

Selectcare of Oklahoma, H3708
Institutional Equivalent (Living in the Community) Special Needs Plan

Model of Care Score: 72.5%

1-Year Approval

January 1, 2014 – December 31, 2014

Target Population

SelectCare of Oklahoma, Inc. (SCOK) offers an Institutional Special Needs Plan (I-SNP) in rural Oklahoma. SCOK members reside in 12 contracted long term care facilities with an average census of 60 beds. Approximately 67% of these long term care residents are SCOK members. The SCOK approved service area consists of 10 counties in Oklahoma: Carter, Cleveland, Garvin, Jefferson, Johnston, Love, McClain, Murray, Oklahoma and Stephens Counties. Four of the counties in the service area have been designated as medically underserved by the Health Resources and Services Administration. The top three diagnoses for the SCOK population are diabetes, congestive heart failure (CHF) and dementia. A majority of members need assistance with some or all activities of daily living, take more than 10 medications and have numerous co-morbid conditions. Many are not mobile and are without assistive devices.

Provider Network

SCOK has contracted with qualified providers in its service area with experience caring for the institutionalized population. The contracted provider network has expertise with the population of a rural community who has limited access to specialists. Each member is assigned to a primary care provider (PCP) who has the most interaction with members of the health plan. The PCP is responsible for visiting the member at the nursing facility, maintaining active communication and collaboration with the mid-level provider (MLP), and being available on call when needed by the member.

Specialists are available to the member on site via telemedicine or at the provider's office. Because of the rural nature of the health plan, members have access to any specialist that is available. If the health plan does not have a contracted specialist in the member's county of residence and one is available, SCOK treats the member's visit as being in-network.

Care Management and Coordination

SCOK conducts an initial and annual health risk assessment for each member using a health risk assessment (HRA) tool to determine particular health care needs. The HRA is used for all members. The assessment covers multiple domains important to managing individuals with chronic conditions including medical history, functional mobility, continence management, nutritional status, psychosocial, cognitive needs, medications, mental history and well-being. The

HRA is a plan developed tool and the case manager or the utilization management director conducts it face to face with the member.

Stratified HRA are used to assign each member to an interdisciplinary care team (ICT). The SCOK case manager and the MLP discuss face-to-face the member's HRA results, goals/objectives, specific services, benefits, outcome measures, preferences for care, add-on benefits and services for those considered vulnerable. SCOK uses this information to develop the Plan of Care (POC). A meeting is also held to discuss the members that have: an annual HRA completed, a change of condition, or have been discharged from an inpatient facility. The finalized POC is documented and reported to the utilization management director. Review of the POC occurs any time a change in health status occurs or at least annually through the HRA assessment.

Each member is assigned to an interdisciplinary care team (ICT) based on the plan of care. The ICT is determined by state regulations, the needs of the member, and is composed of some or all of the following: the PCP, MLP, case manager, social worker, rehabilitation, nutritionists and the member.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses member needs.

For more information about this health plan refer to the Special Needs Plan's website at: <http://www.universalamerican.com/>.