

**State of Oregon  
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 2, 2013  
(April through June 2013)**

**The report also includes enrollment data for the first quarter of  
Demonstration Year 15 (February 2013 – April 2013)**

## **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 2013 was 7,253. A total of 18,412 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 72,832. Including both service and supply reimbursements, the total amount paid in claims for the second quarter of 2013 was \$5,007,918.02.

### Demonstration Year

The number of clients newly enrolled in CCare during the first quarter of Demonstration Year 15 (DY15) was 7,791. A total of 19,377 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 74,925. Including both service and supply reimbursements, the total amount paid in claims for the first quarter of DY15 was \$4,953,725.61.

The CCare provider network currently has 155 registered clinic sites.

## **Outreach**

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

- Placement of new content and posts to the CCare Facebook and web sites (including new contraceptive quizzes, "Ask the Expert" Q/A, updating the clinic locator, etc.).
- Ongoing tracking and monitoring of site metrics through Google Analytics and Facebook Insights.
- Creation and placement of Facebook advertising. The changing images and time slots continue to extend our reach to new audiences. Increased the number of "fans" on the CCare Facebook site to 1,664, an increase of 17% since last quarter.
- Continued discussions with OHA MCH Equity Workgroup and Multnomah County to share information, resources and strategies for

reducing MCH and RH disparities within the Portland-area African-American community.

- Revamped and optimized the CCare website to enhance its location on the most frequently used search engines/web browsers and to improve navigation around the site.
- Revised and updated the CCare pocket guides in English and Spanish.
- Created new CCare outreach flyers for program partners and post-partum women losing regular OHP coverage.
- Created collateral CCare promotional items for a variety of uses, including: client satisfaction survey gift, promotion of CCare to visitors at community events, health fairs, community colleges and for use by local CCare clinics.

### **Agency Training and On-site Consultations**

- Created, produced and published to the OHA YouTube Channel a brief pilot CCare video tutorial training on generating a Monthly CCare Summary Billing Report. The video link was provided to appropriate agency staff. More CCare video tutorials are in the process of being created and will be published over the next six months to provide agency staff with a convenient training alternative to scheduled live webinars.
- 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 included:

- Review of CCare billing and data reports.

- Review of data showing rejected Clinic Visit Records (CVRs) and reasons for rejection.
- Work with individual agencies on specific billing or CVR rejection issues identified from monthly report review.
- Follow-up with agencies on previously identified issues to ensure that billing changes have occurred.
- Monitoring of supply prices charged by provider agencies against invoices from suppliers and Prime Vendor 340 B quarterly price list.
- Notification of supply price changes and other audit-related issues to providers via the biweekly *RH Update* newsletter.
- On-going duplicate claims audit process to identify and correct duplicate claims inadvertently submitted to and paid by CCare.

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

- Review of eight 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.
- Quarterly audit process specific to monitoring insurance billing. Several provider agencies were identified for further review and follow-up.
- Continued monthly CCare client eligibility verification checks.

### **Policy Issues**

- Requested and received approval from CMS to temporarily extend the current waiver period through July 31st, 2013 pending further discussions regarding the waiver renewal.

- Attended multiple Cover Oregon (Oregon's Health Insurance Exchange) and Oregon Health Policy Board meetings regarding Oregon's health care reform implementation efforts.
- Joined the Public Health Division's Health System Transformation team in order to better coordinate's public health's involvement in state and local health care reform efforts.
- Continued to respond to legislative requests for data and information regarding the CCare general funds budget as part of the 2013 legislative session.
- Continued to track a number of state senate and house bills relating to reproductive health.

## **Staffing**

- One of the program's two Nurse Consultants retired at the end of June after 27 years with the Reproductive Health Program. The position has been posted and is expected to be filled sometime during the summer.

## **Evaluation**

- The 2013 bi-annual Customer Satisfaction Survey (CSS) was administered to family planning clients in a random selection of clinics statewide during a two-week period in May. The goal of the survey is to estimate clients' level of satisfaction with reproductive health services, learn what we are doing well and what we could improve.
- Administered the first annual Reproductive Health Provider Survey via Survey Monkey to all Reproductive Health Coordinators in June. The purpose of the survey is to assess those areas in which the program could improve (e.g. communications sent to providers, responsiveness, relevance of training and technical assistance topics, etc.).
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.