

**H3708, SelectCare of Oklahoma
Institutional (Institutional Equivalent or Living in the Community) Special Needs Plan**

Model of Care Score: 73.33%
1-Year Approval

January 1, 2015 – December 31, 2015

Target Population

SelectCare of Oklahoma, Inc. (SCOK) offers an institutional special needs plan (I-SNP) in rural Oklahoma. The plan serves approximately 150-200 members. SCOK members reside in 12 contracted long term care (LTC) facilities with an average census of 60 beds. Roughly 67 percent of these LTC residents are SCOK members. Members must be eligible for Medicare Parts A and B and live in a contracted LTC facility located in the approved counties. A majority of members are also dual eligible Medicaid recipients. The SCOK approved service area extends to ten counties in Oklahoma, including Carter, Cleveland, Garvin, Jefferson, Johnston, Love, McClain, Murray, Oklahoma, and Stephens. Four of the counties in this service area have been designated as medically underserved by the Health Resources and Services Administration (HRSA).

Members that reside in a nursing facility or who have been deemed institutional-eligible by Oklahoma have a much higher prevalence of multiple medications, advanced directives, mental illness, multiple readmissions, multiple comorbidities and end-of-life decisions. The population also has higher rates of pneumonia, urinary tract infections, dehydration and falls. In addition, I-SNP members are at greater risk for hospital readmissions as well as increased utilization of emergency rooms, hospice and inpatient psychiatric facility stays. A majority of SCOK members need assistance with some or all activities of daily living, take more than 10 medications and have numerous co-morbid conditions. Additionally, most members are not mobile without assistive devices.

Provider Network

SCOK contracts with qualified providers in its service area who have experience in caring for an elderly and institutionalized population. The network primarily includes, medical specialists, behavioral/mental health, facilities, nursing professions and allied health. The contracted provider network also has expertise with the population of rural communities who have limited access to specialists. The SCOK primary care provider (PCP) network receives training in serving the needs of older adults when care is being provided in an LTC facility. PCPs receive contracts to deliver care based on the fact that they are either the medical director for the LTC facility or provide patient care.

Care Management and Coordination

Care coordination begins when SCOK conducts an initial or annual health risk assessment (HRA) for each member using the HRA tool, to determine particular health care needs. The plan uses this tool 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 health history and well-being. SCOK develops the tool to conduct face to face interviews with the member to complete the HRA.

After the member completes the HRA, the plan determines risk level based on an analysis of results. A case manager uses the data to develop an individual care plan (ICP) for each member. The plan monitors the ICP through the case manager and updates it after any HRA (initial or annual) is completed. The care plan includes areas such as member needs, prioritized goals, medications and preferences or limitations.

Once the SCOK develops the care plan, the plan assembles an interdisciplinary care team (ICT), based on the member's needs. The ICT, case manager and medical director meet to discuss any changes and update the ICP. The ICT meets weekly to discuss any members that have experienced a health status change and to discuss revisions to the ICP. After this meeting, the plan updates the ICP and communicates it to the member and case manager. The case manager then reviews the new ICP to determine how care should be delivered to 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 beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at: <http://www.universal-american-medicare.com/products/hmo/tribute-hmo/>.