

**State of Oregon
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 4, 2014
(October through December 2014)**

**The report also includes enrollment data for the third quarter of
Demonstration Year 16 (August 2014 – October 2014)**

Clients Enrolled and Claims Paid

Calendar Year

The number of clients newly enrolled in Oregon ContraceptiveCare (CCare) during the fourth quarter of calendar year 2014 was 4,246. A total of 9,461 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 49,850. Including both service and supply reimbursements, the total amount paid in claims for the fourth quarter of 2014 was \$2,531,517.28.

Demonstration Year

The number of clients newly enrolled in CCare during the third quarter of Demonstration Year 16 (DY16) was 4,033. A total of 9,580 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 50,082. Including both service and supply reimbursements, the total amount paid in claims for the third quarter of DY16 was \$2,560,585.30.

The CCare provider network currently has 140 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;
- Production and placement of new Facebook advertisements;
- Ongoing tracking and monitoring of site metrics through Google Analytics and Facebook Insights;
- Added 1,285 new "fans" to the CCare Facebook site for a total of 7,928 fans as of Dec. 31, 2014;
- Presented overview of CCare outreach and social media efforts at the annual RH Coordinators' meeting in Portland and created a "social media best practices" guide to give meeting participants;

- Presented an overview of CCare program and services and outreach materials at a statewide SBHC Coordinators' meeting in Portland;
- Facilitated local providers' ability to conduct outreach and enrollment assistance for health care insurance by disseminating NFPRHA's Get Covered Family Planning toolkits and providing assistance in how to use the tools and resources;
- Continued meeting with key partners in the Portland area African-American community to advance our collaboration on a project to reduce reproductive health disparities and promote access to and utilization of contraceptive services among the women and communities served by the Healthy Birth Initiative;
- Collaborated with community partners at Portland State University World AIDS Day event to promote access to and utilization of contraceptive services among young people of color;
- Attended Oregon Community Health Workers Association annual conference to promote CCare services to newly established cadre of healthcare employees within Oregon's Coordinated Care Model;
- Continued participation in Oregon's Region X Infant Mortality Collaborative Innovation and Improvement Network to contribute to strategies to reduce unintended pregnancy through increased access to contraceptive services and long-acting reversible contraceptives.

Agency Training and On-site Consultations

- Delivered program news, policy updates, training opportunities, and other information to providers via the biweekly *RH Update* newsletter.
- Facilitated clinical implant insertion/removal trainings for 25 providers.
- Facilitated clinical IUD/IUS insertion/removal training for 35 providers.
- Facilitated an in-person contraceptive training with Cardea for 75 attendees in Southern Oregon.

- Conducted Title X orientation for one provider.
- Held annual Reproductive Health Coordinators' Meeting with over 60 attendees representing Title X and CCare agencies statewide.
- Conducted two webinar/conference calls with 55 providers to review revisions to the Clinic Visit Record (CVR) data collection form and updates to the Oregon Vasectomy Project.
- 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.
- Provided technical assistance on insurance billing edit/policy and other policies that cause claims to be rejected from the billing system.

Policy Issues

- The RH Program continued to work with the state's Division of Medical Assistance Programs (DMAP) to convert CCare from an 1115 demonstration waiver to a state plan amendment (SPA). The state submitted a draft SPA application to CMS on November 26, 2014. CMS responded with a series of follow-up questions and request for additional clarification. RH Program and DMAP staff are working together to address those questions and provide additional information.
- The RH Program Research Analyst continued to monitor CCare client caseload numbers post January 1, 2014 ACA implementation, including CCare clients transitioning to the state's Medicaid program, the Oregon Health Plan (OHP). As a result of ACA implementation, and most significantly, OHP expansion, CCare client numbers dropped in early 2014. However, monthly client enrollment numbers have begun to level-off and ongoing tracking of the data will determine whether this steady state will remain.
- As part of the annual Reproductive Health Coordinators' Meeting, RH Program staff provided updates regarding CCare, health insurance outreach and enrollment efforts, and CCO-related health system transformation activities.
- The RH Program Policy Analyst participated in monthly Public Health Division Health System Transformation Team meetings in order to better

coordinate public health's involvement in state and local health care reform efforts.

- RH Program staff provided input on and review of OHA's final guidance document on the newly approved incentive measure on effective contraceptive use among women at risk of unintended pregnancy. The document can be found [here](#). The RH Program will continue to serve as a resource for Medicaid providers working to achieve this incentive measure.
- RH Program staff continued to staff the Oregon Preventive Reproductive Health Advisory Council (OPRHAC) to develop standards and metrics for the provision of quality contraceptive services.
- The RH Program continued to provide data and information as part of the FY14 Payment and Error Rate Measurement (PERM) cycle.
- The RH Program Policy Analyst and the Adolescent Policy and Assessment Analyst continued to work with policy staff within the Oregon Health Authority and the Oregon Insurance Division to address issues related to confidentiality in health settings (e.g. health insurance member billing communications, health information exchange, patient access to health data).
- The RH Program Policy Analyst provided analysis on RH-related legislative concepts in advance of the 2015 Oregon legislative session.

Staffing

- The RH Program posted a job opportunity for a Program Analyst 2: Outreach and Diversity Coordinator in November. The Program anticipates filling that position during the first quarter of 2015.

Evaluation

- The journal *Contraception* accepted the peer-reviewed article submitted in collaboration with OHSU researchers titled, "Examining quality of contraceptive services for adolescents in Oregon's family planning program". The article can be accessed [here](#). The article explores

contraceptive use among adolescents accessing waiver services between 2004 and 2010.

- The RH Program Epidemiologist presented on research related to contraceptive method use among women of reproductive age, using CCare visit data and BRFSS survey data, at the Oregon Public Health Association's annual conference, held in October 2014.
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.