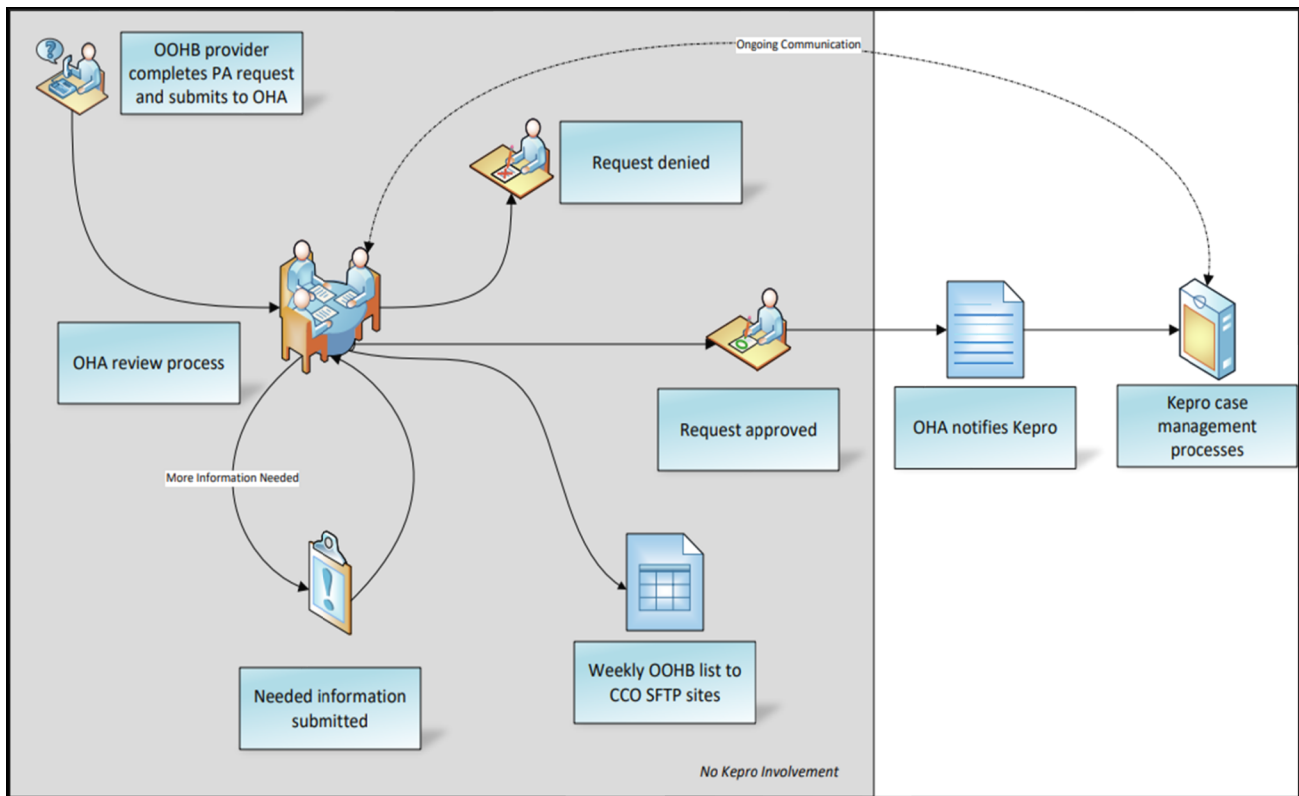


Prior Authorization and Referral Process to Kepro-OHPCC



What We Do

Bring equity to women participating in OOHB by providing a standardized, high intensity case management services from referral to delivery for participating women regardless of their CCO enrolment

- Engage individuals referred to us by OHA
- OOHB Assessment
- SDOH Assessment and interventions
- Assist with breast pumps, WIC, and other community support
- Case Management throughout pregnancy
- Provide culturally and linguistically appropriate care and maternal education
- Coordinate with and refer to doulas, when involved
- Alert OHA if there is a clinical change during the pregnancy
- Provide information about NEMT (generally paid for by CCOA)
- Provide a warm handoff to the individual's CCOA

Program Standards

- Outreach for engagement begins week one of the referral
- Members have 24/7 access to our Nurse Advice Line for additional assistance
- Two or three case manager contacts a month, at a minimum
- OOHB Assessment, SDOH Assessment, Medication Reconciliation and Plan of Care are developed within the first 30 days following referral
- Individual remains engaged until the member opts out, pregnancy risks out, or delivers
- Engagement ends at delivery with a warm handoff to the CCOA and the case manager completes the Case Closure Summary
- Monthly operational and peer case auditing
- Monthly OHA/Kepro Clinical Operations Meeting
- Monthly Snapshot Report sent to OHA on the first business day of each month
- Monthly, detailed, Contract-to-Date report including compliance and member level detail sent to OHA on the first business day of each month

What We Do Not Do

- Make coverage decisions
- Provide or manage medical, dental, or behavioral services not related to pregnancy
- Coordinate Peer Support Services for pregnancy (not a covered service for FFS)
- Complete proprietary CCO activities outside of the FFS OOHB program
- Home visits during the pandemic

Recommendations for Best Process

- A Key Contact in clinical operations for each CCO for WHOs
- Contact information for each CCO's Medicaid Administrator
- Better CCO understanding around the entire end-to-end carve out cycle of Out of Hospital Birth