

**State of Oregon  
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 1, 2012  
(January through March 2012)**

**The report also includes enrollment data for the fourth quarter of  
Demonstration Year 13 (November 2011 – January 2012)**

## **Clients Enrolled and Claims Paid**

### Calendar Year

The number of clients newly enrolled in Oregon **Contraceptive**Care (CCare) during the first quarter of calendar year 2012 was 6,968. A total of 19,919 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 74,945. Including both service and supply reimbursements, the total amount paid in claims for the first quarter of 2012 was \$5,042,484.89.

### Demonstration Year

The number of clients newly enrolled in CCare during the fourth quarter of Demonstration Year 13 (DY13) was 7,095. A total of 20,331 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 76,015. Including both service and supply reimbursements, the total amount paid in claims for the fourth quarter of DY13 was \$4,691,102.75.

The CCare provider network currently has 158 registered clinic sites.

## **Outreach**

Continued marketing and outreach efforts on the social media components of the CCare social marketing campaign, including:

- New posts and updates of fresh content to the CCare website and Facebook page;
- Tracking and monitoring of site metrics through Google Analytics and Facebook Insights; and
- 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 at 778 and growing.

Initiated planning to address reproductive health disparities in Oregon in order to reach those most affected and improve their access to services.

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

- Provided three Q&A and technical assistance sessions with CCare providers. These sessions gave clinic staff an opportunity to receive clarification on eligibility, enrollment, citizenship verification process, and insurance coverage questions in a group setting with state staff.
- Provided one revised program orientation webinar to a total of 31 participants. This two-hour training covers eligibility, enrollment, citizenship verification process, general audit issues, and insurance coverage.
- 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 *FP Update* newsletter.
- Provided technical assistance on a variety of CCare topics via email and telephone to multiple agencies upon request.
- Delivered a CCare update at the Region X RH Conference, Oregon State Meeting in March.

## **Program Audit Activities**

On-going audit activities:

- 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 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.
- 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:

- Five provider agencies were reviewed for eligibility screening practices, enrollment form completeness, and chart documentation of a contraceptive management visit. Citizenship verification information and other paper documents are verified against the CCare Eligibility Database as part of this process.
- Performed quarterly audit process specific to monitor insurance billing. Seven provider agencies were identified for review.
- CCare client eligibility verification checks continue on a monthly basis.

## **Policy Issues**

- Continued to refine the use of SSA data to establish an electronic means to obtain proof of US citizenship for enrolling clients.
- Continued to work with CMS-contracted consultants as part of the Medicaid Payment Error Rate Measurement (PERM) cycle.
- Ensured HIPAA 5010 compliance with the program's data and claims third party processor.
- Engaged in policy discussions with the CCare Workgroup regarding the upcoming waiver renewal application.
- Began 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.
- Received approval from the Oregon Health Authority to increase CCare client eligibility to 250% of the Federal Poverty Level (FPL) for an April 1 roll-out.

## **Staffing**

- There were no staffing changes this quarter.

## **Evaluation**

- Submitted the annual evaluation report and updated budget neutrality spreadsheets to CMS on January 31.
- Staff continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.