

**State of Oregon
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 4, 2013
(October through December 2013)**

**The report also includes enrollment data for the third quarter of
Demonstration Year 15 (August 2013 – October 2013)**

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 2013 was 6,064. A total of 16,080 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 69,467. Including both service and supply reimbursements, the total amount paid in claims for the fourth quarter of 2013 was \$4,485,991.49.

Demonstration Year

The number of clients newly enrolled in CCare during the third quarter of Demonstration Year 15 (DY15) was 7,062. A total of 18,068 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 72,513. Including both service and supply reimbursements, the total amount paid in claims for the third quarter of DY15 was \$5,152,849.10.

The CCare provider network currently has 156 registered clinic sites.

Outreach

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

- Continued development and posting of new content to the CCare Facebook and web sites;
- Ongoing tracking and monitoring of site metrics through Google Analytics and Facebook Insights;
- Production and placement of new Facebook advertisements;
- Increased the number of "fans" on the CCare Facebook site by 22% over the last quarter for a total of 3,194 on December 31, 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 display board with interactive education and outreach materials for engaging community members at three African-American community events;
- Participated in two communities of color networking events in the Portland area; and,
- Met with two key partner agencies in the Portland area African-American community to discuss reproductive health disparities and explore opportunities for collaboration.

Agency Training and On-site Consultations

- Held two-day annual Reproductive Health Coordinators' Meeting in Portland, October 29th and 30th. Reproductive Health Coordinators and one additional staff member from each agency attended the two-day meeting which focused on the following topics:
 - Billing for Medicaid clients (Division of Medical Programs/Oregon Health Plan)
 - Partnering with Coordinated Care Organizations (CCOs)
 - Building and sustaining public health services
 - ACA/Cover Oregon implementation
 - Insurance contracting/billing
 - Clinical training on medication adherence
 - Title X updates
 - Health literacy
 - RH Program updates
- Delivered program news, policy updates, training opportunities, and other information to providers via the biweekly *RH Update* newsletter.
- Provided relevant health system transformation information and resources to providers via the RH Program's electronic listserv, as needed.
- 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 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.
- Developed new insurance billing edit / policy causing claims to be rejected when enrollment form indicates client has insurance, but no evidence of billing insurance carrier is provided (with exception for special confidentiality).
- Review of potential audit pitfalls at annual RH Coordinators meeting.

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 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 RH Program Provider Liaison accepted another position in the Public Health Division in November. The vacant position will be posted and is expected to be filled in Spring of 2014.

Evaluation

- Completed a report with findings from 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 and final report were presented at the annual statewide Reproductive Health Coordinators' Meeting in late October.
- Analyzed results from the follow-up Health Care Reform Readiness Survey. 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.