015	0	0	1	0	0						
									2/21/2015				2/21/2015	1/5/2015	-47	14		letter	6/17/2015	1	0	0	0	0						
									2/28/2015	3/9/2015		9	2/28/2015	1/5/2015	-54	7		letter	6/26/2015	0	0	0	1	0						
									3/18/2015		1		3/18/2015	1/5/2015	-72	18		letter	7/2/2015	0	0	0	0	0						
									1/16/2015	3/17/2015		60	1/16/2015	6/10/2015	145			letter	6/17/2015	0	0	0	0	0						
									1/26/2015				1/26/2015	6/10/2015	135	10		SPC	7/13/2015	0	0	0	0	0						
									2/19/2015				2/19/2015	6/10/2015	111	24		letter	7/23/2015	0	0	0	0	0						
									2/19/2015		1		2/19/2015	6/10/2015	111	0		letter	7/29/2015	0	0	0	0	0						
									1/10/2015	1/2/2015		-39	2/10/2015	6/10/2015	120			SPC	6/10/2015	0	0	0	1	0						
									2/12/2015				2/12/2015	6/10/2015	118	2		SPC	6/17/2015	0	0	0	0	1						
									2/20/2015	3/2/2015		10	2/20/2015	6/10/2015	110	8		letter	6/17/2015	1	0	0	1	0						
									3/9/2015		2		3/9/2015	6/10/2015	93	17		SPC	6/29/2015	0	0	0	0	0						
									2/22/2015	3/17/2015		23	2/22/2015	6/10/2015	108			letter	6/17/2015	1	0	0	0	0						
									2/23/2015				2/23/2015	6/10/2015	107	1		SPC	6/22/2015	1	0	0	1	1						
									3/23/2015		1		3/23/2015	6/10/2015	79	28		SPC	7/7/2015	0	0	0	0	0						
									1/16/2015	3/18/2015		61	1/16/2015	6/10/2015	145			SPC	6/10/2015	0	0	0	0	0						
									1/18/2015				1/18/2015	6/10/2015	143	2		SPC	7/13/2015	0	0	0	0	0						
									3/30/2015		1		3/30/2015	6/10/2015	72	71		SPC	7/27/2015	0	0	0	0	0						
									1/13/2015				1/13/2015	6/10/2015	148			UPC	6/10/2015	0	0	0	0	0						
									1/19/2015				1/19/2015	6/10/2015	142	6		UPC	6/15/2015	0	0	0	0	0						
									2/10/2015				2/10/2015	6/10/2015	120	22		UPC	6/16/2015	0	0	0	0	0						
									2/11/2015		0		2/11/2015	6/10/2015	1			letter	6/17/2015	0	0	0	0	0						
									2/16/2015				2/16/2015	6/10/2015	114	5		UPC	6/22/2015	0	0	0	0	0						
									1/9/2015				1/9/2015	6/10/2015	152			SPC	6/10/2015	0	0	0	0	0						
									1/18/2015		0		1/18/2015	6/10/2015	143	9														
									1/27/2015				1/27/2015	6/10/2015																
									2/29/2015				2/29/2015	6/10/2015	132	2		UPC	6/10/2015	0	0	0	0	0						
									2/18/2015				2/18/2015	6/10/2015	112	20		UPC	6/15/2015	0	0	0	0	0						
									2/24/2015		0		2/24/2015	6/10/2015	106	6		letter	6/21/2015	0	0	0	0	0						
									1/6/2015	1/9/2015		3	1/6/2015	6/10/2015	155			SPC	6/22/2015	0	0	0	3	0						
									2/12/2015				2/12/2015	6/10/2015	118	37		SPC	6/29/2015	0	0	0	1	1						
									2/13/2015				2/13/2015	6/10/2015	117	1		SPC	7/7/2015	0	0	0	1	0						
									3/28/2015		1		3/28/2015	6/10/2015	74	43		SPC	7/13/2015	0	0	0	0	0						
									1/18/2015				1/18/2015	6/10/2015	143			SPC	6/30/2015	2	0	0	1	1						
									2/23/2015	3/9/2015		14	2/23/2015	6/10/2015	107	36		face-to-face	7/1/2016	2	0	0	2	5						
									3/5/2015	4/16/2015	2	42	3/5/2015	6/10/2015	97	10		SPC	7/6/2015	0	0	0	0	0						
									1/20/2015	1/12/2015		-8	1/20/2015					SPC	1/22/2015	0	0	0	0	2						
									1/24/2015	2/3/2015		10	1/24/2015			4		SPC	2/20/2015	0	0	0	1	0						
									3/26/2015		2		3/26/2015			61		letter	6/23/2015	0	0	0	0	0						
									1/18/2015	1/19/2015		1	1/18/2015	4/13/2016	451			SPC	4/13/2015	0	0	0	0	0						
									2/17/2015	1/28/2015		-20	2/17/2015	4/13/2016	421	30		SPC	7/7/2015	0	0	0	1	0						
									2/19/2015	3/18/2015	3	27	2/19/2015	4/13/2016	419	2		SPC	7/21/2015	0	0	0	0	0						
									1/9/2015	1/13/2015		4	1/9/2015	6/10/2015	152			letter	6/26/2015	0	0	0	0	0						
									2/14/2015	1/20/2015		-25	2/14/2015	6/10/2015	116	36		SPC	7/6/2015	0	0	0	1	1						
									2/18/2015	2/3/2015	3	-15	2/18/2015	6/10/2015	112	4		letter	7/23/2015	0	0	0	0	0						
									1/27/2015				1/27/2015						1/0/1900											
									1/30/2015				1/30/2015			3			1/0/1900											
									2/2/2015				2/2/2015			3			1/0/1900											
									3/6/2015				3/6/2015			32			1/0/1900											
									3/12/2015				3/12/2015			6			1/0/1900											
									3/14/2015				3/14/2015			2			1/0/1900											

		ER Utilization 2015-Qtr 2	April, May, June 2015																											
			Care Manager Contacts				Medical				ER Visits								Referrals											
			Telephonic		Other		Total # of Contacts	No. of ER Visits	ER Visits (Date)	PCP visit (Date)	No. of PCP Visits in Q2	Time(days) Between ER PCP		1st CM Date	Time (days)	Time between ER Visits	Average Between ER Visits	Intervention		CM										
Year	Quarter	Successful	Unsuccessful	Letters	Face to Face	Type CMI												Int. Date	Behav Hlth	Pain Mgmt.	Specialist	Comm. Res.	DLN Assist.							
								6/2015		0		4/6/2015	4/21/2015	15	7.00	SPC	4/21/2015	0	0	0	2	0								
								4/7/2015				4/7/2015	4/21/2015	14		1	letter	5/13/2015	1	0	0	0	0							
								4/18/2015				4/18/2015	4/21/2015	3		11	letter	5/27/2015	1	0	0	0	0							
								4/18/2015				4/18/2015	4/21/2015	3		0	SPC	6/3/2015	0	0	0	2	0							
								4/19/2015				4/19/2015	4/21/2015	2		1	letter	6/26/2015	0	0	0	1	0							
								5/11/2015				5/11/2015	4/21/2015	-20		22	letter	7/2/2015	1	0	0	0	0							
								5/21/2015				5/21/2015	4/21/2015	-30		10	letter	8/28/2015	1	0	0	0	0							
								5/24/2015				5/24/2015	4/21/2015	-33		3	letter	9/17/2015	5	0	0	1	0							
								6/8/2015				6/8/2015	4/21/2015	-48		15	letter	10/14/2015												
								14/2015		0		5/14/2015	5/6/2015	-8	8.33	UPC	5/6/2015	0	0	0	0	0								
								6/4/2015				6/4/2015	5/6/2015	-29		21	SPC	10/13/2015	1	0	0	0	0							
								6/8/2015				6/8/2015	5/6/2015	-33		4	SPC	10/20/2015												
								18/2015	6/16/2015	1	59	4/18/2015	9/14/2015	149	5.75	SPC	9/14/2015	0	0	0	0	0								
								4/30/2015	6/16/2015		47	4/30/2015	9/14/2015	137		12	SPC	9/17/2015	0	0	0	0	0							
								5/2/2015	6/16/2015		45	5/2/2015	9/14/2015	135		2	letter	9/17/2015	0	0	0	0	0							
								5/11/2015	6/16/2015		36	5/11/2015	9/14/2015	126		9	SPC	9/23/2015												
								26/2015	6/30/2015	1	65	4/26/2015	6/10/2015	45	16.33	SPC	7/7/2015	0	0	1	1	1								
								5/7/2015	6/30/2015		54	5/7/2015	6/10/2015	34		11	face-to-face	10/27/2015	0	0	0	1	1							
								6/14/2015	6/30/2015		16	6/14/2015	6/10/2015	-4		38	SPC	11/11/2015												
								20/2015		0		4/20/2015	8/18/2015	120	9.67	SPC	8/18/2015	0	0	0	1	0								
								5/3/2015				5/3/2015	8/18/2015	107		13	SPC	9/21/2015	0	0	0	0	1							
								5/19/2015				5/19/2015	8/18/2015	91		16	SPC	11/16/2015												
								12/2015		0		5/12/2015	9/15/2015	126	10.67	SPC	9/22/2015	0	0	0	4	0								
								5/15/2015				5/15/2015	9/15/2015	123		3	SPC	9/30/2015	0	0	0	2	0							
								6/13/2015				6/13/2015	9/15/2015	94		29	SPC	10/26/2015												
								23/2015	8/19/2015	0	118	4/23/2015	5/6/2015	13	15.75	face-to-face	9/22/2015	1	0	0	3	0								
								5/13/2015	8/19/2015		98	5/13/2015	5/6/2015	-7		20	SPC	9/28/2015	1	0	0	1	0							
								5/31/2015	8/19/2015		80	5/31/2015	5/6/2015	-25		18	SPC	10/12/2015	1	0	0	0	1							
								6/25/2015	8/19/2015		55	6/25/2015	5/6/2015	-50		25	SPC	11/2/2015												
								9/2015	8/12/2015	0	95	5/9/2015	9/15/2015	129	9.00	SPC	9/28/2015	1	0	0	1	1								
								5/11/2015	8/12/2015		93	5/11/2015	9/15/2015	127		2	face-to-face	9/29/2015	0	0	0	1	1							
								5/11/2015	8/12/2015		93	5/11/2015	9/15/2015	127		0	face-to-face	10/13/2015	0	0	0	0	7							
								6/14/2015	8/12/2015		59	6/14/2015	9/15/2015	93		34	SPC	10/13/2015	0	0	0	2	0							
								6/23/2015	8/12/2015		50	6/23/2015	9/15/2015	84		9	SPC	10/28/2015												
								6/2015	4/14/2015	3	8	4/6/2015	4/20/2015	14	26.67	letter	5/12/2015	1	0	0	0	0								
								5/7/2015	5/5/2015		-2	5/7/2015	4/20/2015	-17		31	letter	9/18/2015	1	0	0	0	0							
								6/25/2015	6/24/2015		-1	6/25/2015	4/20/2015	-66		49	letter	10/7/2015												
								10/2015	6/11/2015	1	62	4/10/2015	7/28/2015	109	14.75	letter	9/2/2015	1	0	0	0	0								
								6/5/2015				6/5/2015				56	SPC	9/17/2015	0	0	1	0	0							
								6/8/2015				6/8/2015				3	letter	9/17/2015	1	0	0	0	0							
								6/8/2015				6/8/2015				0	SPC	11/17/2015												
								13/2015		0		4/13/2015	9/15/2015	155	0.67	SPC	9/15/2015	0	0	0	0									
								4/14/2015				4/14/2015	9/15/2015	154		1		9/15/2015												
								4/15/2015				4/15/2015	9/15/2015	153		1		9/15/2015												
								8/2015	5/19/2015	2	41	4/8/2015	9/15/2015	160	22.67	letter	9/17/2015	0	0	0	1	0								
								5/22/2015	5/22/2015		0	5/22/2015	9/15/2015	116		44	SPC	10/6/2015	0	0	0	0	0							
								6/15/2015				6/15/2015	9/15/2015	92		24	letter	10/22/2015	0	0	0	0	0							

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		ER Utilization 2015-Qtr 4	October, November, December 2015																								
			Care Manager Contacts			Medical					ER Visits							Referrals									
			Telephonic		Other		Total # of Contacts	No. of ER Visits	ER Visits (Date)	PCP visit (Date)	No. of PCP Visits in Q4	Time(days) Between ER PCP	ER Date	1st CM Date	Time (days)	Time between ER Visits	Average Between ER Visits	Intervention		CM							
Year	Quarter	Member RID	Success ful	Unsuccess ful	Letters	Face to Face												Type CMI	Int. Date	Behav Hlth	Pain Mgmt.	Specialist	Comm. Res.	DLN Assist.			
									10/26/2015	4/26/2016	0	183	10/26/2015	1/5/2016	71	11.6		SPC	1/5/2016	1	0	0	2	1			
		1/5/16-Member reported that she had changed her PCP.							11/5/2015				11/5/2015	1/5/2016	61			10	letter	3/17/2016	0	0	0	0	0		
		In March, she was on the Holy Provider Panel							11/16/2015				11/16/2015	1/5/2016	50			11	SPC	3/29/2016	0	0	0	0	0		
									12/2/2015				12/2/2015	1/5/2016	34			16	SPC	4/11/2016	0	0	0	1	3		
									12/23/2015				12/23/2015	1/5/2016	13			21	Face-to-Face	4/12/2016							
									10/10/2015	10/13/2015	3	3	10/10/2015	12/8/2015	59	21.67		UPC	12/8/2015	0	0	0	0	0			
									10/23/2015	10/27/2015		4	10/23/2015	12/8/2015	46			13	SPC	3/24/2016	0	0	1	1	0		
									12/14/2015	12/21/2015		7	12/14/2015	12/8/2015	-6			52	SPC	4/18/2016							
									10/11/2015	9/16/2015	2	-25	10/11/2015	10/27/2015	16	18.00		UPC	3/15/2016	0	0	0	0	0			
									10/31/2015	11/4/2015		4	10/31/2015	10/27/2015	-4			20	letter	3/17/2016	0	0	0	1	0		
									12/4/2015				12/4/2015	10/27/2015	-38			34	SPC	3/30/2016							
									10/3/2015	10/5/2015	5	2	10/3/2015	10/27/2015	24	0.67		SPC	10/27/2015	0	0	0	0	0			
		3/23/16-enrolled in AIP							10/4/2015	10/6/2015		2	10/4/2015	10/27/2015	23			1	UPC	3/15/2016	0	0	0	0	0		
									10/5/2015	10/7/2015		2	10/5/2015	10/27/2015	22			1	SPC	3/16/2016							
									10/10/2015	10/19/2015	3	9	10/10/2015	10/5/2015	-5	14.00		UPC	10/5/2015	0	0	0	0	0			
									11/1/2015	11/19/2019		1479	11/1/2015	10/5/2015	-27			22	SPC	3/16/2016	0	0	0	0	0		
									11/21/2015				11/21/2015	10/5/2015	-47			20	SPC	4/13/2016	0	0	0	0	0		
							138	17			13	151.82			17.18		13.19										
							Total # of Contacts	Total # of ER Visits			Total # of PCP Visits	Average Time(days) Between ER PCP			Average Time between ER and 1st CM contact.		Average Time between ER Visits										

Appendix C

ER Aggregate Data Q1-Q4 of RY 2016 (CY 15)

AGGREGATE NUMBERS FOR ER VISITS in Q1 – Q4 of RY 16 (CY 15)
(Most recent quarterly data on left of table)

<u>No. members with 3 visits in Q4 2015: 4</u> No change from previous quarter.	<u>No. members with 3 visits in Q3, 2015: 8</u> 53% decrease from previous quarter.	<u>No. members with 3 visits in Q2, 2015: 17</u> 24% decrease from previous quarter.	<u>No. members with 3 visits in Q1, 2015: 13</u> Baseline data.	<u>TOTAL No. for year: Members with 3 visits in a quarter: 42</u>
<u>No. members with 4-14 visits in Q4 2015: 1</u> 60% decrease from previous quarter.	<u>No. members with 4-14 visits in Q3, 2015: 3</u> 50% increase from previous quarter.	<u>No. members with 4-14 visits in Q2, 2015: 6</u> 33% decrease from previous quarter.	<u>No. members with 4-14 visits in Q1, 2015: 9</u> Baseline data.	<u>TOTAL for year: Members with 4-14 visits in a quarter: 19</u>
<u>No. members with 15 or more visits in Q4, 2015: 0</u> 55% decrease from previous quarter.	<u>No. of members with 15 or more visits in Q3, 2015: 0</u> 52% decrease from previous quarter.	<u>No. of members with 15 or more visits in Q2, 2015: 0</u> No change from previous quarter.	<u>No. of members with 15 or more visits in Q1, 2015: 0</u> Baseline data.	<u>TOTAL for year: Members with 15 or more visits in a quarter: 0</u>
<u>TOTAL: 5 ER Users (3-15 or more visits) for Q4 2015</u> 55% decrease from previous quarter	<u>Total: 11 ER Users (3-15 or more visits) for Q3 2015</u> 52% decrease from previous quarter	<u>Total: 23 ER Users (3-15 or more visits) for Q2 2015</u> 4% increase from previous quarter.	<u>Total: 22 ER Users (3-15 or more visits) for Q1 2015</u> Baseline data.	<u>TOTAL: 61 ER Users (3-15 or more visits) for Q1-Q4 2015</u>
<u>No. members with 2 visits in Q4 2015: 16</u> 64% decrease from previous quarter.	<u>No. members with 2 visits in Q3 2015: 44</u> 31% decrease from previous quarter.	<u>No. members with 2 visits in Q2 2015: 64</u> 10% decrease from previous quarter.	<u>No. members with 2 visits in Q1 2015: 71</u> Baseline data.	<u>TOTAL for year: 195 Members with 2 visits in a quarter for Q1-Q4 2015</u>
<u>Total No. Contacts for Q4 2015: 471</u>	<u>Total No. Contacts for Q3 2015: 551</u>	<u>Total No. Contacts for Q2 2015: 724</u>	<u>Total No. Contacts for Q1 2015: 686</u>	<u>TOTAL no. of all contacts for past year: 2432</u>