

**State of Oregon  
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 3, 2013  
(July through September 2013)**

**The report also includes enrollment data for the second quarter of  
Demonstration Year 15 (May 2013 – July 2013)**

## **Clients Enrolled and Claims Paid**

### Calendar Year

The number of clients newly enrolled in Oregon **Contraceptive Care** (CCare) during the third quarter of calendar year 2013 was 6,744. A total of 17,037 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 72,190. Including both service and supply reimbursements, the total amount paid in claims for the third quarter of 2013 was \$5,320,933.43.

### Demonstration Year

The number of clients newly enrolled in CCare during the second quarter of Demonstration Year 15 (DY15) was 7,844. A total of 19,804 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 75,335. Including both service and supply reimbursements, the total amount paid in claims for the second quarter of DY15 was \$5,041,899.97.

The CCare provider network currently has 155 registered clinic sites.

## **Outreach**

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

- Developed and posted new content to the CCare Facebook and web sites;
- Ongoing tracking and monitoring of site metrics through Google Analytics and Facebook Insights;
- Produced and placed new Facebook advertisements;
- Increased the number of "fans" on the CCare Facebook site by 57% over the last quarter for a total of 2,615 on September 30, 2013;
- Participated in ongoing meetings 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;

- Produced new CCare program information materials for inclusion in the state's health insurance marketplace, Cover Oregon, training curriculum for community outreach workers, application assisters, enrollment specialists, and insurance agents.
- Created a CCare informational flyer for WIC clients and fact sheet for local WIC programs. Prepared a presentation on CCare for a regional WIC Coordinators' meeting held in July.
- Designed a new contraceptive educational exhibit for community health fairs and events.
- Interviewed student outreach contacts at community colleges, Universities, trade schools and alternative high schools throughout Oregon regarding interest in promoting CCare to students.

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

- Two 1-hour webinars specific to enrollment requirements and overview of the CCare program were provided to a total of 50 people.
- Two 1.5-hour webinars specific to accurate completion of the CCare enrollment form was provided to a total of 44 people.
- Two 1-hour webinars specific to correctly using and navigating the CCare eligibility database were provided to a total of 29 people.
- Two 1-hour webinars specific to using correct billing practices and accurate completion of the CVR were provided to a total of 50 people.
- Two 1-hour webinars specific CCare program integrity were provided to a total of 32 people.
- 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 topics including CCare services, eligibility requirements, auto-enrollment, billing and income verification 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 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.
- 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**

- Program staff attended multiple Cover Oregon (Oregon's Health Insurance Marketplace) and Oregon Health Policy Board meetings regarding Oregon's health care reform implementation efforts.
- The RH Program Policy and Research Analyst participated in monthly Public Health Division Health System Transformation Team meetings in order to better coordinate's public health's involvement in state and local health care reform efforts.
- The RH Program Policy and Research Analyst attended a three-day Public Health Policy Institute co-sponsored by Oregon State University and the Oregon Public Health Division. With other participants from the Adolescent, Genetics and Reproductive Health Section, the Policy and Research Analyst developed a policy concept around ensuring confidentiality during the provision of sensitive services.
- The RH Program Manager and Policy and Research Analyst attended the September regional NFPRHA meeting in St. Louis, MO to focus on health care reform issues and their impact on publicly-funded family planning programs.
- The Program continued to work with the state's Division of Medical Assistance (DMAP) to determine CCare's role in ACA implementation and to align health care reform efforts appropriately.

## **Staffing**

- The vacant Public Health Nurse Consultant Position was filled in late September by Linda McCaulley, BSN, MPH. She will focus on Title X delegate-agency audits, but will also provide clinical consultation to CCare.

## **Evaluation**

- Completed data analysis on the 2013 bi-annual Customer Satisfaction Survey (CSS). The survey is an important component of the program's ongoing evaluation and quality improvement efforts and is used to

monitor the provision of select services and client satisfaction throughout the state. Results of the survey will be presented at the annual statewide Reproductive Health Coordinators' Meeting scheduled for late October.

- Analyzed results from the Reproductive Health Provider Satisfaction Survey. The purpose of the survey was 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.). Modifications to some of these areas have been undertaken based on results from the survey.
- Administered a follow-up Health Care Reform Readiness Survey to all Reproductive Health Coordinators in mid-September. The purpose of this survey was to assess any changes in levels of readiness with regards to Coordinated Care Organization (CCO) and commercial insurance contracting and billing and efforts around outreach and enrollment assistance with the state's health insurance marketplace. The survey will also help the RH Program determine areas of need for additional training and technical assistance.
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.