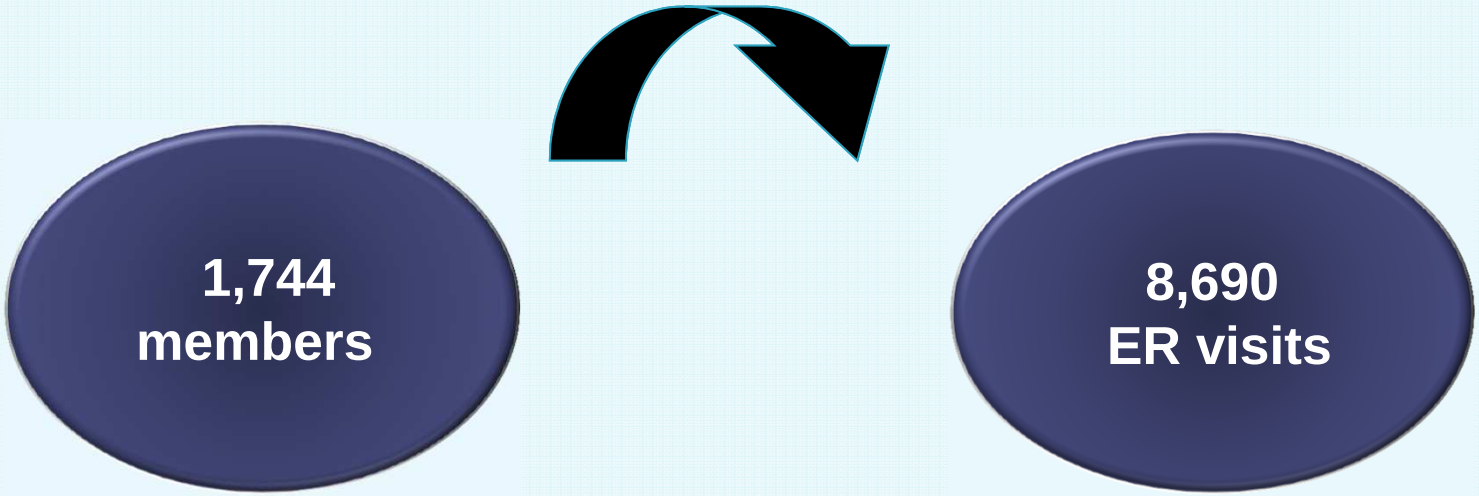
SoonerCare Choice Emergency Room Utilization

Melody Anthony, MS, Director of Provider Services
Kevin Rupe, Director of Member Services

Purpose of Program

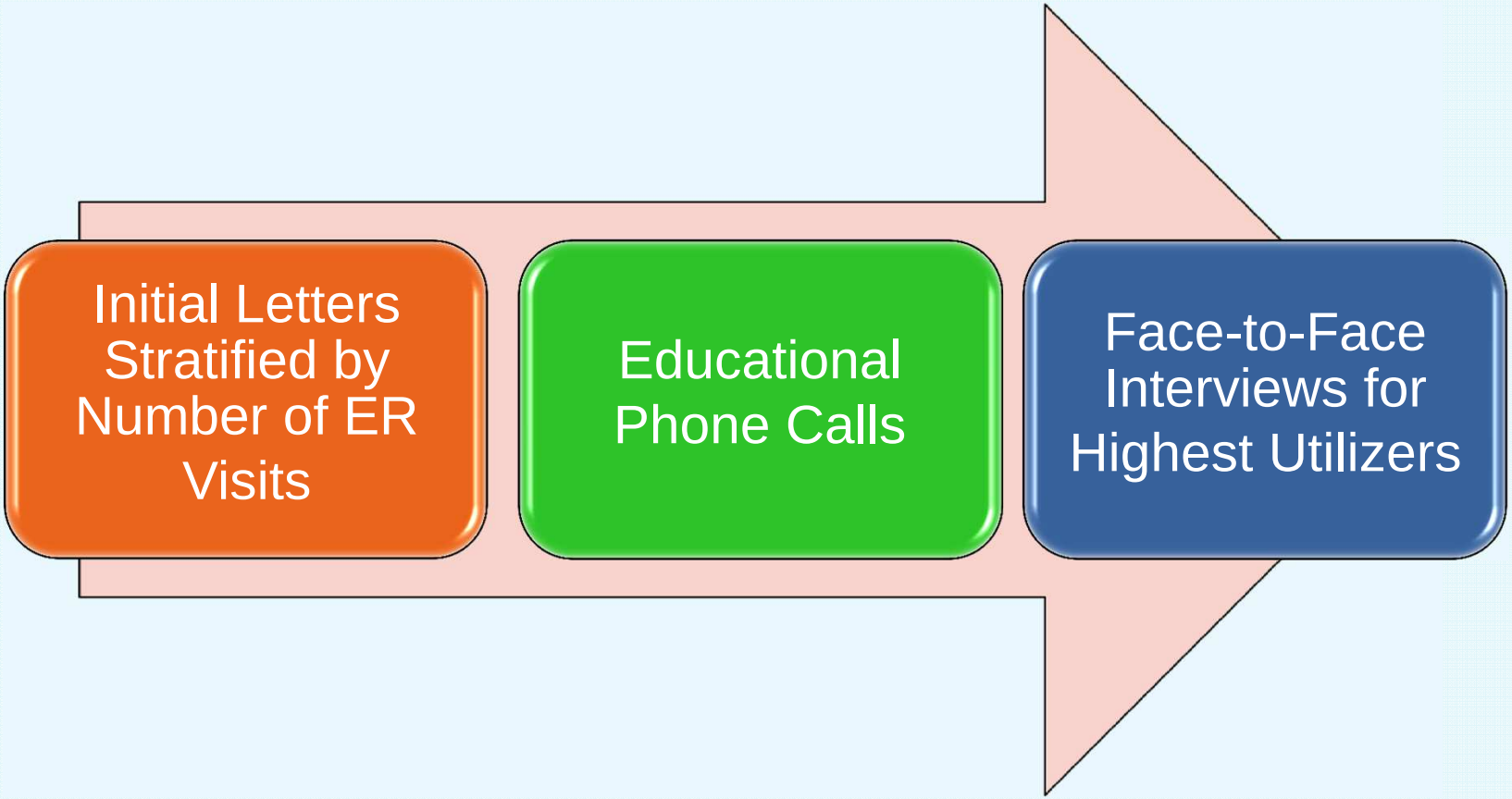
Educate on the appropriate use of primary care services in lieu of emergency room utilization

Average Quarter for Jan 2010 – Dec 2010
4 or more ER visits per quarter



1. Majority saw PCP at least once
2. 94% successfully contacted
3. 90% contacted by phone identified PCP
4. SFY 2010 average cost per visit was $241.58

Member Interventions 2010



Changes in CY 2011

- New
  - 3 ER visits in a quarter receive informational letter
- Revised
  - 4-14 ER visits inbound calls from member
  - 15 or more in a quarter instead of 30 or more in a 9 month period
  - No face to face visits
  - Intensive phone intervention for high utilization members

Quick fact for 2011:
Average number of visits for Title XIX members that went to the ER during first 5 months of this year = 1.534 visits

Member Identification

- SoonerCare Choice members with 4 or more ER visits per calendar year quarter
- High Utilization members – 15 or more ER visits

PCP Claims

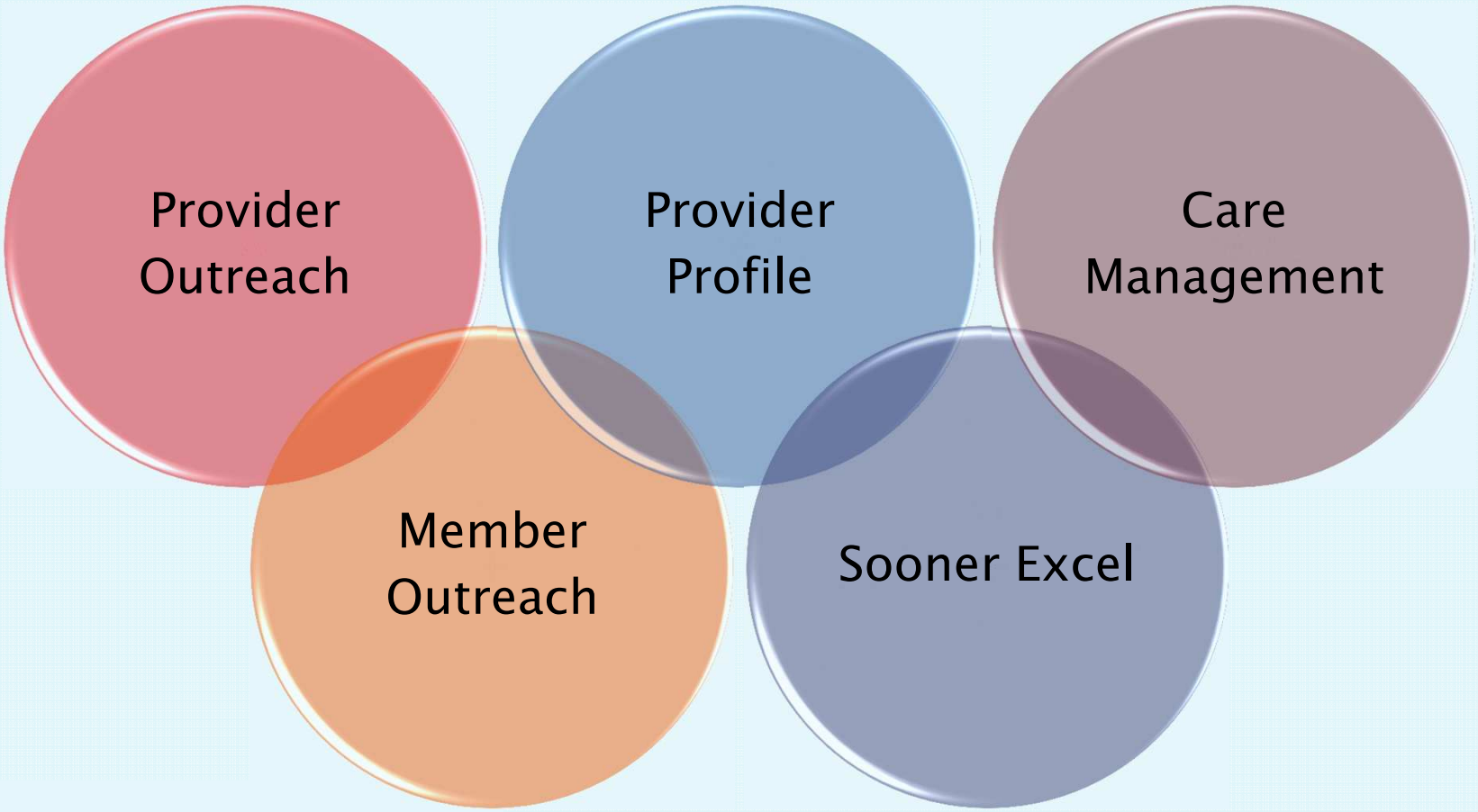
Office/specialty visits

Pharmacy Claims

Ambulance Claims

PCP Interventions

ER Utilization Initiative



Health Access Network (HAN)

The Sooner HAN (OU Tulsa)

Partnership for a Healthy Canadian County

The OSU HAN

It Takes A Village

oklahoma health care authority

Contact Information

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