

Oregon Health Plan Care Coordination

2016 Annual Report

Executive Summary



Overview

Oregon Health Plan Care Coordination Program

In partnership with the Oregon Health Authority, APS Healthcare strives to enhance the lives of everyone we help through improving their health and healthcare, while reducing costs for the state of Oregon. With KEPRO, we focus on providing intelligent value to make a positive difference in the lives of the people we serve.

APS Healthcare has worked for six years to meet the needs and improve the lives of Oregon's FFS Medicaid and FFS Dual-Eligible clients through Care Coordination and Disease Management. These services are focused on helping individuals in the most need of assistance. In addition, our Nurse Advice and Triage Line enables us to make a positive difference in our clients' lives 24 hours a day and 365 days a year.

The Oregon Health Plan Care Coordination program currently serves nearly 120,000 clients. APS Healthcare's program saved an estimated \$24 million during its sixth year alone. Over the past six years, the program has saved the state of Oregon more than \$86 million.

APS Healthcare continuously strives to ensure compliance and integrity with everything we do. In 2014, APS Healthcare's program received a 96 percent compliance score from an independent audit conducted by Ernst and Young.

APS Healthcare serves the third and tenth largest numbers among the eighteen groups of clients whose healthcare is paid for by Oregon Health Plan. Managed Care is provided by 16 Coordinated Care Organizations (CCOs) which serve various geographic areas of the state. APS Healthcare has served the Fee-for-Service (FFS) clients for the past six years and over the last year has also been serving FFS Dual-Eligible clients, individuals covered by both Medicare and Medicaid/Oregon Health Plan.



SAVINGS

Over the past six years, the program has saved the state of Oregon more than **\$86 million.**

Clinical Outcomes

Oregon Health Plan Care Coordination Program

Clinical Outcomes Metrics are standards used for managing care and comparing results for clients whose care is paid for by the Oregon Health Plan. Oregon Health Authority (OHA) developed benchmarks for quality metrics on improving care, accessibility, eliminating disparities and curbing health care costs. The Oregon Health Plan Care Coordination Program provides Case Management and Disease Management services to clients that have the highest acuity scores.

All-cause Readmissions is the percent of adult members, 18 and older, who had a hospital stay and were readmitted for any reason within 30 days of discharge.

- OHA Benchmark: 10.5%
- FFS: 7.7 %
- Dual: 13%

Diabetes Hemoglobin (HbA1C) Screening is the percent of enrolled diabetics who have gotten at least one HbA1C measurement in the preceding 12 months.

- OHA Benchmark: 86%
- FFS: 55.3%
- Dual: 76.5%

Emergency Department Utilization for conditions which could be treated in a primary care setting is more costly and often less effective. Reduction of this inappropriate use has been shown to optimize care, while reducing costs.

- OHA Benchmark: 44.4%
- FFS: 48.4%
- Duals: 100.6%

Outpatient Utilization is based on the rate of 1,000 members per month utilizing outpatient care.

- OHA Benchmark: 439
- FFS: 177.8
- Duals: 605.6

Diabetes short-term complications admission is based on the rate of 100,000 members per year.

- OHA Benchmark: 173.6
- FFS: 85.6
- Duals: 49.2

COPD or Asthma in older adults admission is based on the rate of 100,000 members per year.

- OHA Benchmark: 409.1
- FFS: 258.3
- Duals: 567.7

Heart Failure admission is based on the rate of 100,000 members per year.

- OHA Benchmark: 303.2
- FFS: 154
- Duals: 679.2

Asthma in younger adults admission is based on the rate of 100,000 members per year.

- OHA Benchmark: 48.1
- FFS: 73.1
- Dual: N/A

Top 10 Diagnoses of Engaged Clients

Oregon Health Plan Care Coordination Program

The below table shows the top 10 diagnoses determined by RN Health Coaches and clients' disease classification.

FFS Diagnosis	Dual Diagnosis
Diabetes	Diabetes
Substance Abuse	Heart Failure
Back Pain	COPD
COPD	CAD
HTN	HTN
Asthma	Back Pain
Obesity	Chronic Kidney Disease
Depression	Multiple Sclerosis
Epilepsy	Asthma
Schizophrenia	Alzheimer's



APS Healthcare's partnership
with the Oregon Health
Authority continues to
transform healthcare in the
State of Oregon.