



# SOONERCARE HEALTH ACCESS NETWORK TARGETED EVALUATION

THE PACIFIC HEALTH POLICY GROUP  
DECEMBER 2018

# INTRODUCTION

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- ▶ PHPG is conducting an evaluation of the SoonerCare Health Access Networks (HANs) as part of broader SoonerCare Choice evaluation activities
- ▶ Findings presented in August 2018 for all HAN members showed little difference in utilization and expenditures versus the rest of the SoonerCare Choice population
- ▶ This finding was not unexpected, given the large HAN enrollment; most HAN members are healthy children who do not need care management
- ▶ As a follow-up, PHPG is conducting a targeted evaluation of HAN members enrolled in care management, to determine the impact of the HAN interventions

# EVALUATION COMPONENTS

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- ▶ Evaluation of pre- and post-intervention utilization and cost for members enrolled in care management
  - ▶ Stratified by ABD members and others
  - ▶ Stratified by condition, to isolate performance for members with Asthma and Diabetes
  - ▶ Targeted analysis of members flagged as high ED utilizers
- ▶ Structured interviews with CC HAN members who received assistance with social determinants of health (SDOH), to inquire about the effectiveness of the interventions (intent is to replicate for OU Sooner HAN and OSU HAN members receiving similar assistance)

# UTILIZATION ANALYSIS - DATA SOURCES

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- ▶ **HAN-provided care management files**
  - ▶ Care management contact dates
  - ▶ Program area - Asthma, Diabetes, High Emergency Department (ED) utilization, other
- ▶ **Claims/eligibility data (MMIS)**
  - ▶ SoonerCare claims data – dates of service between January 2015 and June 2018
  - ▶ SoonerCare eligibility data – monthly enrollment between July 2015 and June 2018

# UTILIZATION ANALYSIS - APPROACH

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- ▶ Identification of members receiving case management
  - ▶ First case management contact between January 2016 and July 2017
  - ▶ Program assignment (Asthma, Diabetes, ED, Other) based on HAN designations
- ▶ Identification of members with continuous SoonerCare eligibility - defined as a minimum of 11 months of eligibility in the twelve months preceding and following each member's first case management contact
- ▶ Identification of members with Aged, Blind and Disabled (ABD) eligibility aid category

# UTILIZATION ANALYSIS - APPROACH

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- ▶ Analysis of utilization and expenditures by program area
  - ▶ Asthma
  - ▶ Diabetes
  - ▶ High ED utilization
  - ▶ ABD
  - ▶ All members
- ▶ Analysis of utilization and expenditures before and after first care management contact date
  - ▶ Member-specific, based on first contact date
  - ▶ Twelve months before/after care management
  - ▶ Six months before/after care management

# EVALUATION POPULATION

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## ▶ All Members

HAN	Asthma	Diabetes	ED	Other	Total
CC HAN	5	--	79	65	149
OSU HAN	39	32	22	326	419
OU SoonerHAN	250	168	436	293	1,147
Total	294	200	537	684	1,715

## ▶ ABD

HAN	Asthma	Diabetes	ED	Other	Total
CC HAN	--	--	3	22	25
OSU HAN	2	27	5	111	145
OU SoonerHAN	66	116	165	123	470
Total	68	143	173	256	640

*ABD Percentage*                      23%                      72%                      32%                      37%                      37%

# UTILIZATION ANALYSIS - ASTHMA

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## ▶ Evaluation Measures

- ▶ ED utilization and expenditures (total and ABD-only)
- ▶ Inpatient hospital utilization and expenditures (total and ABD-only)
- ▶ Members with at least one asthma-controlling prescription
- ▶ Total asthma-controlling prescriptions



# UTILIZATION ANALYSIS - ASTHMA

## ► ED Utilization and Expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	1,404	901	-35.8%
Expenditures	\$ 736,022	\$ 501,052	-31.9%
Expenditure per Visit	\$ 524	\$ 556	6.1%
Utilization per 1,000 Member Months	434.1	278.6	<b>-35.8%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	813	458	-43.7%
Expenditures	\$ 436,316	\$ 262,314	-39.9%
Expenditure per Visit	\$ 536	\$ 572	6.7%
Utilization per 1,000 Member Months	251.4	141.6	<b>-43.7%</b>

# UTILIZATION ANALYSIS - ASTHMA

## ▶ ED Utilization and Expenditures – ABD

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	368	261	-29.1%
Expenditures	\$ 220,570	\$ 175,184	-20.6%
Expenditure per Visit	\$ 599	\$ 671	12.0%
Utilization per 1,000 Member Months	492.0	348.9	<b>-29.1%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	210	137	-34.8%
Expenditures	\$ 124,735	\$ 99,378	-20.3%
Expenditure per Visit	\$ 593	\$ 725	22.1%
Utilization per 1,000 Member Months	280.7	183.2	<b>-34.8%</b>

# UTILIZATION ANALYSIS - ASTHMA

## ► Inpatient Hospital Utilization and Expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	201	99	-50.7%
Expenditures	\$ 648,511	\$ 391,041	-39.7%
Expenditure per Admit	\$ 3,226	\$ 3,949	22.4%
Utilization per 1,000 Member Months	62.2	30.6	<b>-50.7%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Inpatient Admits	120	47	-60.8%
Expenditures	\$ 369,612	\$ 160,959	-56.5%
Expenditure per Admit	\$ 3,080	\$ 3,424	11.2%
Utilization per 1,000 Member Months	37.1	14.5	<b>-60.8%</b>

# UTILIZATION ANALYSIS - ASTHMA

## ► Inpatient Hospital Utilization and Expenditures - ABD

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	67	41	-38.8%
Expenditures	\$ 246,092	\$ 229,363	-6.8%
Expenditure per Admit	\$ 3,673	\$ 5,594	52.3%
Utilization per 1,000 Member Months	89.6	54.8	<b>-38.8%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Inpatient Admits	39	15	-61.5%
Expenditures	\$ 140,579	\$ 76,025	-45.9%
Expenditure per Admit	\$ 3,605	\$ 5,068	40.6%
Utilization per 1,000 Member Months	104.3	40.1	<b>-61.5%</b>

# UTILIZATION ANALYSIS - ASTHMA

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## ► Members with at least one asthma-controlling prescription

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months
Members	239	235
Percentage of Total	81.3%	79.9%

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months
Members	216	209
Percentage of Total	73.5%	71.1%

# UTILIZATION ANALYSIS - ASTHMA

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## ▶ Number of Asthma-Controlling Prescriptions

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months
Prescriptions	3,216	2,830
Average	10.94	9.63

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months
Prescriptions	1,670	1,451
Average	5.68	4.94

# UTILIZATION ANALYSIS - DIABETES

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## ▶ Evaluation Measures

- ▶ ED utilization and expenditures (total and ABD-only)
- ▶ Inpatient hospital utilization and expenditures (total and ABD-only)
- ▶ Members receiving LDL-C test
- ▶ Members receiving HbA1c test
- ▶ Members receiving medical attention for nephropathy
- ▶ Members receiving an eye exam

# UTILIZATION ANALYSIS - DIABETES

## ► ED Utilization and Expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	818	784	-4.2%
Expenditures	\$ 686,005	\$ 689,287	0.5%
Expenditure per Visit	\$ 839	\$ 879	4.8%
Utilization per 1,000 Member Months	371.8	356.4	<b>-4.2%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	470	374	-20.4%
Expenditures	\$ 381,923	\$ 316,623	-17.1%
Expenditure per Visit	\$ 813	\$ 847	4.2%
Utilization per 1,000 Member Months	427.3	340.0	<b>-20.4%</b>



# UTILIZATION ANALYSIS - DIABETES

## ► ED utilization and expenditures - ABD

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	535	550	2.8%
Expenditures	\$ 473,989	\$ 512,089	8.0%
Expenditure per Visit	\$ 886	\$ 931	5.1%
Utilization per 1,000 Member Months	340.1	349.7	2.8%

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	295	254	-13.9%
Expenditures	\$ 250,987	\$ 231,105	-7.9%
Expenditure per Visit	\$ 850	\$ 909	6.9%
Utilization per 1,000 Member Months	375.1	322.9	<b>-13.9%</b>

# UTILIZATION ANALYSIS - DIABETES

## ► Inpatient Hospital Utilization and Expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	237	191	-19.4%
Expenditures	\$ 1,799,144	\$ 1,430,826	-20.5%
Expenditure per Admit	\$ 3,226	\$ 3,950	22.4%
Utilization per 1,000 Member Months	107.7	86.8	<b>-19.4%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Inpatient Admits	130	90	-30.8%
Expenditures	\$ 909,129	\$ 600,470	-34.0%
Expenditure per Admit	\$ 3,080	\$ 3,425	11.2%
Utilization per 1,000 Member Months	118.2	81.8	<b>-30.8%</b>

# UTILIZATION ANALYSIS - DIABETES

## ► Inpatient hospital utilization and expenditures - ABD

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	192	152	-20.8%
Expenditures	\$ 1,555,403	\$ 1,061,699	-31.7%
Expenditure per Admit	\$ 3,226	\$ 3,950	22.4%
Utilization per 1,000 Member Months	122.1	96.6	<b>-20.8%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Inpatient Admits	107	68	-36.4%
Expenditures	\$ 782,387	\$ 498,516	-36.3%
Expenditure per Admit	\$ 3,080	\$ 3,425	11.2%
Utilization per 1,000 Member Months	136.0	86.5	<b>-36.4%</b>

# UTILIZATION ANALYSIS - DIABETES

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## ▶ Members receiving LDL-C test

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	130	131	0.8%
Percentage	65.0%	65.5%	0.8%

## ▶ Members receiving HbA1c test

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	160	160	0.0%
Percentage	80.0%	80.0%	0.0%

# UTILIZATION ANALYSIS - DIABETES

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## ▶ Members receiving medical attention for nephropathy

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	85	95	<b>11.8%</b>
Percentage	42.5%	47.5%	<b>11.8%</b>

## ▶ Members receiving an eye exam

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	76	72	-5.3%
Percentage	38.0%	36.0%	-5.3%

# UTILIZATION ANALYSIS - HIGH ED GROUP

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## ▶ Evaluation Measures

- ▶ ED utilization and expenditures – total and ABD-only
- ▶ Average number of ED visits per Member
- ▶ Percentage of Members with PCMH visit within 30 days of ED visit
- ▶ Number of Visits in 12-month period

# UTILIZATION ANALYSIS - HIGH ED

## ► ED Utilization and Expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	4,672	2,933	-37.2%
Expenditures	\$ 2,772,525	\$ 1,860,529	-32.9%
Expenditure per Visit	\$ 593	\$ 634	6.9%
Utilization per 1,000 Member Months	790.9	496.5	<b>-37.2%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	2,657	1,491	-43.9%
Expenditures	\$ 1,606,214	\$ 941,361	-41.4%
Expenditure per Visit	\$ 605	\$ 631	4.4%
Utilization per 1,000 Member Months	899.6	504.8	<b>-43.9%</b>

# UTILIZATION ANALYSIS – HIGH ED

## ► ED utilization and expenditures - ABD

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	2,049	1,536	-25.0%
Expenditures	\$ 1,357,110	\$ 1,033,286	-23.9%
Expenditure per Visit	\$ 662	\$ 673	1.6%
Utilization per 1,000 Member Months	346.9	260.0	<b>-25.0%</b>

### Six-Month Time Period

	Prior 6 Months	Subsequent 6 Months	Percentage Change
Visits	1,155	779	-32.6%
Expenditures	\$ 779,496	\$ 516,413	-33.8%
Expenditure per Visit	\$ 675	\$ 663	-1.8%
Utilization per 1,000 Member Months	391.1	263.8	<b>-32.6%</b>



# UTILIZATION ANALYSIS – HIGH ED

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## ▶ Average number of ED visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	4,672	2,933	<b>-37.2%</b>
Average Number of Visits	8.70	5.46	<b>-37.2%</b>

## ▶ Number of members with PCMH follow-up visit within 30 days of ED visit

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	430	299	<b>-30.5%</b>
Percentage	80.1%	55.7%	<b>-30.5%</b>

# UTILIZATION ANALYSIS – HIGH ED

## ▶ Number of visits in 12-month period

### Members with 10 or More Visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	48	24	<b>-50.0%</b>
Percentage	8.9%	4.5%	<b>-50.0%</b>

### Members with 6 or More Visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	326	167	<b>-48.8%</b>
Percentage	60.7%	31.1%	<b>-48.8%</b>

### Members with 3 or More Visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	480	301	<b>-37.3%</b>
Percentage	89.4%	56.1%	<b>-37.3%</b>

### Members with No Visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Members	3	83	<b>2,666.7%</b>
Percentage	0.6%	15.5%	<b>2,666.7%</b>

## UTILIZATION ANALYSIS – ALL MEMBERS

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- ▶ All care-managed members (total and ABD-only)
- ▶ Evaluation Measures
  - ▶ ED utilization and expenditures
  - ▶ PCMH visits
  - ▶ Inpatient hospital utilization and expenditures

# UTILIZATION ANALYSIS - ALL MEMBERS

## ► ED Utilization and expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	8,341	5,752	-31.0%
Expenditures	\$ 5,215,645	\$ 3,798,645	-27.2%
Expenditure per Visit	\$ 625	\$ 660	5.6%
Utilization per 1,000 Member Months	442.1	304.9	<b>-31.0%</b>

### Six-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	4,746	2,904	-38.8%
Expenditures	\$ 3,019,707	\$ 1,895,386	-37.2%
Expenditure per Visit	\$ 636	\$ 653	2.6%
Utilization per 1,000 Member Months	503.2	307.9	<b>-38.8%</b>

# UTILIZATION ANALYSIS – ABD ONLY

## ▶ ED Utilization and expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	3,509	2,795	-20.3%
Expenditures	\$ 2,506,557	\$ 2,030,218	-19.0%
Expenditure per Visit	\$ 714	\$ 726	1.7%
Utilization per 1,000 Member Months	498.4	397.0	<b>-20.3%</b>

### Six-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Visits	1,955	1,407	-28.0%
Expenditures	\$ 1,423,602	\$ 1,005,707	-29.4%
Expenditure per Visit	\$ 728	\$ 715	-1.8%
Utilization per 1,000 Member Months	555.4	399.7	<b>-28.0%</b>

# UTILIZATION ANALYSIS - ALL MEMBERS

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## ▶ PCMH visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
PCMH Visits	12,360	10,913	-11.7%
Average Number of Visits per Member	7.21	6.36	-11.7%

# UTILIZATION ANALYSIS – ABD ONLY

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## ▶ PCMH visits

	Prior 12 Months	Subsequent 12 Months	Percentage Change
PCMH Visits	6,860	6,473	-5.6%
Average Number of Visits per Member	10.72	10.11	-5.6%

# UTILIZATION ANALYSIS - ALL MEMBERS

## ► Inpatient hospital utilization and expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	1,568	1,299	-17.2%
Expenditures	\$ 7,731,444	\$ 5,850,746	-24.3%
Expenditure per Admit	\$ 3,226	\$ 3,950	22.4%
Utilization per 1,000 Member Months	83.1	68.9	<b>-17.2%</b>

### Six-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	917	788	-14.1%
Expenditures	\$ 4,207,094	\$ 3,054,810	-27.4%
Expenditure per Admit	\$ 3,080	\$ 3,425	11.2%
Utilization per 1,000 Member Months	97.2	83.5	<b>-14.1%</b>



# UTILIZATION ANALYSIS – ABD ONLY

## ► Inpatient hospital utilization and expenditures

### Twelve-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	847	708	-16.4%
Expenditures	\$ 5,339,453	\$ 4,152,400	-22.2%
Expenditure per Admit	\$ 3,226	\$ 3,950	22.4%
Utilization per 1,000 Member Months	120.3	100.6	<b>-16.4%</b>

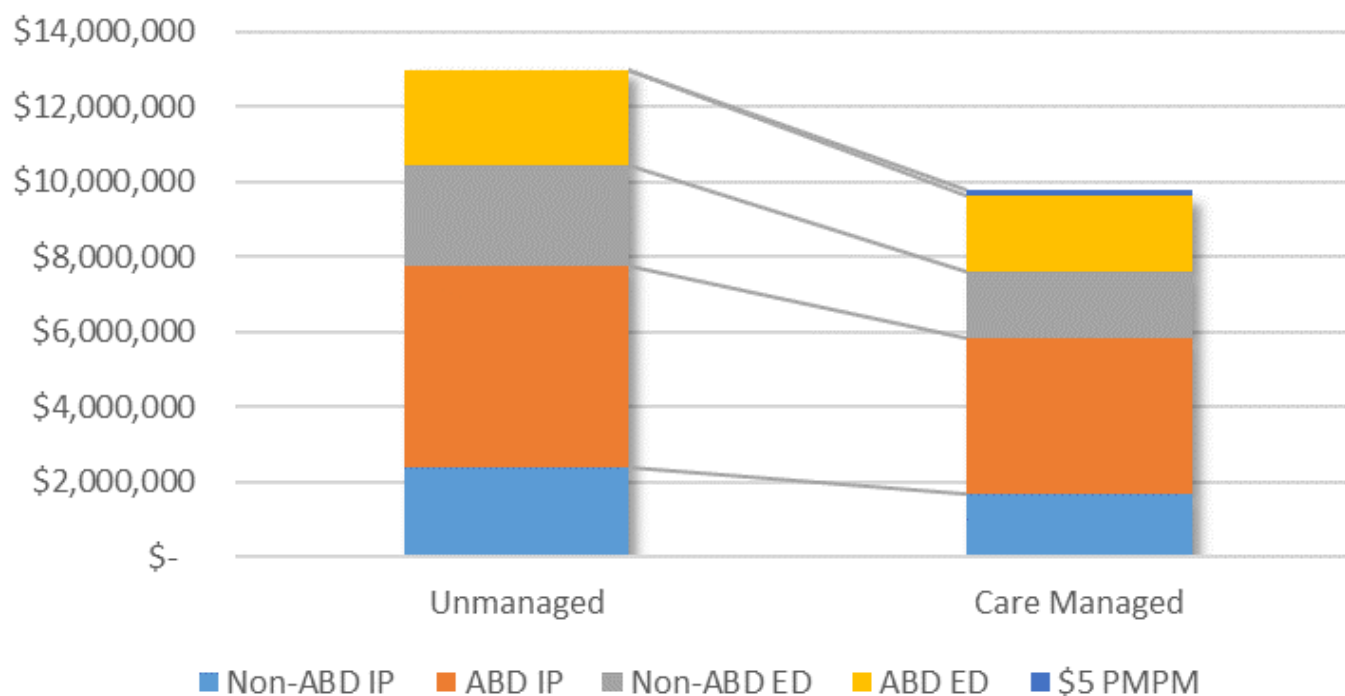
### Six-Month Time Period

	Prior 12 Months	Subsequent 12 Months	Percentage Change
Inpatient Admits	469	388	-17.3%
Expenditures	\$ 2,932,286	\$ 2,116,387	-27.8%
Expenditure per Admit	\$ 3,080	\$ 3,425	11.2%
Utilization per 1,000 Member Months	133.2	110.2	<b>-17.3%</b>

# UTILIZATION ANALYSIS - SAVINGS

- ▶ Net ED & IP expenditures for the care managed members included in the evaluation (subset of all care managed members) were \$3.2 million lower in the 12 months following initiation of care management than in the prior 12 months

ED & Inpatient Net Savings (Evaluation Sample)



# MEMBER SURVEY - SDOH

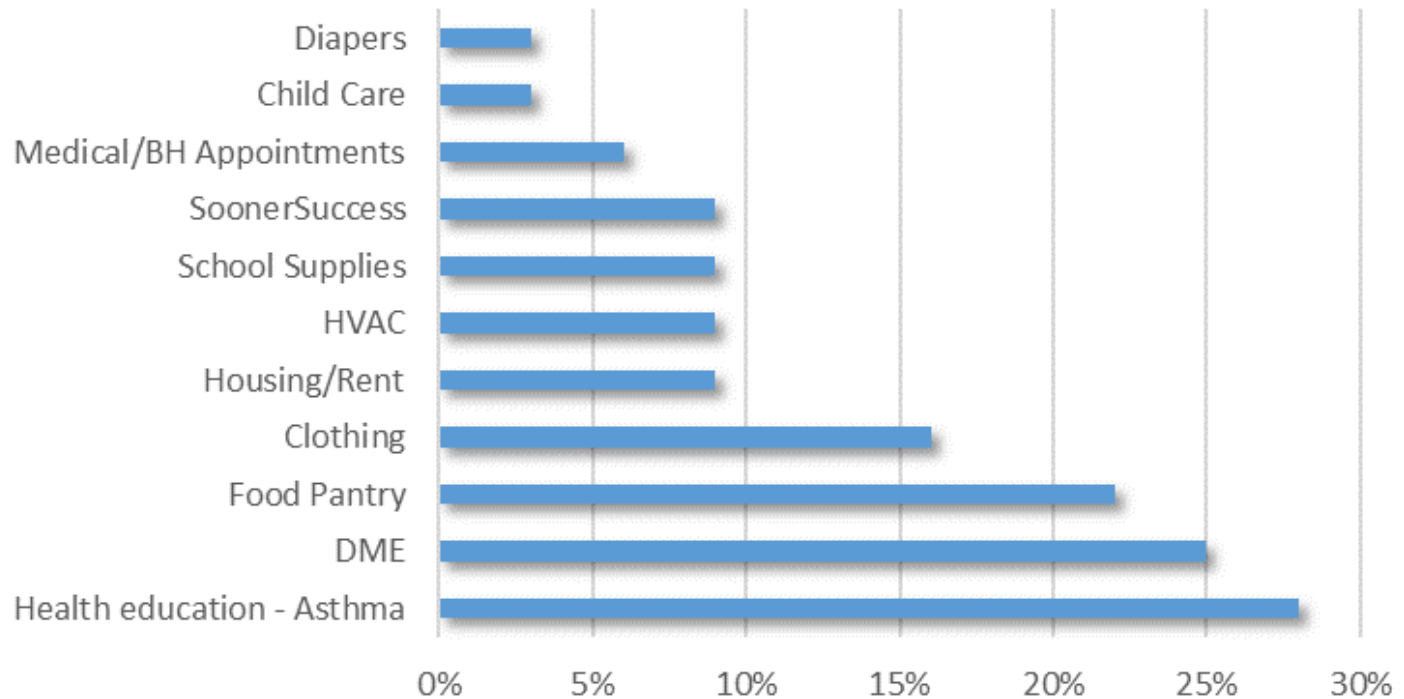
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- ▶ PHPG identified 104 CC HAN members in the care management database who had received assistance with SDOH (either the member or member's family, as the majority of members were children)
- ▶ PHPG conducted interviews with 33 Respondents in November 2018
- ▶ Among these respondents:
  - ▶ Only five had heard the name “Central Communities”
  - ▶ One two recalled being helped by a Central Communities care manager
  - ▶ However, when given the name of their care manager, 31 reported knowing and interacting with this individual

# MEMBER SURVEY

- ▶ Respondents reported receiving help in a variety of areas, some of which had a clinical component (multiple responses allowed)

SDOH - Areas of Assistance



# MEMBER SURVEY

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- ▶ Respondents gave high marks to the help they received from their care manager
  - ▶ 87% stated the help was “very important” to them
  - ▶ 97% stated they were “very satisfied” with the help
  - ▶ 91% stated the help made it easier for them to take care of their own health (or their child’s health), with the most common reasons being that the SDOH addressed food insecurity and/or generally helped the member to cope with challenges (see quotes starting on next slide)

# MEMBER SURVEY

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- ▶ I was completely overwhelmed before I started getting help from Karen. Taking care of my son's special needs is very hard. He has a colostomy bag. I didn't know about all of the resources that were available before Karen started helping me. It gives me such a peace of mind knowing that I have her.
- ▶ We couldn't afford the test strips to check his blood before. He is on blood thinners and we have to check his blood. This has been a big relief.
- ▶ She put us in touch with SoonerSuccess which was life changing for our family. Before we did not do hardly anything, now we know of special needs community events. Janet at SoonerSuccess also helped us get respite care for the twins.

# MEMBER SURVEY

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- ▶ I now know how to handle (my son's) asthma attacks better and we have not gone to the ER as much. This has helped a lot.
- ▶ My son's school was not going to let him graduate and she helped me navigate the school system to get him back on track. I couldn't have done it without her, I was ready to give up.
- ▶ She helped us get (my child's) doctor to do lab work in his office instead of going to the lab. It has to be done every three months so this helped us a lot.

# MEMBER SURVEY

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- ▶ Having the diapers given to us for Julia is a huge help. She goes through so many a day that we could not keep up buying them ourselves.
- ▶ She got us tickets to things going on in our community which was so good. Got us plugged into the community.

*No organization can claim perfection*

- ▶ CM said she was going to get us help when we were in a bad financial way but she did nothing. Told her we needed food, help paying electricity and rent. She said she would call back but never did.