

**State of Oregon
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 4, 2012
(October through December 2012)**

**The report also includes enrollment data for the third quarter of
Demonstration Year 14 (August 2012 – October 2012)**

Clients Enrolled and Claims Paid

Calendar Year

The number of clients newly enrolled in Oregon **Contraceptive**Care (CCare) during the fourth quarter of calendar year 2012 was 7,474. A total of 17,938 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 73,693. Including both service and supply reimbursements, the total amount paid in claims for the fourth quarter of 2012 was \$5,255,975.00.

Demonstration Year

The number of clients newly enrolled in CCare during the third quarter of Demonstration Year 14 (DY14) was 8,528. A total of 20,679 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 75,801. Including both service and supply reimbursements, the total amount paid in claims for the third quarter of DY14 was \$5,073,382.62.

The CCare provider network currently has 165 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.).
- Continued 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 1,162, a 31% increase since last quarter.
- Intensive outreach to community colleges and trade schools throughout Oregon and to a variety of small to medium size businesses and public places (e.g., public library) in the Portland Metro area - over 789

locations in total. Made over 480 successful contacts for placement and promotion of CCare information and participated in several community events (student health fairs, Powwow, etc.). Distributed 2,666 CCare pocket guides, 406 posters and 2,127 book marks in English and Spanish through these efforts.

- Continued reproductive health assessment activities by completing 12 key informant interviews with individuals from the African-American community and foster youth transitions programs. Results from the assessment were presented at the statewide RH Coordinators' meeting in October and will be used to help inform future CCare outreach strategies.
- Initiated work on process and communications/notification around the auto-enrollment of postpartum women losing OHP coverage at 60-days.

Agency Training and On-site Consultations

- Conducted the Fall Statewide Reproductive Health Coordinators Meeting on October 16th and 17th. Agenda included topics on insurance billing, health care reform, supply purchasing, provider requirements, reproductive health disparities, and clinical updates. Forty-two (42) Reproductive Health Coordinators out of 63 agencies attended the two-day meeting.
- Provided a 90-minute CCare orientation webinar on October 30, 2012 to a total of 10 participants.
- Provided a 90-minute CCare orientation webinar on November 2, 2012 to a total of 14 participants.
- 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 *FP 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 four 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 to January 31, 2013 pending further discussions regarding the waiver renewal.
- Continued work on updating the Family Planning Program Manual, an important provider resource. The revised manual is expected to be completed in early 2013 and distributed to each CCare provider agency.
- Finalized extensive revisions to the CCare Oregon Administrative Rules (OARs) to reflect organizational name changes (e.g. FPEP to CCare, DHS to OHA, etc.) and current program policies. The revised OARs were made effective by the Secretary of State December 26.
- Worked with the Division of Medical Assistance Programs (DMAP) staff to develop a process to obtain monthly data for women rolling off the Oregon Health Plan (the state's Medicaid program) 60-days postpartum for auto-enrollment into CCare. Program staff continued to refine the auto-enrollment process, including development of the written notice to be sent to enrollees, for an anticipated implementation date of the beginning of calendar year 2013.
- Responded to legislative requests for data and information regarding CCare in anticipation of the 2013 legislative session.
- Held a CCare Workgroup meeting on December 19 to discuss current CCare activities and policy issues.
- Two staff attended the regional National Family Planning Reproductive Health Association (NFPRHA) meeting, including the Medicaid Peer-to-Peer meeting, in New Orleans in December.
- Started planning for the 2013 bi-annual Customer Satisfaction Survey (CSS), including question development, survey methodology, and schedule. The CSS is expected to be administered to family planning clients in a random selection of clinics statewide in spring 2013.

Staffing

- The Reproductive Health Program Manager position was filled by Helene Rimberg, PsyD. Her first day with the Program was November 1.
- The Reproductive Health Program Administrative Support position was filled by Liz Gharst, MPH on December 17.

Evaluation

- Completed analysis of a health care reform readiness survey among all family planning agencies in order to assess readiness around major components of health care reform, including Coordinated Care Organization (CCO) partnerships, operations and finance, and health information technologies (HIT). RH Program staff drafted a summary report and discussed the findings with providers at the statewide Reproductive Health Coordinator's Meeting on October 16 and 17 in Portland. Further dissemination of the report within OHA will continue in early 2013.
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.