

Feet On The Street



 APS Healthcare

Oregon Health Plan Care Coordination Program

- **Contract between Oregon Health Authority and APS Healthcare**
- **No cost benefit to all 58,000(+) Oregon Fee-For-Service clients not in Medicare or Managed Care**
- **Coordination of care to clients across a full continuum of medical, behavioral, addictions and supportive services to improve clinical outcomes and ensure economic efficiency**
- **Community-based model helps to coordinate care among multiple stakeholders and agencies**
- **24-hour Nurse Advice Line- with next day follow up calls**

Member Benefits

- **Disease and medical care management**
- **Support in care coordination/discharge planning for members**
- **Assisting members in establishing primary care medical home**
- **24-hour Nurse Advice Line**
- **Reinforcement of provider's plan of care**
- **Disease specific educational materials and support services**

Community-Based Model

- **Community-Based staff engaged with high-volume Medicaid provider offices to help coordinate and reduce barriers to care**
- **Post-discharge care coordination to reduce need for re-admission**
- **Help locating and integrating community and government agency resources to meet members psycho-social needs**
- **Identification of future risk factors and reduce unwarranted levels of care**
- **Reduce ER utilization through member education**

Provider Support – *“an extension beyond the office”*

- **Education to members based on provider’s recommended plan of care; build and promote self management skills using evidence-based clinical action plans**
- **Support members in maintaining/keeping their scheduled appointments**
- **Encourage member medication adherence of prescribed drug regimen**
- **Reducing avoidable hospitalizations and ER utilization**
- **Help members to understand provider’s plan of care and educating member on clinical recommendations**
- **Members are able to contact a medical professional 24 hours a day, 7days a week to obtain advice and after hour consultations**

CareConnection®/ APS PERCOLATOR™

- **CareConnection is a Web-based, HIPAA-compliant, proprietary platform that provides secured member data from any location**
- **Proprietary analytic process stratifies members for daily outreach — identifying high-risk members whom we have the greatest impact, both clinically and financially (nightly data feeds this information for the next day's reports)**
- **Percolator prioritizes members in response to real-time data — pharmacy, health assessment, bio-metric screenings, and claims information (claims may have 6 month lag)**
- **Real-time prioritized outreach to high-risk members who need help the most**



Questions?

Contact Information

Rebecca Chi, MSW
Executive Director
503-885-5130
rchi@apshealthcare.com

Julianne Griffin RN
Community Based Health Coach
503-828-5128
jgriffin@apshealthcare.com

Ivy Kennedy, BSN
Clinical Operations Manager
503-885-5129
ikennedy@apshealthcare.com

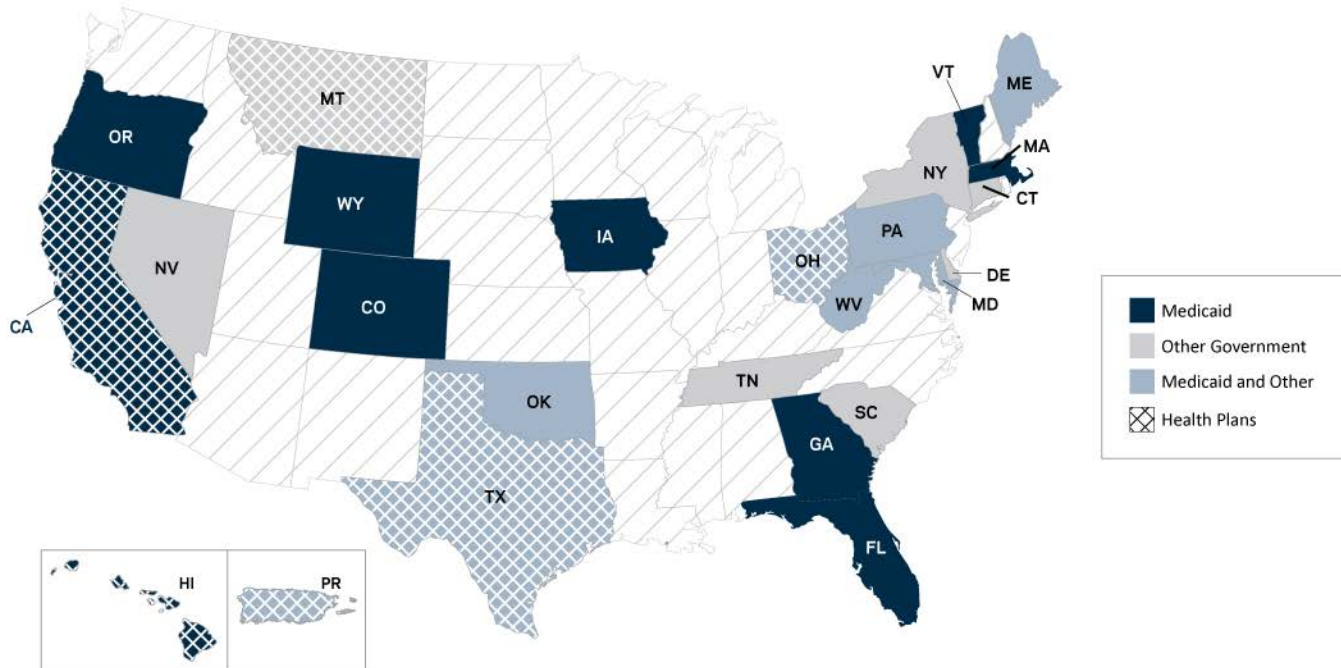
Holly Scott, RN
Community Based Health Coach
503-214-0592
hscott@apshealthcare.com

Mailing address:
Oregon Health Plan Care Coordination
7668 S.W. Mohawk St.
Tualatin, OR 97062
1-800-562-4620

Jerrye Wright, RN
Community Based Health Coach
541-613-1732
jwright@apshealthcare.com

Unparalleled Government Experience

Nearly 30 Medicaid Programs | Government Programs in 24 States and Puerto Rico



Government Services:

Disease Management and Care Coordination

California, Iowa, Maine, Pennsylvania, Ohio, Oregon, Tennessee, Vermont, Wyoming

Utilization Management/ Review

Colorado, Georgia, Maine, Maryland, New York, Nevada, Oklahoma, West Virginia, Wyoming

External Quality Review/ QI/Specialty Services

California, Delaware, Florida, Georgia, Maine, Massachusetts, Oklahoma, Pennsylvania, Wyoming

Behavioral Health

Georgia, Hawaii, Maine, Maryland, Puerto Rico, South Carolina, West Virginia

10/03/11
PL