

SOONERCARE PROVIDER CAPACITY ANALYSIS

MARCH 2014
OHCA BOARD REPORT

INTRODUCTION

Analysis project was completed by OHCA to:

- Look at the SoonerCare “primary care” type provider-to-member ratio overall.
- Examine the SoonerCare Choice capacity on a county level.
- Identify areas of need and find out what measures are being taken for improvement.

PATIENT-CENTERED MEDICAL HOME

A TEAM APPROACH

- ❑ According to America's Health Ranking, Oklahoma ranks 48th in the number of primary care physicians (including general practice, family practice, OB-GYN, pediatrics and internal medicine) with 82.7 per 100,000 population.¹ Note these figures do not include Nurse Practitioners or Physician Assistants.
- ❑ SoonerCare primary care providers are: all providers contracted as Family Practitioners, General Pediatricians, General Practitioners, Internists, General Internists, Nurse Practitioners, and Physician Assistants.
- ❑ Oklahoma's Patient-Centered Medical Home model is team-based care. Because Oklahoma has large rural zones and areas lacking adequate physician coverage, the PCMH is a workforce mix that includes various levels of medical staff, office personnel, care coordinators and specialists.
- ❑ The PCMH concept encompasses the medical home partnership, facilitated access to specialty care, educational services, out-of-home care, family support, and other public and private community services important to the overall health of the patient.

¹America's Health Ranking published by the United Health Foundation <http://www.americashealthrankings.org/OK/PCP/2013>

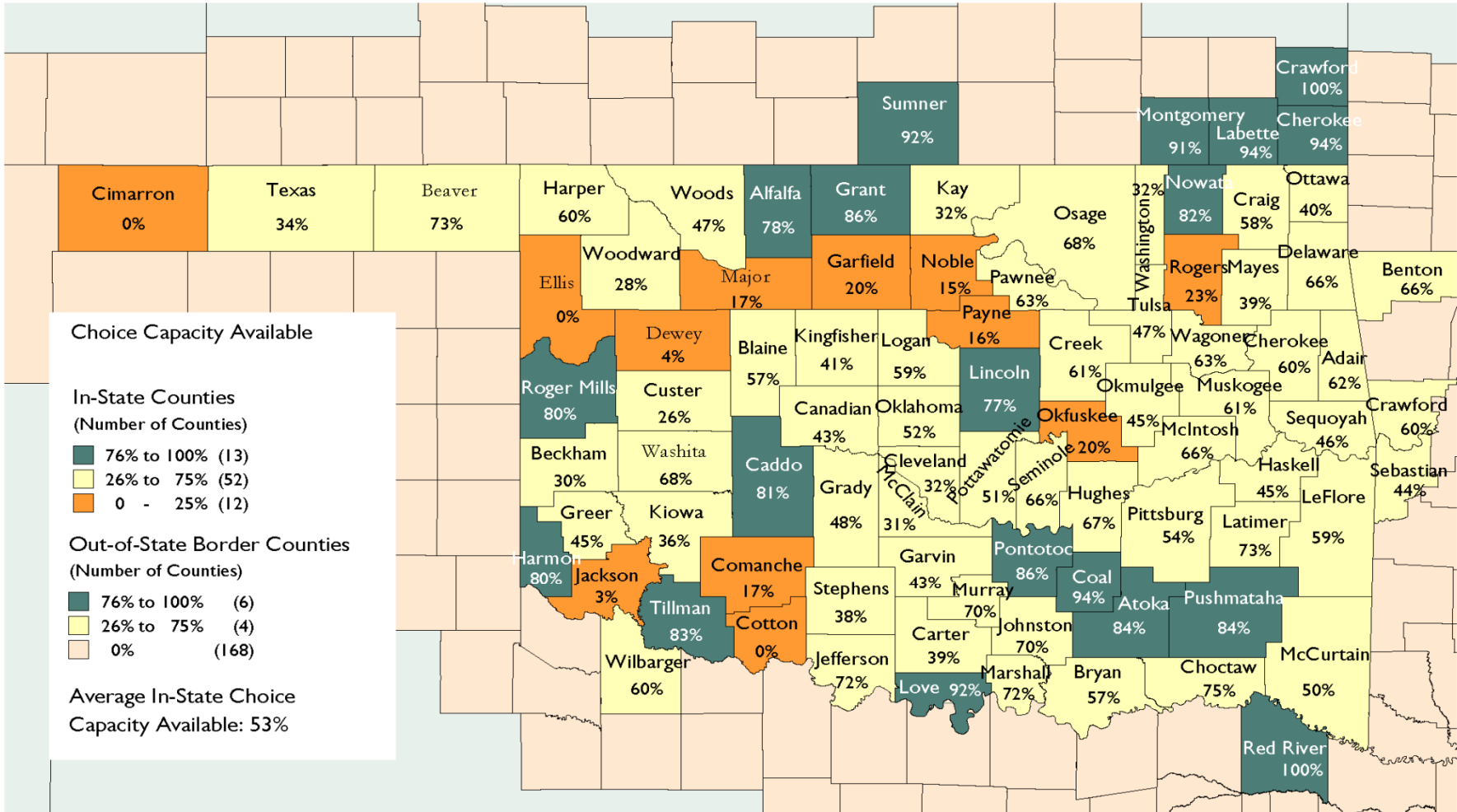
SOONERCARE CHOICE MEDICAL HOMES

SoonerCare Choice Medical Homes - January 2014		
Primary Care Provider Specialty	Total Contracted	Total PCMH
Family Practitioner	2,024	803
General Internist	65	29
General Pediatrician	956	376
General Practitioner	344	73
Internist	1,315	220
Nurse Practitioner *	1,077	395
Physician Assistant *	1,238	294
Total (Unduplicated)**	6,804	2,119
*Not included in Primary Care Healthcare Professional Shortage Area (HPSA) definition of PCP		
**PCPs can have multiple specialty code descriptions.		

SOONERCARE CHOICE CAPACITY

- Patient-Centered Medical Home providers declare their panel size upon enrollment and can change at any time.
- There are limits on panel capacity. No more than 2,500 members per provider and 1,250 for mid-level providers
- SoonerCare Choice members select their Medical Homes. Now they are on the Medical Home's panel.
- Panel hold – The provider can contact us and request this status, this is usually due to changes in their practice (providers leaving, etc.). OHCA can also place a provider on panel hold while reviewing quality of care issues or non-compliance with their medical home contract.
- Other panel impacts - Medical licensure issues, non-compliance with the Health Department related to Vaccines For Children program.

SoonerCare Choice Capacity Available – January 2014



Border counties are within 50 miles of the Oklahoma border. Choice providers were counted if they had an active panel size that was not on hold. Providers include but were not limited to clinics (FQHCs and RHCs) and PCPs (Advanced Registered Nurse Practitioners, Family Practitioners, General Pediatricians, General Practitioners, Internists, General Internists, and Physician Assistants).

CAPACITY ANALYSIS HIGH POINTS

- ❑ There are 12 counties that have 25 percent or less capacity available. By majority these providers are in the Northwest part of the state.
- ❑ Except for Cimarron County, all other lower capacity counties border a county with more than 50 percent capacity available.
- ❑ The SoonerCare enrollees in the shortage areas comprise 9 percent of the SoonerCare Choice enrollees.
- ❑ In the areas with the highest percent of population enrolled in SoonerCare, the provider network appears to be robust and there is more than 50 percent capacity available.

ANALYSIS CONCLUSION

- ❑ SoonerCare implemented Patient-Centered Medical Home, and recognizes Physician Assistants and Nurse Practitioners as part of the “primary care team” thus providing members increased access to appropriate levels of care.
- ❑ Oklahoma’s SoonerCare provider network appears to provide access in most areas. According to the Patient-Centered Medical Homes self-reported capacity, the in-state network has 53 percent unused capacity.
- ❑ Ongoing efforts are being made to retain and bolster the current provider network within the OHCA. Additionally, there are various state and federal efforts to address the potential physician shortage.

PROVIDER RECRUITMENT

- ❑ If there are areas of low/no medical homes, OHCA will talk to the PCP provider types contracted.
- ❑ If there are no contracted PCP-types in the area or they are not willing to become medical homes, OHCA checks other sources for recruitment leads, such as the medical licensure board or the yellow pages.
- ❑ Typically providers do not know what is involved with being a medical home and how much support OHCA delivers. Provider Services are in the process of talking to all of the contracted PCP-type providers. It takes resources and face-to-face meetings to educate potential medical homes on the Patient-Center Medical Home delivery model.

RECRUITMENT STRATEGIES

- Previously Contracted Providers
- Internet/Social Media
- Medical Licensure Boards
- OU OSU Residency Programs
- State Medical Association Meeting
- ARNP, PA State Association Meetings
- Current PCMH Providers
- Community and Advocacy Outreach
- Medical education payments for residency programs

RETENTION STRATEGIES

- Care coordination fees
- SoonerExcel payments
- Enhanced payments to most PCPs until January 2015 (except OU and OSU)
- Practice facilitators
- Continuing provider education
- Dedicated provider support staff
- Competitive payment rates
- Provider led advisory groups