Care Management Request for Proposal

Attachment D – Current Care Management Environment

Contents

Current Care Management Environment

Attachment D provides additional information about the current OHCA Care Management environment. The Current Care Management System is described and current Care Management statistics.

D.1 Care Management System

OHCA utilizes a Care Management System, called Atlantes, to manage a Member's plan of care including the recording of Episode of Care information, tracking of the Episode of Care process, and production of any associated reports. This commercial off-the-shelf (COTS) system enables OHCA Care Management staff to plan, implement, evaluate, and document health care delivery. This system accepts data mostly in batch from the MMIS member, claims, financial, and provider subsystems but currently does not integrate data from clinical data sources.

Member records in the current care management system detail the range of services delivered to each member through the SoonerCare program. The system includes nonclinical data as well. The range of services delivered outside of the SoonerCare program can also be stored in the Episode of Care record through external interfaces with stakeholders and other systems such as:

- Department of Health
- Department of Human Services
- Indian Health Services
- MEDai Predictive Modeling Software
- Health Management Program (HMP)
- Telligen - Oklahoma's Quality Improvement Organization (QIO)
- Oklahoma Department of Mental Health and Substance Abuse
- Oklahoma Public School systems
- Clinical data

Currently, the care management solution serves a number of purposes within the agency:

- Integrates data from the MMIS on payers, groups, networks, associations, products, providers and practices
- Manages alerts and some communications such as letters
- Manages triggers and condition assessments based on activities, conditions, member status updates, and letters
- Provides staff scheduling and reminder capabilities
- Manages assessments and risk profiles
- Manages enrollee case notes and communications
- Maintains metrics such as benefit utilization and service rate maintenance
- Maintains case details such as care history, status, activities, LOC, assignments, problems, goals, interventions, diagnosis, procedures, discharge, case acuity and clinical documents from multiple sources
- Manages authorizations for treatment plans, services, approvals, cost savings and managing wait lists and exception conditions.

D.2 Care Management Statistics

Care Management statistics from the current system are provided in the following tables. Table 1depicts the number of Episodes of Care by type, open any time during calendar year 2016. Table 3 depicts the number of documents created in CY 2016. Table 4 represents the number of PASRR screening performed in Calendar year 2016.

Table 5 represents the current number of Users of the legacy Care Management System. User counts are expected to increase after implementation of the new System due to adoption of new and enhanced features.

Table 1 Care Management Episodes of Care by Type for CY 2016

Care Management Unit	Episode of Care Type	Approximate Count
Population Care Management	Chronic Care	1,689
	General Case Management and Social Services	4,566
	Breast and Cervical Care	1,909
	OB Care	7,045
	Pediatric and Special Needs Services	4,539
	PACE Review	634
Behavioral Health	Behavioral Health Authorizations	10,840
	Behavioral Health Referrals	1,245
Community Living Services	Living Choice and Medically Fragile	626
Total Episodes of Care		**33,093**

Table 2 Documents Created in CY 2016

Document	Count
Letters Created	20,820
Assessments Completed	5,768
Documents Uploaded	63,034
Care Management Prior Authorizations Out of State Services	986
Care Management In State Clinical Review	292
Care Management Private Duty Nursing	585
Behavioral Health Prior Authorizations	37,301
Medically Fragile Waiver Prior Authorizations	920
Living Choice Waiver Prior Authorizations	321

Table 3 PASRR Screenings SFY 2016

PASRR Review Level	Counts
Level I	28,976
Level II	1309
Resident Reviews	597

Table 4 Care Management Statistics, Since Program Inception

Unique Members Served by the Current System Since Inception	165,359
Average Activities Per Episode of Care	7.83

Table 5 Current Care Management System Users

Division	Counts
OHCA Care Management	65
Behavioral Health	35
Community Living Services	20
PASRR	10
Care Management Contractor	60
TEFRA	10
Total	**200**