

Calendar Year 2021



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EXECUTIVE SUMMARY

While we started 2021 with the COVID-19 pandemic still front and center, 2021 also brought in new challenges and opportunities. The OU Sooner Health Access Network navigated managed care contracts, learning about COVID vaccinations, returning to campus, COVID variants, and staffing shortages. The OU Sooner HAN care managers continued to provide complex care management to 3,373 SoonerCare Choice members around the state, while emergency room utilization continued to decrease among care management members.

The arrival of the COVID vaccine options brought welcome relief to many, but confusion to others. The OU Sooner HAN care managers took an important role in learning about vaccination options in order to best support and educate their members. There is a wonderful success story about how one OU Sooner HAN care manager was able to help a member make an informed decision about the COVID vaccine and how she helped others access vaccination appointments. All the success stories provide a brief glimpse into how care managers positively impact the members they serve.



The Healthy Adult Expansion population became eligible for SoonerCare Choice in October of 2021. In November the OU Sooner HAN had a 57% increase in adults 18 years and older with the largest increase in the adults 41-50 years of age. Care managed members over 18 increased by 5% from October to November with the inclusion of the expansion population into SoonerCare Choice.

OU SOONER HAN HIGHLIGHTS

- 3,373 Care Management Cases
- 73,180 Referrals Initiated
- New care managed members in the Diabetes group saw a 63% decrease in ER visits

Like many industries in 2021, staffing shortages have impacted the OU Sooner HAN. With multiple vacant positions, other team members have stepped up to ensure that all our members and providers receive the services and supports they need.

Despite the challenges faced in 2021, the OU Sooner HAN continues to provide quality care and support to SoonerCare Choice members and practices. This report highlights the outstanding work carried out by the OU Sooner HAN in 2021.

OU SOONER HEALTH ACCESS NETWORK		
MISSION	VISION	VALUES
<p>To transform healthcare by improving the health and wellbeing of Oklahomans</p> 	<p>Ensuring Oklahomans have access to affordable, quality, and person-centered healthcare</p> 	<ul style="list-style-type: none">• Unconditional Positive Regard<ul style="list-style-type: none">◦ Caring◦ Self-Care◦ Enjoying Work◦ Whole Person• Equity• Evidence Based• Lifelong Learning<ul style="list-style-type: none">◦ Innovation◦ Education and Training• Technology

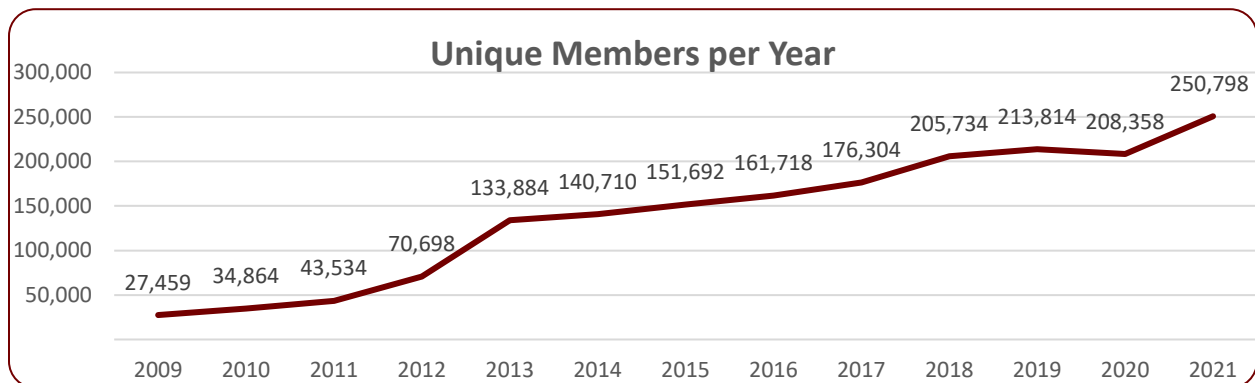
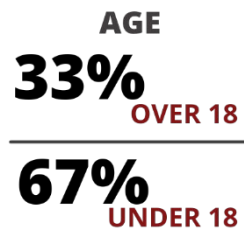
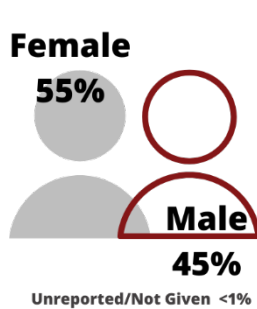
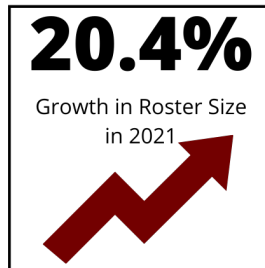
PURPOSE

The purpose of the OU Sooner HAN is to:

- Support comprehensive, coordinated healthcare centered around the wants and needs of the **member**
- Improve member **access** to care and social services
- Improve member **health** and **healthcare** one network connection at a time

OU SOONER HAN ENROLLMENT

MEMBER DEMOGRAPHICS



PRIMARY CARE AND SPECIALTY NETWORK

As of December 2021

100

Primary Care Locations

Three Largest Organizations by Roster Size

1. Variety Care
2. OU-Tulsa
3. OU Health

249

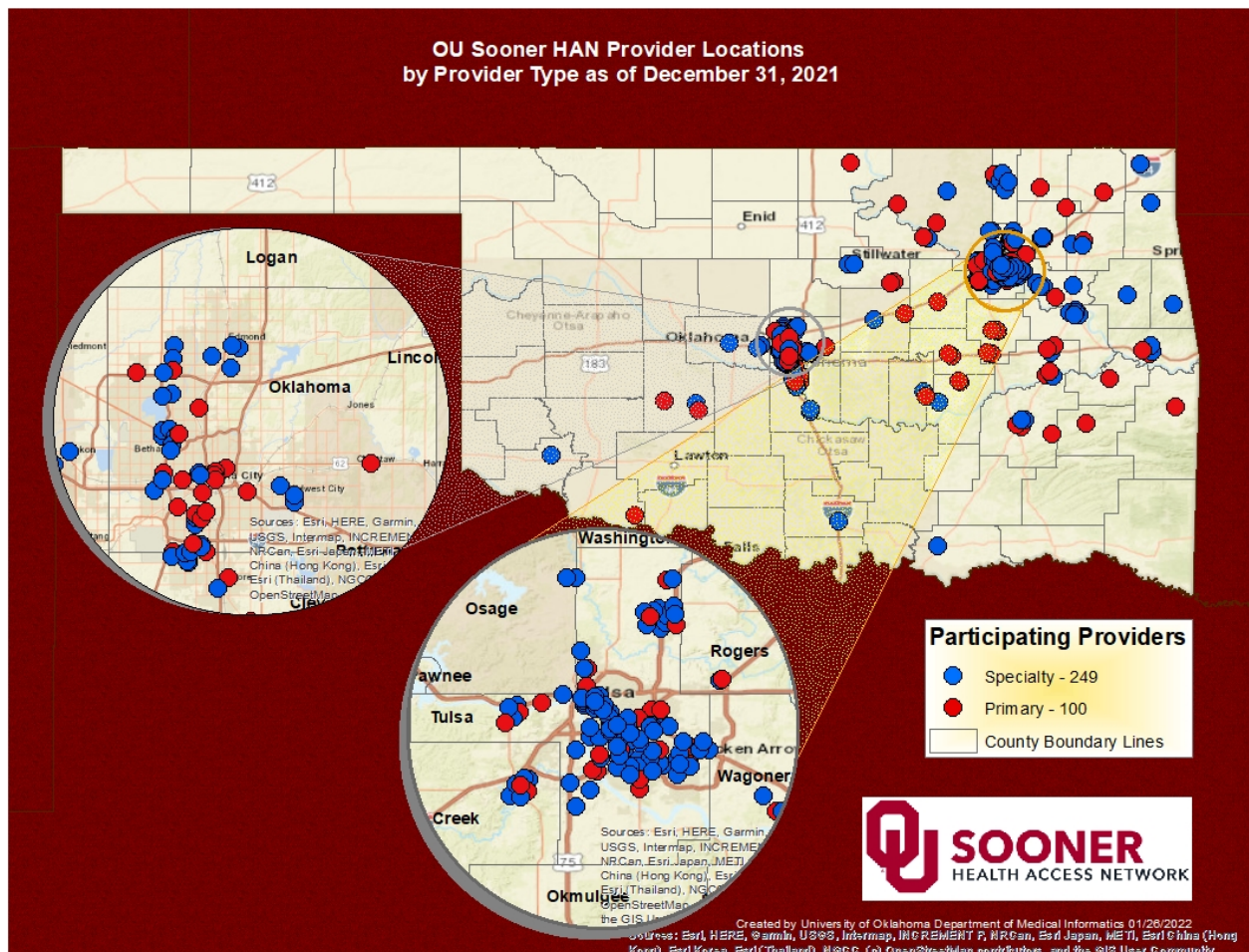
Participating
Specialty
Practices



TOP 10 PARTICIPATING SPECIALTY TYPES

1. Physical Therapy/PMR
2. Radiology
3. Occupational Therapy
4. Pediatric Behavioral Health
5. Podiatry
6. Home Health
7. Speech Therapy
8. Behavioral Health
9. Pain Management
10. Diabetes Education

OU Sooner HAN Provider Locations
by Provider Type as of December 31, 2021



TRANSITIONS OF CARE AND REFERRAL MANAGEMENT, USER ACCOUNTS AND SUPPORT ISSUES



Implemented
System
Enhancements

- Identify preferred providers
- Easily accessible notes for users
- Adding access in other web browsers
- Allowing specialty clinics to route referrals to other locations
- Eliminated duplicated patient records
- Improved referral search functions



Top Service Issues

1. Clinic Verification
2. Claims Data for Care Management
3. Interface Alerts
4. Quick Add Clinics to Database

**4,872
BEHAVIORAL
HEALTH
REFERRALS
INITIATED**

73,180

**Referrals
were
initiated in
2021**

QUALITY PROJECT

The Doc2Doc team assisted a practice in decreasing the number of days for an incoming referral to move from accepted status to scheduled status from 13 days in 2020 to 8 days in 2021

**22,890
referrals
processed by
Doc2Doc staff to
assist clinics
to help with loop
closure**

From 2020-2021

a reduction in time between
when referral was sent to when
a referral was accepted by a
specialist clinic
from 5.5 to 4.5 days

a reduction in time between
when a referral was sent to when
a report was received from the
specialist
from 89 to 57 days

201 Scheduled Reports
are sent to OU Sooner
HAN Participating
Practices

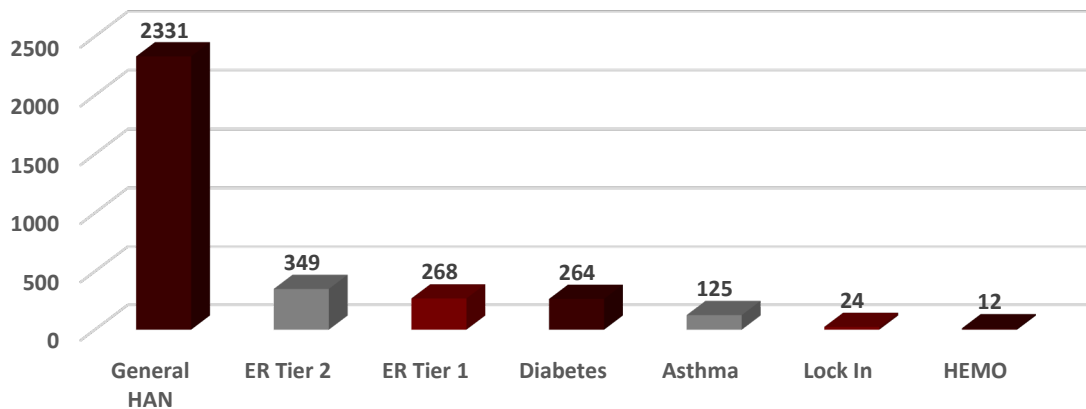


**Doc2Doc SC10 alternate
form
updated
to include NPI and
SoonerCare ID for each
provider**

**3,373
Care
Management
Cases**

**Care Managed
Members
Averaged
175 days
in Care
Management**

**OU Sooner HAN Care Management Cases by Care Group
2021**



**51,045 Contacts
13,311 Hours**

**OU Sooner HAN care managers
spent 53% of their time providing
direct services to their members**

Contacts and Hours	Direct Contact with Member or Member Representative		Contact with Others on Behalf of Member		Percentage of Total Contacts	
	# Contacts	# Hours	# Contacts	# Hours	% Contacts	% Hours
Successful Contact	10,570	5,901	4,058	1,135	29%	53%
Unsuccessful Contact	15,856	2,258	20,561	4,017	71%	47%
Grand Total	26,426	8,159	24,619	5,152	100%	100%

2,749
Closures in 2021

TOP 3 CLOSURE REASONS

1. Never Able to Contact, 34%
2. Voluntary Withdrawal, 32%
3. Unable to Make Contact (after making contact), 19%

1,102
Social Needs Referrals Initiated in 2021

TOP REFERRAL CATEGORIES


Nutrition/Food
Counseling/Therapy Services
Transportation
Housing

The average quarterly medication reconciliation rate was 93% in 2021

CARE MANAGEMENT TARGETED POPULATIONS

AGED, BLIND, AND DISABLED (ABD) CATEGORY

OU Sooner HAN

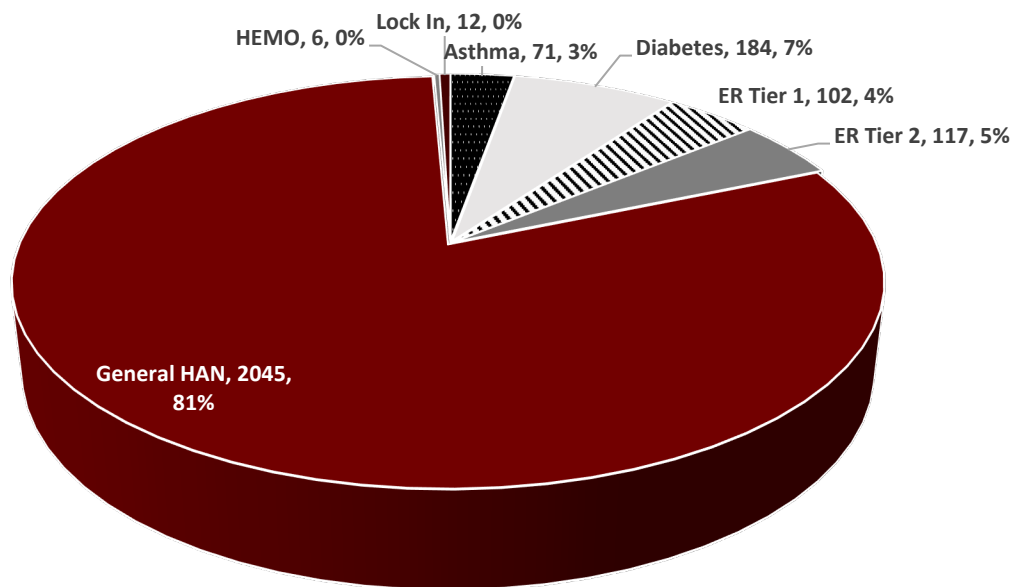


2,537

ABD Members
Received Care
Management Services in 2021

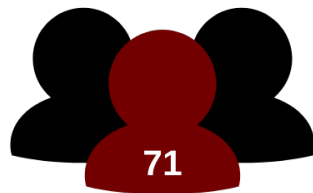
*13,309 OU SOONER HAN
MEMBERS WERE ATTRIBUTED TO
THE ABD CATEGORY IN 2021*

ABD Members in Care Management by Care Group



125 members
attributed to the
asthma care
group received
care
management
services in 2021

Care managers made 2,400
contacts and documented a
total of 618 hours in 2021
with or on behalf of
members in the asthma
care group



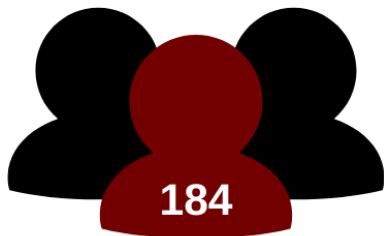
ABD Members

71

Members who started care
management in Q1 & Q2 of 2021 had a

37%

decrease in ER events by Q3 of 2021
compared to the quarter before care
management intervention



ABD Members

DIABETES

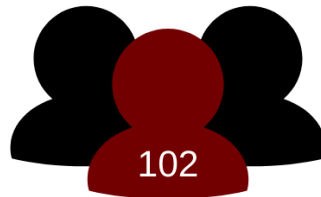
264 MEMBERS RECEIVED CARE MANAGEMENT SERVICES DURING 2021

Care Managers made
5,442
contacts and documented a
total of
1,637
contact hours in
with or on behalf of members
in the diabetes care group

Members who started care
management in Q1 & Q2 of 2021 had a
63%
decrease in ER events by Q3 of 2021
compared to the quarter before care
management intervention

ER Tier 1

Care managers made **3,493** contacts and documented a total of **829** hours in 2021 with or on behalf of members to assist with better management of their health conditions and decrease ER usage



ABD Members

268

members attributed to the **ER Tier 1** care group received care management services in

2021

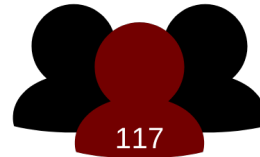


This group saw a **28%** increase in the number of members served between the end of 2020 and **2021**.

Members who started care management in Q1 & Q2 of 2021 had a **39%** decrease in ER events by Q3 of 2021 compared to the quarter before care management intervention

Care Managers made an average of **13** contacts and provided an average of **3** hours of assistance to each member in this care group in **2021**.

264 members attributed
to the ER Tier 2 care
group received care
management services in
2021

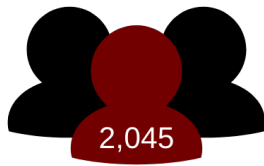


ABD Members

ER Tier 2

Care managers made 4,169
contacts and documented a
total of 955 hours in 2021
with or on behalf of
members to assist with
better management of their
health conditions and
decrease ER usage

Members who started care
management in Q1 & Q2 of 2021 had a
49%
decrease in ER events by Q3 of 2021
compared to the quarter before care
management intervention



ABD Members

69% of all care managed members belong to the General HAN care group

GENERAL HAN

Care managers made **34,915** contacts and documented a total of **9,121** hours in 2021 with or on behalf of members to assist them in management of their health and treatment goals



2,331 members received care management services in the OU Sooner HAN's largest care group



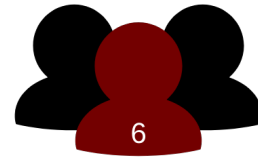
Care managers made an average of **15 contacts** and provided **4 hours** of assistance to each **General HAN** care managed member in 2021

Members who started care management in Q1 & Q2 of 2021 had a **30%** decrease in ER events by Q3 of 2021 compared to the quarter before care management intervention



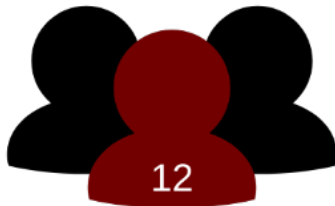
12
members with
hemophilia
received care
management
services in 2021

Care managers made an average of **19 contacts** and provided **7 hours** of assistance to members in the Hemophilia care group in 2021



ABD Members

IN 2021, CARE MANAGERS MADE 230 CONTACTS AND DOCUMENTED 58 HOURS WITH OR ON BEHALF OF MEMBERS TO ASSIST IN BETTER MANAGEMENT OF HEMOPHILIA



ABD Members

**Care Managers
made 395 contacts
and documented 72
hours during 2021
with or on behalf of
members in this
group**

24 members attributed to
the pharmacy lock-in care
group received care
management services in
2021



EDUCATIONAL OPPORTUNITIES AND PROVIDER ENGAGEMENT

FUNDAMENTALS OF CARE MANAGEMENT COURSE

On average, post-test scores were **44.85** percentage points higher than pre-test scores

2021

2 Course Sessions
27 Participants
From 9 Network Practices and Partners

What people are saying:

This course was amazing and very useful for my work. The information received and resources I have received will definitely be in my hands for any case I have in the future. I appreciate this course being available to us.

I will use everything I learned!

The course is fantastic! I really enjoyed it and was a bit sad when it ended to be honest. I learned so much and learned how to be a better care manager.

I love the course workbook and appendix. There is so much useful information for me to use caring for our members.

LOVED everything in our package!!!

I liked that it was very interactive and informative.

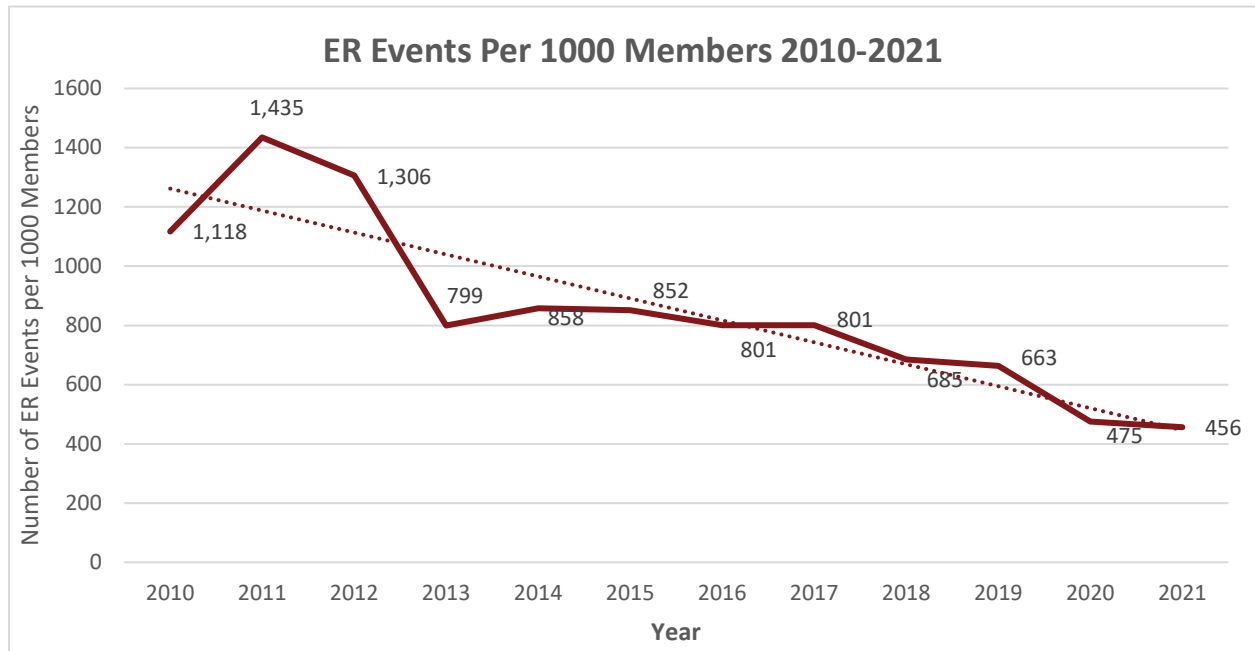
I really liked learning about trauma and cultural consciousness. I'm also hoping to be better experienced with motivational interviewing with my members.

2021 LUNCH AND LEARN SERIES

<p>JANUARY</p> <p><i>Mindfulness During COVID 19</i></p> <p>Presented by: Roy Van Tassell, MS, LPC</p> <p>76 Attendees</p>	<p>FEBRUARY</p> <p><i>Heart Health</i></p> <p>Presented by: Andrea Shotton, MS, RD, CSO, LD</p> <p>76 Attendees</p>	<p>MARCH</p> <p><i>Dementia Care-Pharmacology</i></p> <p>Presented by: Samie Sabet, Pharm. D., BCPS, BPPS, AE-C</p> <p>47 Attendees</p>
<p>APRIL</p> <p><i>A Snapshot of Autism</i></p> <p>Presented by: Bonnie McBride, PhD, BCBA-D & Kathryn Moore, PhD</p> <p>90 Attendees</p>	<p>MAY</p> <p><i>100th Anniversary of the Tulsa Race Massacre</i></p> <p>Presented by: Karlos K Hill, PhD</p> <p>120 Attendees</p>	<p>JUNE</p> <p><i>ACES</i></p> <p>Presented by: Frances Wen, PhD & Martina Jelley, MD, MSPH, FACP</p> <p>119 Attendees</p>
<p>JULY</p> <p><i>Foster Care</i></p> <p>Canceled</p>	<p>AUGUST</p> <p><i>Child Abuse & Effects on Adulthood</i></p> <p>Presented by: Dr. Kirlic, PhD</p> <p>82 Attendees</p>	<p>SEPTEMBER</p> <p><i>Eating Disorders</i></p> <p>Presented by: Dr. Meghan Scears, DO</p> <p>102 Attendees</p>
<p>OCTOBER</p> <p><i>Self-Care</i></p> <p>Presented by: Roy Van Tassell, MS, LPC</p> <p>92 Attendees</p>	<p>NOVEMBER</p> <p><i>Indian Health</i></p> <p>Presented by: Melanie Fourkiller</p> <p>117 Attendees</p>	<p>DECEMBER</p> <p><i>Trauma After a Pandemic</i></p> <p>Presented by: Julie Miller- Cribbs, PhD, MSW</p> <p>86 Attendees</p>

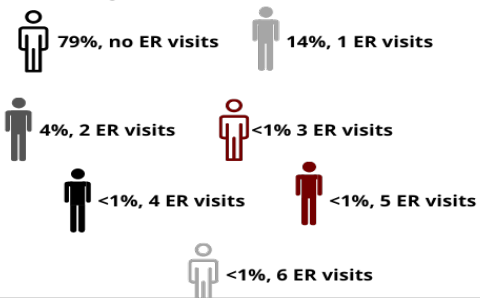
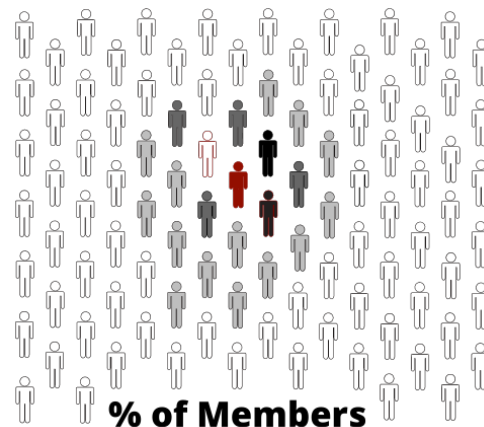
UTILIZATION

EMERGENCY ROOM UTILIZATION



79%

of OU Sooner HAN
Members
had no ER visits in
2021



**Most Common ICD10 from ER
Events in 2021**

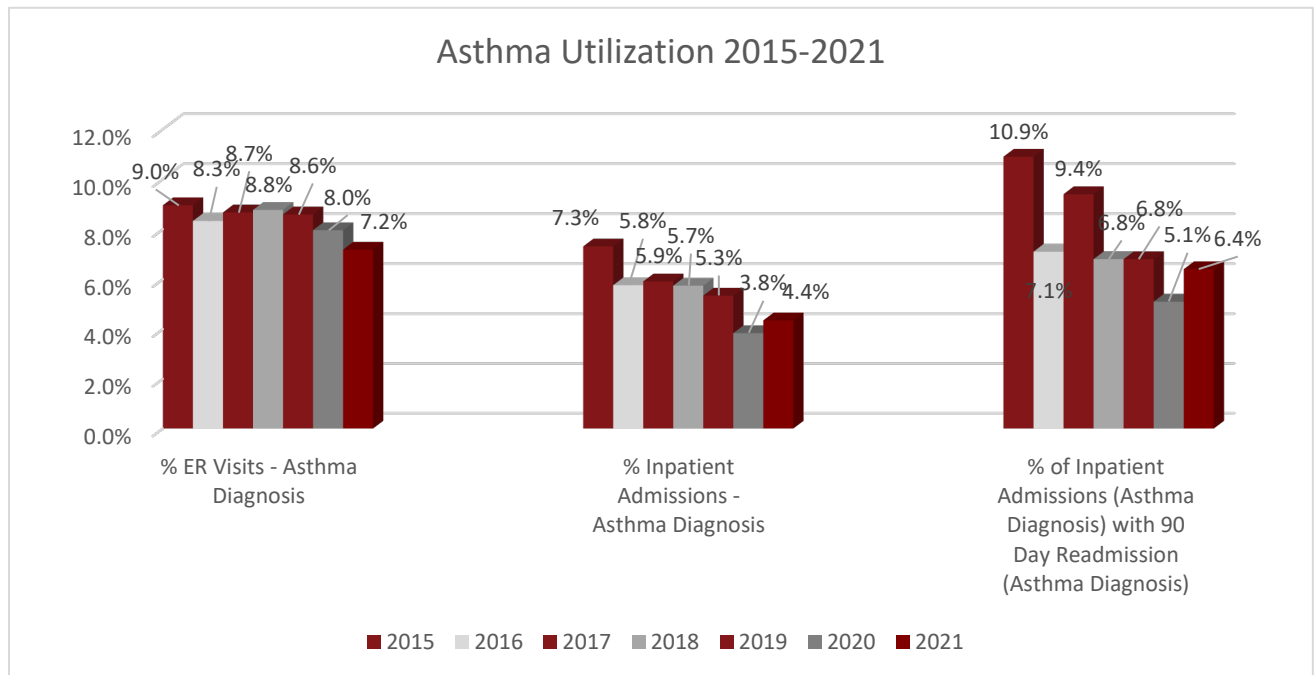
J06.9 – Acute upper respiratory
infection, unspecified

In 2021

The most common day for ER visits was
Monday
17,216 (15%)

The least common day for ER visits was
Saturday
15,353 (13%)

ASTHMA UTILIZATION



SUCCESS STORIES

The stories highlighted below are just a few examples of how care management makes a difference. The stories are told from care managers’ and from providers’ perspectives. The member names have been changed to protect member privacy and confidentiality.

LINDA

Linda has been working with her care manager for about five years. Linda’s A1C



had consistently been between 10-11. The care manager realized that one of the issues was that

Linda had significant difficulty using the insulin pens due to hand issues that required surgery. The care manager continued to advocate to Linda’s doctor and eventually switched her to Trulicity. Three months later, Linda’s A1C was at 7.2 and is still dropping. Linda is able to handle the one shot per week versus the multiple insulin injections daily. Linda is feeling better and able to be more active.

Her A1C went from 11 To 7.2

ERICA

Erica is 24 years old and was in an abusive relationship and had multiple ER visits. After another abusive incident, the care manager connected her with Dayspring Villa. Erica was very thankful for the care manager, whom she credits with giving her the support she needed to get out of an abusive and dangerous relationship.



WANDA

Wanda has been receiving care management services for three years and has difficulty communicating due to dystonia. The care manager communicates with all of Wanda’s providers to schedule appointments, procedures, or transportation. The care manager has ensured that Wanda received the

So comfortable with her care manger she is her emergency contact

necessary denture replacement and an eye examination and glasses. Wanda is so comfortable with the care manager

that she now lists the care manager as her emergency contact. The care manager also helps coordinate the personal care assistant Wanda has through the State Plan Personal Care program.

RONDA

Ronda is 44 years old and had been homeless for five years when she was assigned for care management services in May 2021. After multiple contact attempts and a closure request that had been denied, the care manager was finally successful in engaging Ronda. Ronda had five hospitalizations from May through July. Once Ronda was out of the hospital the care manager referred her to City Lights and Tulsa Housing Solutions. Working together, Ronda moved into the City Lights Hotel in August. In December 2021, after 5 years of homelessness, Ronda and her husband moved into their own apartment. The care manager continued to work closely with Ronda with her new primary care provider. Ronda has not been back to the hospital since summer.



DAVE

Dave is 33 and new to care management. After an initial call with the care manager, it was clear that an urgent need was dental assistance. The care manager was able to quickly provide information to a dentist near



Dave's home that took SoonerCare Choice. Dave reported back to the care manager that it would be about 2-4 weeks for the

approval to have a tooth pulled and a deep cleaning. After a couple of weeks, the dentist told Dave it would be another 4-6 weeks. The care manager started doing some research and found another dentist. This dentist was able to pull Dave's tooth quickly but not complete the cleaning due to no authorization. The care manager then reached out to the Oklahoma Health Care Authority and with their help figured out that there was an authorization. Dave was able to get the deep cleaning done and is feeling so much better. The care manager will now be able to work with Dave on his other health goals.

BETTY

Betty is 43 and suffering from frequent cellulitis infections and impaired mobility due to excess skin that needed to be removed after significant weight loss. The original request for skin removal surgery was denied. The care manager coordinated with Betty's surgeon and the Oklahoma Health Care Authority to obtain the specifics for the denial. Together they addressed all the issues and reapplied. This request was approved and Betty was able to have the surgery, removing almost 40 pounds of skin from her abdomen. Betty's mobility has significantly improved and she has had no more cellulitis infections.

Increased mobility
&
No more infections

CARRIE

Carrie is 52 and had a lot of questions about the COVID vaccine. Carrie's mother had died from COVID complications and had come to her care manager to get more information and talk through her concerns. The care manager had multiple



conversations with Carrie and was able to answer all her questions. Carrie eventually asked the

care manager to help her schedule an appointment for her vaccine. The care manager met Carrie at Walgreens for her first shot, followed up with her a few days later and after her next dose. Carrie was very thankful for the care manager's help.

Care Manager assisted three additional members in getting COVID vaccinations when appointments were difficult to find and they did not have internet access and/or had literacy issues

TASHA

Tasha was referred to care management due to a number of complex conditions, including diabetes, irritable bowel

It is a privilege and honor to be part of her journey – Care Manager

syndrome, liver disease, fibromyalgia, thrombocytopenia, PTSD, and depression. Over the last several years Tasha has also had to deal with the deaths of a parent, child, grandchild, and beloved dog. Despite all of this Tasha continues to work to improve her health. Recently after knee surgery, Tasha told her care manager about a "boil" and "red streak" on her knee and leg. The care manager strongly encouraged her to seek medical attention immediately but Tasha expressed reluctance. The care manager educated Tasha on the importance of seeking medical care and thankfully, Tasha went to her doctor. Ultimately, the doctor told Tasha that her infection was rapidly spreading and if treatment had been delayed much longer, she would very likely have lost her leg and possibly, her life. Tasha and the care manager are in routine contact as they work through her goals to improve her outcomes. During a recent conversation, Tasha shared with the care manager, that after the death of her grandchild the care manager was the second person she contacted because she knew she could talk freely and without being judged. The care manager knows it is a privilege to be part of her journey and an honor to have that level of trust.

EDDIE

Eddie has been working with a care manager since 2019. One of Eddie's first goals was to obtain affordable housing. The care manager helped Eddie apply to the Tulsa Housing Authority and get on the wait list. Eddie continued with unstable housing on and off over the years while he worked with the care manager to address other issues. In March 2021, the Tulsa Housing Authority announced they were starting with new enrollments, as they had closed all old applications. In Mid-March the care manager worked with Eddie to apply over the phone and online for a Tulsa Housing Authority Section 8 voucher and the Oklahoma Housing Finance Authority's housing for disabled persons (which has a two-year waiting list). The care manager established communication with Eddie's case worker and worked for weeks to gather all the necessary documentation, which she submitted on Eddie's behalf. In May, the care manager and Eddie then attended a meeting with his case worker only to learn there was still paper work that needed to be submitted. Over the next several weeks the care manager worked to provide all of the information. At the end of June, Eddie finally received a housing voucher, but he had to find a place by August. The care manager made over 100 calls to various housing locations but ultimately an extension was requested as the care manager and Eddie continued to look for a place.



Finally, after countless emails, calls, and apartment visits a location was found. The Tulsa Housing Authority approved additional time to allow for all the inspections to be completed. Finally, in November, Eddie moved into his own safe place. It has been an adjustment for Eddie as he learns to budget and live on his own. Eddie will continue to need ongoing support and assistance to make this housing work, but the care manager is looking forward to continuing to work with Eddie to meet his goals.

JAMES

James is a 5-year-old little boy whose doctor asked for HAN assistance for this family. When care management started, 3 ½-year-old James, who has severe autism, was non-verbal and unable to sleep. If he did sleep, the longest it lasted was 3 hours. He did not interact with anyone, he did not respond to his name, and was completely isolated in himself. He was able to walk, drink from a sippy cup, but not able to hold a spoon or fork. He was a 3-year-old at a 0-6-month-old developmental age. His mother was asking for Home Health nursing overnight because she had not slept more than 3 hours a night since he was born.

The care manager spoke with the mom explained that in addition to all of James's other problems; he also had constant rolling seizures and needed to see a neurologist. The care manager learned that Mom had been to a local neurologist and did not have a good experience. Mom's sister, who was in her early 20's, recently died from undiagnosed liver disease. Mom was concerned that the first choice of medication caused liver damage and she was not willing to use medication to fix one problem only to kill her son in the end. When she tried to discuss her concerns with the specialist, he walked out of the room and would not talk with her again, leaving mom to try CBD oil without guidance as a means to control his seizures.

The HAN team staffed the case with Dr. Buck from OU Child Psychiatry. She was able to offer several recommendations for this family. The care manager worked with his PCP, Dr. Gent to get him referred to OU Children’s Physicians Neurology OKC, despite the yearlong waiting list. They also worked together to educate mom on the importance of controlling his seizures to prevent harming his developing brain. Within a few weeks of opening this case, James started having seizures that were lasting longer than 5 minutes. James was admitted to St. Francis hospital and then transferred to the Children’s Hospital in Oklahoma City. Their neurology team accepted him as a patient and started working with mom to find a medication that would slow James’s seizures without risking injury to his liver.

James has been on his new seizure medication since August. His mom is thrilled with James’s progress. She reports that his attention has increased, so while he still struggles with sleep, she is able to lay with him at night and put on a child’s movie so she can get more sleep. James has also started school for an hour a day and was recently moved up to two hours a day. James receives Speech and Occupational Therapy twice a week at school and Physical Therapy at home weekly. Mom feels that they have a good balance right now with the services he is receiving. He is happy at school and they are slowly increasing his time. He is learning new things. Mom reports that his therapists tell her every session how amazed they are with his improvement since starting on his seizure medications. He is still having seizures, just focal seizures, but they are slowing down and his recovery time is much faster. Previously James was constantly either having seizures or recovering from one, now they have slowed down enough that he can play. James has pushed himself on the swing set in the backyard for the first time ever and told his therapist “No” - both amazing progress from a child that just a year ago was not able to even communicate.

EXCERPTS FROM A PROVIDER – Dr. Violet Cohen, D.O.

It is so important to have care managers following our patients with special needs.

Now with Monica Zavala RN and the other case managers following our patients, their medical needs will assuredly be met. – Violet Cohen, D.O.

The care manager keeps in touch with mom and helps to organize all the myriad of specialist appointments as well as those for special studies.