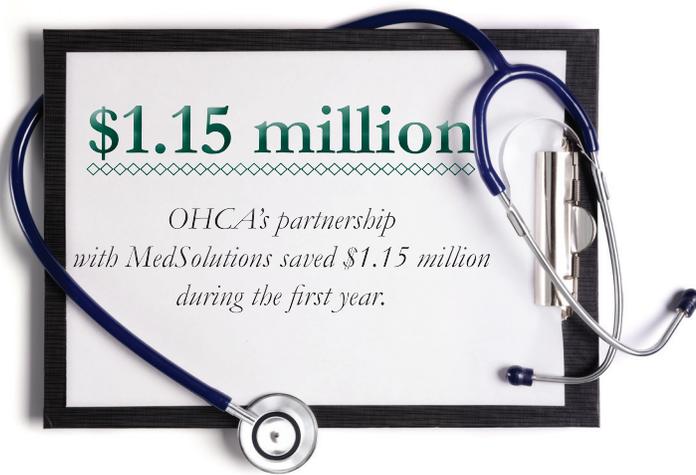


SFY2012 Year in Review (continued)



PUBLIC-PRIVATE PARTNERSHIP REAPS SOONERCARE SAVINGS

The Oklahoma Health Care Authority has saved more than a million dollars by partnering with MedSolutions to administer the SoonerCare radiology management program.

OHCA contracted with MedSolutions in 2010 through the competitive bid process to manage the approval process of prior authorization (PA) requests for all radiology scans such as CT and PET scans and MRIs. The goal for the program is to improve access for SoonerCare members while ensuring they received medically appropriate imaging, reduce the duplication of scans, lower radiation exposure and increase patient safety.

Through the program, PAs are reviewed via computer software. If the PA is not approved by the software, it is sent to a nurse for review. If upon review the nurse is unable to approve the prior authorization, it is reviewed by a physician for final review and approval determination.

During the year the program was in place, Nov. 1, 2010 through Nov. 1, 2011, more than 58,000 requests have been processed with an 84 percent approval rate, usually within a two-day turnaround. Also during the first year, MedSolutions saved SoonerCare \$1.15 million.

SYSTEM ENHANCEMENTS SAVE MONEY

OHCA gained several new features through a Call Center enhancement project. Most importantly, migrating to Hewlett-Packard Enterprise Systems' telephony platform replaced a 10-year-old system that was no longer the best option to support OHCA customer service operations. With the migration, OHCA is able to benefit from a platform run on newer, more robust hardware and more current software. Enhanced features include 100 percent recording of all calls, an automated outbound dialer, online archival of call center reports and access to a disaster recovery site. A phone carrier change also saves the agency an estimated \$40,000 per month.

A letter generator system enhancement was presented at the 2012 Medicaid Enterprise Systems Conference and recipient of a 2012 Governor's Commendation at Oklahoma Quality Team Day. The enhancement replaced a rigid collection of processes and systems with an integrated flexible solution. The new letter generator system allows OHCA to quickly create and send correspondence to members and providers while saving the state hundreds of thousands of dollars a year in related mail costs. OHCA is now able to print by zip code, eliminating the need for third party handling with an initial savings of more than \$175,000 a year. Reduced paper usage also helps in Oklahoma's efforts to go green.



\$175,000

Merely printing letters by zip code and eliminating third-party handling, OHCA saved \$175,000 this year.