

**State of Oregon
Oregon Contraceptive Care**

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

**Narrative and Data Report for Quarter 1, 2015
(January through March 2015)**

**The report also includes enrollment data for the fourth quarter of
Demonstration Year 16 (November 2014 – January 2015)**

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 2015 was 3,189. A total of 7,881 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 40,446. Including both service and supply reimbursements, the total amount paid in claims for the first quarter of 2015 was \$2,365,270.21.

Demonstration Year

The number of clients newly enrolled in CCare during the fourth quarter of Demonstration Year 16 (DY16) was 3,837. A total of 9,272 clients received services during the quarter. The number of clients with active enrollment status during any part of the quarter was 45,877. Including both service and supply reimbursements, the total amount paid in claims for the fourth quarter of DY16 was \$2,478,455.00.

The CCare provider network currently has 142 registered clinic sites.

Outreach

Ongoing CCare outreach activities included:

- Continued development and posting of new content to the CCare Facebook and web sites;
- Produced and placed new Facebook advertisements;
- Continued tracking and monitoring of Facebook Insights metrics;
- Added 283 new "fans" to the CCare Facebook site for a total of 8,211 fans as of March 31, 2014;
- Presented an interactive Contraceptive 101 and CCare presentations at group foster youth meeting for youth transitioning out of foster care;
- 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;

- Continued to participate 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.
- Continued to participate in the Bridges Out of Poverty Learning Collaborative, a cross-agency collaborative focused on poverty reduction as a structural intervention for public health and education
- Worked with several community partners focused on reducing reproductive and sexual health disparities in women of color to plan and coordinate a three-day event, the 5th Annual Women and Girls Health Fair, held in celebration of National Women and Girls HIV/AIDS Awareness Day.

Agency Training and On-site Consultations

- Delivered program news, policy updates, training opportunities, and other information to providers via the biweekly *RH Update* newsletter.
- Conducted Title X orientation for one provider.
- Conducted CCare orientation for one provider.
- Conducted Reproductive Health Program orientation for three providers.
- Conducted two conference calls with 55 providers to review year-to-date client visit data.
- Conducted Best Practices training to one provider.
- 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 five 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 consider converting CCare from an 1115 demonstration waiver to a state plan amendment (SPA).
- 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.
- 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 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 bills as part 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 conducted candidate interviews during January 2015. An agency-wide hiring hold has resulted in a suspension of all hiring activities for the foreseeable future.

Evaluation

- Assisted a research partner from OHSU in submitting a proposal for an Ob/Gyn Mission Support grant that would extend the collaborative relationship between the RH Program and OHSU. If awarded, the grant would facilitate the development of a short list of priority research questions for family planning services in the state.
- Completed and submitted the CCare annual evaluation report, including updated budget neutrality spreadsheets, to CMS.
- Continued to monitor CCare evaluation objectives and the data sources used to measure progress toward those objectives.