

**State of Oregon
Oregon Contraceptive Care**

**Medicaid Section 1115 Waiver
Project # 11-W-00142/0**

**Narrative and Data Report for Quarter 2, 2012
(April through June 2012)**

**The report also includes enrollment data for the first quarter of
Demonstration Year 14 (February 2012 – April 2012)**

Clients Enrolled and Claims Paid

Calendar Year

The number of clients newly enrolled in Oregon **Contraceptive**Care (CCare) during the second quarter of calendar year 2012 was 6,754. A total of 19,775 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 74,559. Including both service and supply reimbursements, the total amount paid in claims for the second quarter of 2012 was \$5,260,451.06.

Demonstration Year

The number of clients newly enrolled in CCare during the second quarter of Demonstration Year 14 (DY14) was 7,361. A total of 21,087 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 75,967. Including both service and supply reimbursements, the total amount paid in claims for the second quarter of DY14 was \$5,109,864.65.

The CCare provider network currently has 160 registered clinic sites.

Outreach

Ongoing activities in implementation of the CCare social marketing campaign, included:

- Placement of new posts and updates of fresh content to the CCare website and Facebook page.
- Continued tracking and monitoring of site metrics through Google Analytics and Facebook Insights.
- Creation and placement of ads on the CCare Facebook site. The changing images and time slots continue to extend our reach to new audiences. The number of "fans" on the CCare Facebook site is currently 838.
- Reprint and distribution of revised CCare pocket guides reflecting new income eligibility guidelines and fresh messaging.

- Initiation of assessment activities, including a literature review and preparation for key informant interviews in fulfillment of the reproductive health disparities assessment plan. Results from the assessment will inform future CCare outreach strategies.

Agency Training and On-site Consultations

- Provided three separate two-part webinar trainings to a total of 143 participants. The first hour of training covered changes to the CCare Enrollment Form. The second hour of training covered the entire enrollment process, including eligibility requirements, income verification, insurance and the CCare Eligibility Database. The training presentation and a Q&A summary from the trainings have been compiled and posted on our website.
- Provided ongoing technical assistance to one new CCare agency regarding enrollment policies and procedures, provision of CCare services, citizenship documentation requirements, and appropriate billing practices.
- Delivered program news, policy updates, training opportunities, and other information to providers via the biweekly *RH Update* newsletter.
- Provided technical assistance on a variety of CCare topics via email and telephone to multiple agencies upon request.

Program Audit Activities

On-going audit activities, including:

- Reviewed CCare billing and data reports.
- Reviewed data showing rejected Clinic Visit Records (CVRs) and reasons for rejection.
- Worked with individual agencies on specific billing or CVR rejection issues identified from monthly report review.

- Provided follow-up to agencies on previously identified issues to ensure that billing changes have occurred.
- Monitored supply prices charged by provider agencies against invoices from suppliers.
- Notified providers of supply price changes and other audit-related issues via the biweekly *FP Update* newsletter.
- Conducted on-going duplicate claims audit process to identify and correct duplicate claims inadvertently submitted to and paid by CCare.

The following additional audit-related activities took place this quarter:

- Reviewed seven provider agencies for eligibility screening practices, enrollment form completeness, and chart documentation of a contraceptive management visit. Citizenship verification information and other paper documents were verified against the CCare Eligibility Database as part of this process.
- Performed one audit to review client visit frequency.
- Performed quarterly audit process specific to monitor insurance billing. Several provider agencies were identified for further review and follow-up.
- Continued monthly CCare client eligibility verification checks.

Policy Issues

- Submitted waiver renewal application to CMS on April 23, 2012.
- Continued work on updating the Family Planning Program Manual, an important provider resource. The revised manual is expected to be completed in time for the fall Family Planning Coordinator's Meeting.
- Increased CCare client eligibility to 250% of the Federal Poverty Level (FPL) on April 1, 2012.

- CCare providers transitioned from purchasing family planning supplies through a centralized, statewide distributor, Multnomah County Central Stores, to purchasing through a number of manufacturers and distributors.
- Two state staff attended the Annual National Family Planning and Reproductive Health Association (NFPRHA) Conference in Washington, D.C. between April 28 and May 2.
- Continued relationship-building work with the nine Federally-recognized Tribes of Oregon.

Staffing

- The Reproductive Health Program Manager, Rian Frachele, left employment with the state in April. Sue Woodbury, Manager of the Oregon WIC Program, filled in on an interim basis. OHA will post a position description in late summer to fill the vacant Program Manager position.

Evaluation

- Submitted an annual evaluation report and updated budget neutrality spreadsheets to CMS on April 23, 2012.
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.