

# **Out-of-State Services (OOSS) Webinar**

**Robert D. Evans, M.D., M.Ed.  
Senior Medical Director**

# **Out of State (OOS) Services**

- **Extremely complex system involving many if not most divisions of the agency**

# Out of State (OOS) Services

- Extremely complex system involving most if not all divisions of the agency
- **An agency-wide project was initiated December of 2017 to examine and improve OOS services**

# Out of State (OOS) Services

- Extremely complex system involving most if not all divisions of the agency
- An agency-wide project was initiated December of 2017 to examine and improve OOS services
- **The project was divided into two phases:**
  - 1. Examination and improvement of OOS policy**
  - 2. Examination and improvement of all technical aspects of the system**

# **SIF divided into two phases:**

## **1. Examination and improvement of OOS policy**

- Phase 1 completed with recent approval of new rules by the Governor
- Implementation date: 9/1/2019
- New rules are the principle content of this presentation

# **SIF divided into two phases:**

1. Examination and improvement of OOS policy
- 2. Examination and improvement of all technical aspects of the system**
  - **Phase 2 is well underway at this time**

# **SIF divided into two phases:**

1. Examination and improvement of OOS policy
- 2. Examination and improvement of all technical aspects of the system**
  1. Phase 2 is well underway at this time
  - 2. Divided into three work groups:**
    - 1. Development of provider portal**

# **SIF divided into two phases:**

1. Examination and improvement of OOS policy
- 2. Examination and improvement of all technical aspects of the system**

1. Phase 2 is well underway at this time

- 2. Divided into three work groups:**

1. Development of provider portal

- 2. Development of systems for tracking, claims, and research**



# **SIF divided into two phases:**

1. Examination and improvement of OOS policy
- 2. Examination and improvement of all technical aspects of the system**

1. Phase 2 is well underway at this time

- 2. Divided into three work groups:**

1. Development of provider portal
    2. Development of systems for tracking, claims and research
    - 3. Review and coordination of contract status for providers**

# **SIF divided into two phases:**

1. Examination and improvement of OOS policy
- 2. Examination and improvement of all technical aspects of the system**

1. Phase 2 is well underway at this time
2. Divided into three work groups:
  1. Development of provider portal
  2. Development of systems for tracking, claims and research
  3. Review and coordination of contract status for providers

**3. Phase 2 will be the topic of another presentation in the future.**

# **Three types of OOS services:**

- 1. Everyday medical care provided cross border**
- 2. Unplanned emergency care provided OOS**
- 3. Planned medical care provided OOS**

# **Three types of OOS services:**

- 1. Everyday medical care provided cross border**

# **1. Everyday medical care provided cross border**

- Member lives near state border**

# **1. Everyday medical care provided cross border**

- Member lives near state border
- **Closest doctor, clinic or hospital is across state border in bordering state.**

# **1. Everyday medical care provided cross border**

- Member lives near state border
- Closest doctor, clinic or hospital is across state border in bordering state
- **Doctor, clinic, and hospital are contracted Sooner Care providers**

# **1. Everyday medical care provided cross border**

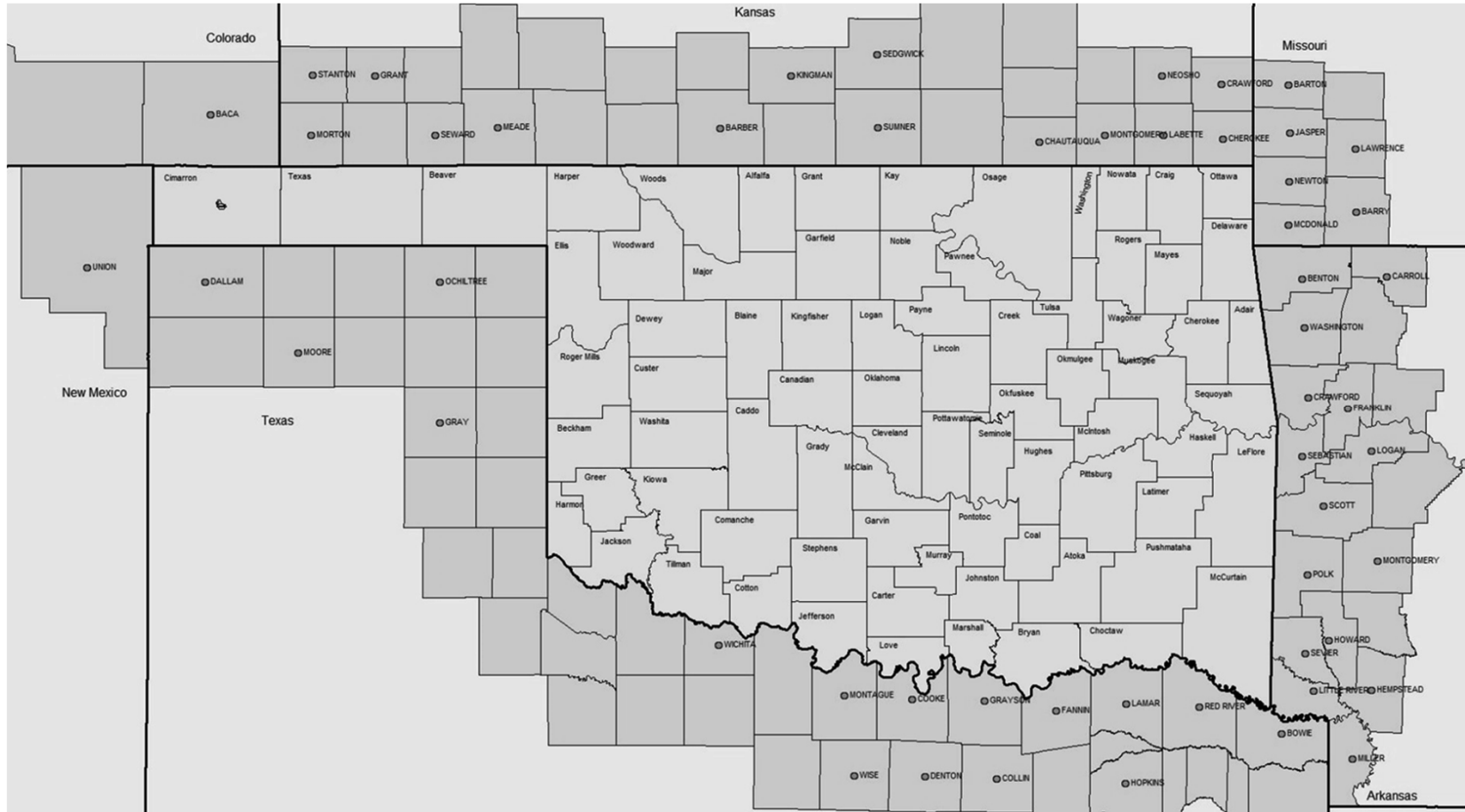
- Member lives near state border
- Closest doctor, clinic or hospital is across state border in bordering state
- Doctor, clinic, and hospital are contracted Sooner Care providers
- **Member may pursue medical care cross-border just as if the doctor, clinic and hospital were in Oklahoma**



# **1. Everyday medical care provided cross border**

- Member lives near state border
- Closest doctor, clinic or hospital is across state border in bordering state
- Doctor, clinic, and hospital are contracted Sooner Care providers
- Member may pursue medical care cross-border just as if the doctor, clinic and hospital were in Oklahoma
- **New rules make no changes in this service.**

# 1. Everyday medical care provided cross border



# **Three types of OOS services:**

1. Everyday medical care provided cross border

**2. Unplanned emergency care provided OOS**

3. Planned medical care provided OOS

## **2. Unplanned emergency care provided OOS**

- Member is OOS for some non-medical reason such as vacation, visiting family, etc., (i.e. temporarily OOS)**

## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- **Member sustains injury or illness that demands care**

## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- Member sustains injury or illness that demands care
- **Member is unable to return to Oklahoma for care or would be damaged by time needed to return to Oklahoma**

## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- Member sustains injury or illness that demands care
- Member is unable to return to Oklahoma for care or would be damaged by time to return to Oklahoma
- **Member may seek care at any appropriate facility**

## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- Member sustains injury or illness that demands care
- Member is unable to return to Oklahoma for care or would be damaged by time to return to Oklahoma
- Member may seek care at any appropriate facility
- **Member should contact OKHCA as soon as possible, if able**



## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- Member sustains injury or illness that demands care
- Member is unable to return to Oklahoma for care or would be damaged by time to return to Oklahoma
- Member may seek care at any appropriate facility
- Member should contact OKHCA as soon as possible, if able
- **If unable, facility will contact OKHCA as soon as coverage is discovered**

## **2. Unplanned emergency care provided OOS**

- Member is out of state for some reason (ie temporarily OOS)
- Member sustains injury or illness that demands care
- Member is unable to return to Oklahoma for care or would be damaged by time to return to Oklahoma
- Member may seek care at any appropriate facility
- Member should contact OKHCA as soon as possible, if able
- If unable, facility will contact OKHCA as soon as coverage is discovered
- **Situation is reviewed for medical necessity, and if approved, claims are paid.**

# **Three types of OOS services:**

1. Everyday medical care provided cross border
2. Unplanned emergency care provided OOS

**3. Planned medical care provided OOS**

### **3. Planned medical care provided OOS**

There are 3 areas of new or expanded policy:

#### **1. Required input for request for OOS services**

### **3. Planned medical care provided OOS**

There are 3 areas of new or expanded policy:

1. Required input for request for OOS services
- 2. Limitations for OOS services**

## **3. Planned medical care provided OOS**

There are 3 areas of new or expanded policy:

1. Required input for request for OOS services
2. Limitations for OOS services

### **3. Prior Authorization requirements**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
  - **Demographic information**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
  - Demographic information
  - **Condition and diagnosis for which OOS services are requested**



### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
  - Demographic information
  - Condition and diagnosis for which OOS services are requested
  - **Documents to determine medical necessity**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
  - Demographic information
  - Condition and diagnosis for which OOS services are requested
  - Documents to determine medical necessity
  - **Documents listing doctors and facilities where member has been treated for this or a related diagnosis**

### **3. Planned medical care provided OOS**

#### 1. Required input for request for OOS services

- Demographic information
- Condition and diagnosis for which OOS services are requested
- Documents to determine medical necessity
- Documents listing doctors and facilities where member has been treated for this or a related diagnosis
- **Documents establishing that the service cannot be provided inside Oklahoma and why**

### **3. Planned medical care provided OOS**

#### 1. Required input for request for OOS services

- Demographic information
- Condition and diagnosis for which OOS services are requested
- Documents to determine medical necessity
- Documents listing doctors and facilities where member has been treated for this or a related diagnosis
- Documents establishing that the service cannot be provided inside Oklahoma and why
- **Statement of expected treatment and/or diagnostic plan**

### **3. Planned medical care provided OOS**

#### 1. Required input for request for OOS services

- Demographic information
- Condition and diagnosis for which OOS services are requested
- Documents to determine medical necessity
- Documents listing doctors and facilities where member has been treated for this or a related diagnosis
- Documents establishing that the service cannot be provided inside Oklahoma and why
- Statement of expected treatment and/or diagnostic plan
- **Except for TRUE medical and behavioral health emergencies, all necessary documents must be provided at least 10 days prior to the date of service**

### **3. Planned medical care provided OOS**

#### 1. Required input for request for OOS services

- Demographic information
- Condition and diagnosis for which OOS services are requested
- Documents to determine medical necessity
- Documents listing doctors and facilities where member has been treated for this or a related diagnosis
- Documents establishing that the service cannot be provided inside Oklahoma and why
- Statement of treatment and/or diagnostic plan
- Except for True medical and behavioral health emergencies, all necessary documents must be provided at least 10 days prior to the date of service
- **Requests for OOS service will not be reviewed until all necessary documents have been provided**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services

#### **2. Limitations for OOS services**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services
  - **OHCA cannot pay non-contracted providers**
  - **Single Case Agreements with non-contracted providers are no longer allowed.**



### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services
  - OHCA cannot pay non-contracted providers
  - Single Case Agreements with non-contracted providers are no longer allowed.
  - **Members currently treated under SCA will be transitioned to contracted providers**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services
  - OHCA cannot pay non-contracted providers
  - Single Case Agreements with non-contracted providers are no longer allowed.
  - Members currently treated under SCA will be transitioned to contracted providers
  - **Though a referring provider may request a destination OOS provider, the OHCA CMO or designate will have final determination of destination**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services
  - OHCA cannot pay non-contracted providers
  - Single Case Agreements with non-contracted providers are no longer allowed.
  - Members currently treated under SCA will be transitioned to contracted providers
  - Though a referring provider may request a destination OOS provider, the OHCA CMO or designate will have final determination of destination
  - **All self referrals will be denied**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services

### **3. Prior Authorization requirements**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services

### **3. Prior Authorization requirements**

**All OOS services not cross-border, or temporarily OOS must be prior authorized including OOS with contracted providers.**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services

### **3. Prior Authorization requirements**

All OOS services not cross-border, or temporarily OOS must be prior authorized including OOS with contracted providers.

**All prior authorized services required in Oklahoma will apply to OOS services.**

### **3. Planned medical care provided OOS**

1. Required input for request for OOS services
2. Limitations for OOS services

### **3. Prior Authorization requirements**

All OOS services not cross-border, or temporarily OOS must be prior authorized including OOS with contracted providers.

All prior authorized services required in Oklahoma will apply to OOS services.

**Meals, travel and lodging must be prior authorized and only when medically necessary and in association with compensable services and are associated with other limitations**

# **Phase I Provider Training**

Member services plans:

- Currently webinars are being planned
- Fall training will include OOS

Communications Services

- Website page
- Print media
- Assistance with presentations



# **Legislative Interest**

- **Leadership of both house and senate have asked OHCA personnel to present about OOS**

# Legislative Interest

- Leadership of both house and senate have asked OHCA personnel to present about OOS
- **Response of both houses seems to be very positive**