Oklahoma Health Care Authority

Here When It Counts

SoonerCare Choice:

Managing Care through Medical Homes

Board Retreat 2012

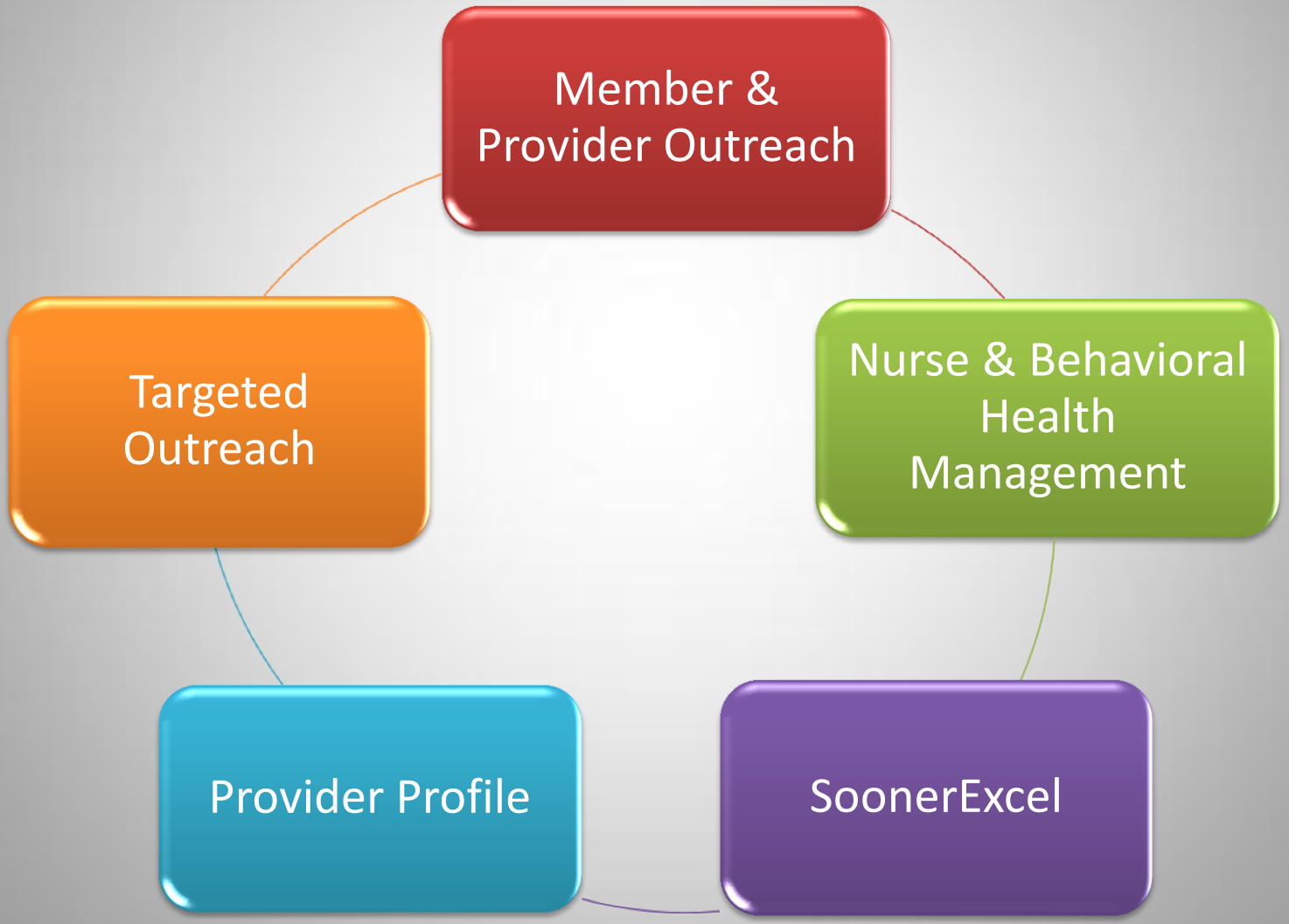
www.okhca.org

oklahoma health care authority

Program Partnership

Strengthening the Provider / Member partnership through the Medical Home Program by educating and redirecting members to appropriate site for care.

ER Program Elements



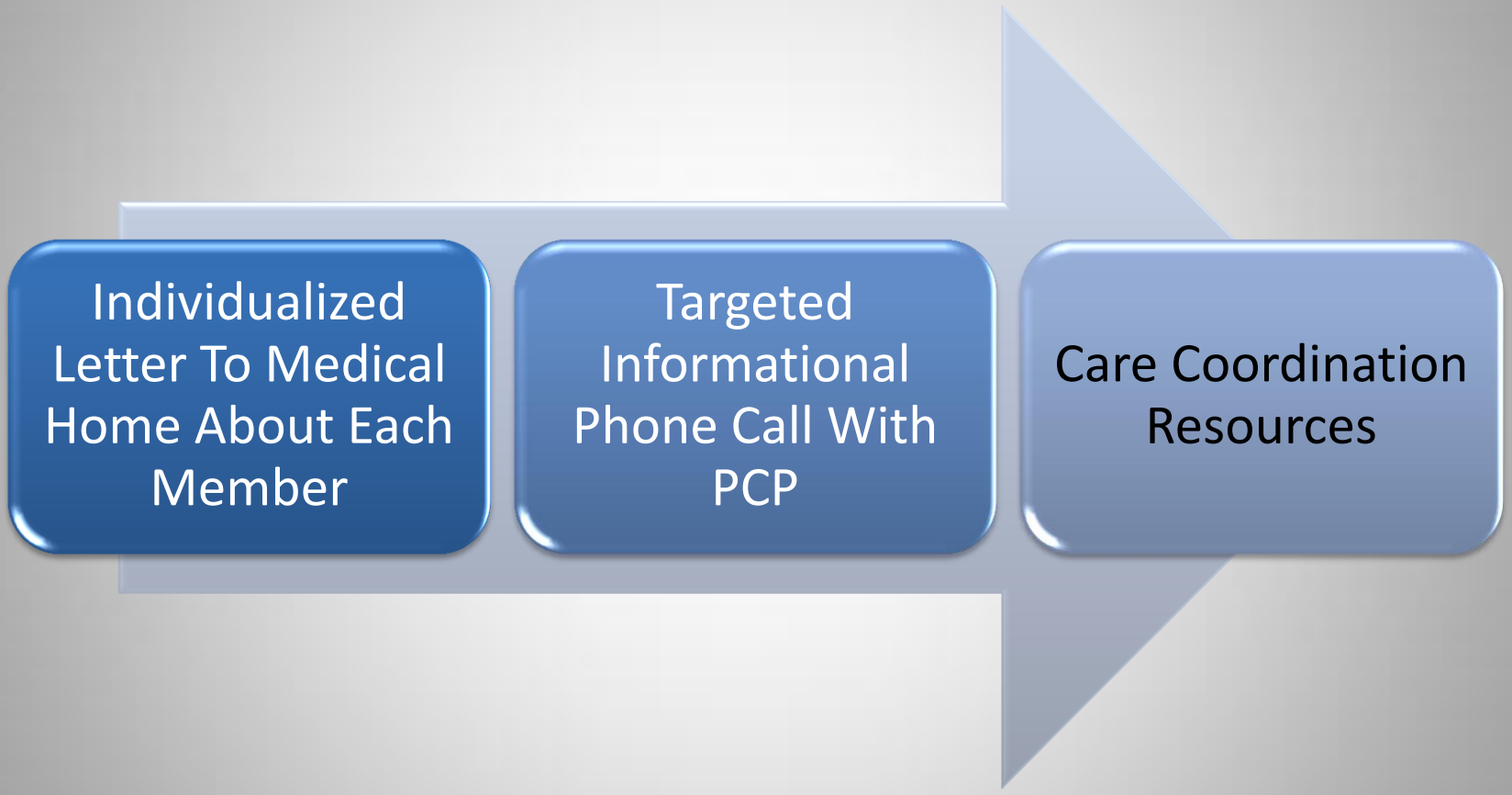
ER Program Evolution

2004
- Program inception – 6 or more ER visits
- Care Management contact

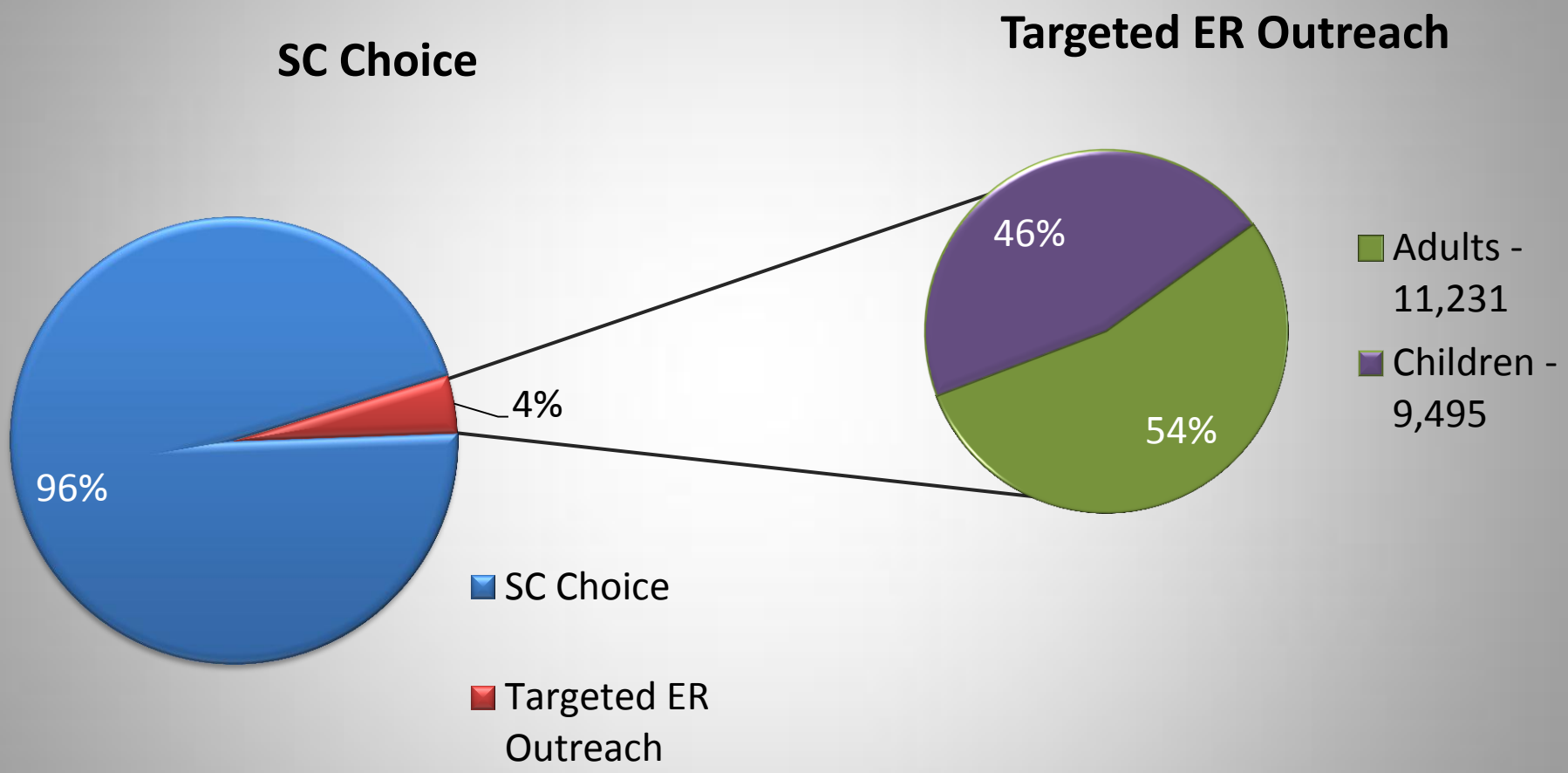
2006
- Program enhanced – 4 or more ER visits
- Targeted / face-to-face interventions

2011
- Program modified – 3 or more ER visits
- Modified targeted interventions

Medical Home ER Interventions

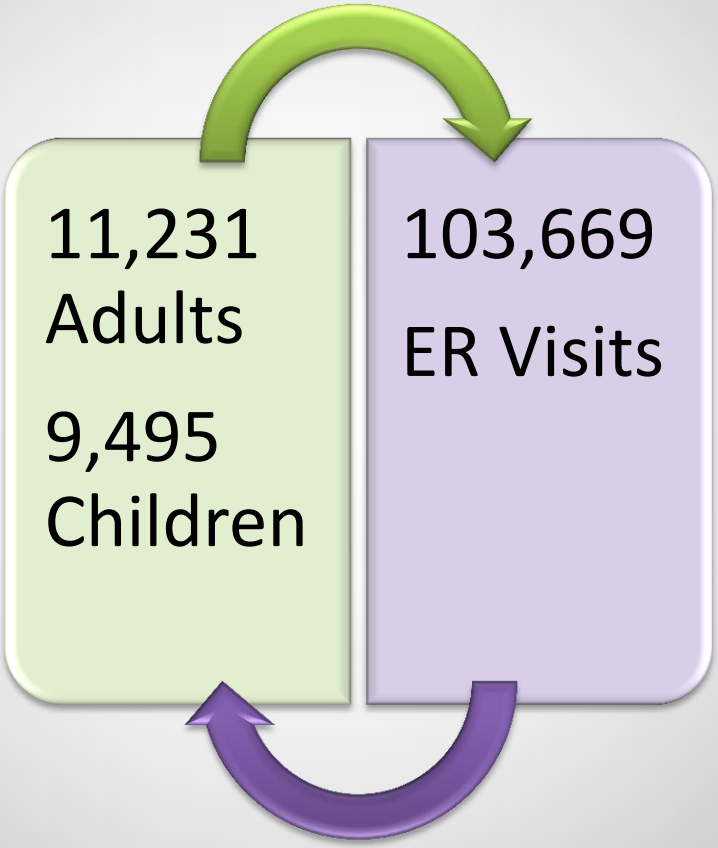


SoonerCare Choice
Frequent ER Utilization Program
SFY 2012 (July 2011 – June 2012)



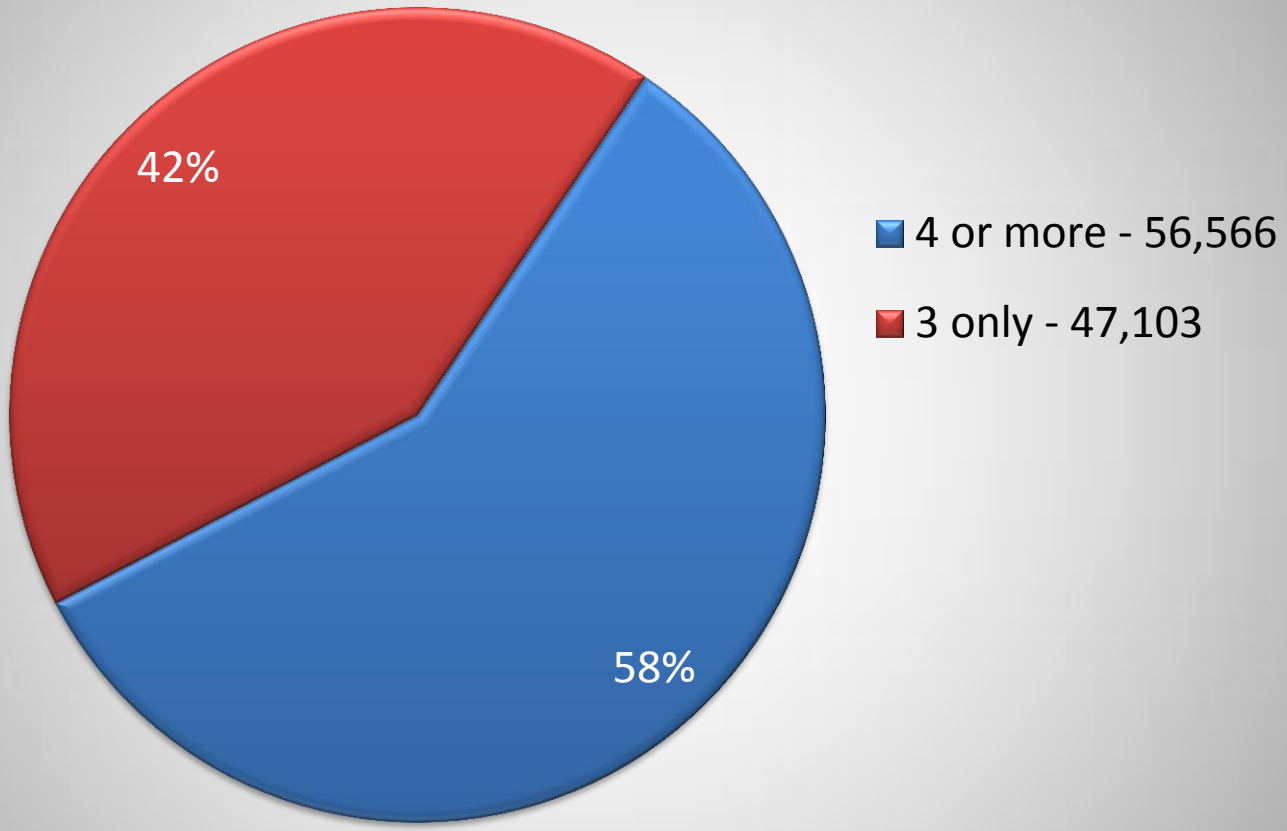
In SFY 2012, four percent of the total SoonerCare Choice population was identified in the frequent ER Utilization program.

SoonerCare Choice
Frequent ER Utilization Program
SFY 2012 (July 2011 – June 2012)



20,726 unduplicated SoonerCare Choice members had at least 3 ER Visits in one or more of the 4 quarters in SFY 2012, resulting in a total of 103,669 ER visits.

SoonerCare Choice
Frequent ER Utilization Program
SFY 2012 (July 2011 – June 2012)



42% of the total 103,669 ER visits was in the 3 ER visits only group, while the remaining 58% was in the 4 or more ER visits group.

Top 3 ER Visit Diagnoses

SFY 2012 (July 2011 – June 2012)

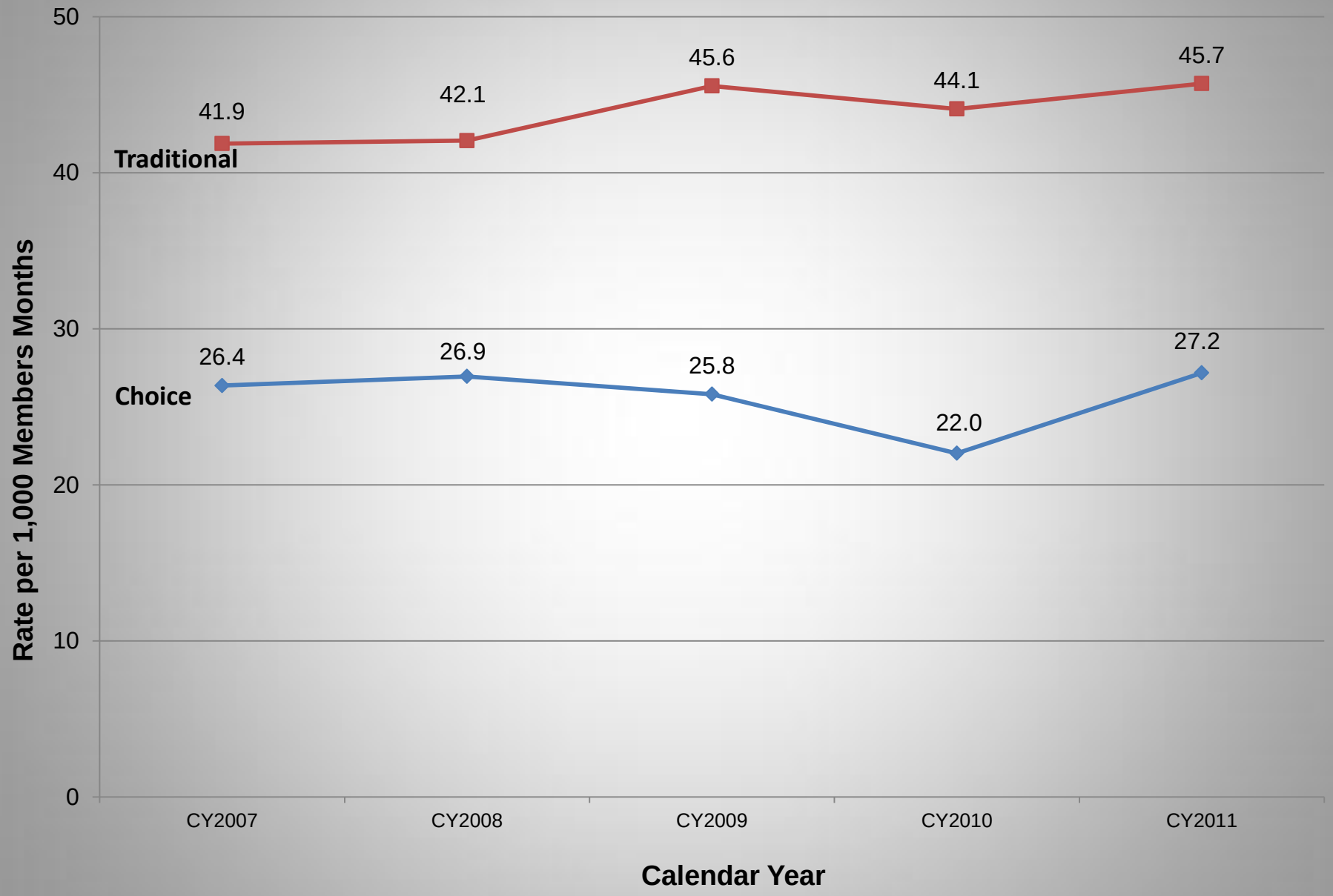
ADULTS

- 6,222 Visits — Abdominal Pain
- 4,777 Visits — Headache
- 3,899 Visits — Migraine

CHILDREN

- 3,240 Visits — Acute Upper Respiratory Infection
- 2,812 Visits — Otitis Media
- 1,424 Visits — Fever

SoonerCare Choice vs. Traditional: Emergency Room Visits



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