Oregon MothersCare (OMC) Access Site Manual

Acknowledgements

The development of the Oregon MothersCare Program was truly a collaborative effort. Many individuals and agencies have made generous contributions of their time and expertise to make this program possible. Over time, Oregon MothersCare outreach efforts have increased, an access system has been created, and relationships have been developed in order to facilitate women's access to prenatal care.

Prenatal care partnerships and access systems throughout the state have provided the base of Oregon MothersCare. A big "Thank-you" goes out to the local health departments, private agencies, the OHA Health Systems Division, and the Oregon Health Plan (OHP) who have worked many years to ensure that women in their communities have had and continue to have access to prenatal care.

Introduction

This manual is designed to be a useable resource guide. It is organized as follows:

Section 1 – Oregon MothersCare (OMC) Program Overview
This section gives you the OMC Program Description and OMC Partner Contributions.

Section 2 – OMC Partner Contributions
This section gives you How Oregon MothersCare Program Works, Oregon 211Info OMC Responsibilities, and Procedures, Local Access Site OMC responsibilities and Procedures, OHP Central Branch OMC Responsibilities and Procedures and Clinical Prenatal Care Provider OMC Responsibilities and Procedures.

Section 3 – Working the OMC Program
This section gives a step-by-step process on how to submit the OMC Tracking Forms online.

Section 4 – Outreach
This section furnishes an overview of the outreach and social marketing campaign for OMC and lets you know what materials are available from the state office and how to order them.

Section 5 – Program Evaluation
This section summarizes the evaluation plan for OMC including the responsibilities of different partners in gathering, analyzing, and dissemination of results.

Section 6– Technical Assistance and Resources
This section details support available from the state for OMC activities. This includes: available training and technical assistance, plus advice from the Oregon Health Plan (OHP) Central Branch on filling out applications.

Section 7 - Funding Process
This section provides an overview of the funds disbursement process for each OMC site.

Section 8 – Related Program Information
This section provides additional information on separate programs related and/or tied into the OMC Program.

Section 9 – Internal Notes
This section is for your site's convenience. Place notes, further examples or internal instructions here.

Appendix
Forms, sample documents and outreach materials.

Oregon MothersCare Contact Information

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Portland OR 97232
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Fax: 971-673-0240

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Fred King
OMC Data Reports
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fredrick.w.king@dhsoha.state.or.us

Oregon Health Plan (OHP)
Fee-for-Service Providers: 1-800-336-6016
OHP Members Client Services: 1-800-273-0557
OHP Members Application Assistance: 1-800-699-9075
OHP Fax Line: 503-378-5628
OHA Ombudsperson: 503-947-2347
http://OHPnowCOVERSme.org

OHA Community Partner Outreach Program
community.outreach@dhsoha.state.or.us

211 Info
211 Info
PO Box11830
Portland OR 97213
Text: 898211
www.211info.org

211 Administration
503-266-3099
contact@211info.org

211 MCH Coordinators
Hugo Garcia
hugo.garcia@211info.org
971-717-3778

Ava Ellis
ava.ellis@211info.org
971-266-2906

Oregon MothersCare
supporting healthy pregnancies

1. OREGON MOTHERSCARE (OMC) PROGRAM OVERVIEW

I.   OMC Program Description

- ➢ What is the Oregon MothersCare Program?
- ➢ OMC Mission and Purpose
- ➢ OMC Approach
- ➢ Key Components
- ➢ OMC Desired Outcome

II. OMC Partner Contributions

- ➢ State-Level OMC Office
- ➢ Oregon 211Info
- ➢ Local OMC Access Sites
- ➢ Community Partners
- ➢ Oregon Health Plan (OHP) Central Branch
- ➢ Participating OMC Clinical Prenatal Care Providers
- ➢ Coordinated Care Organizations

I. OMC Program Description

➢ What is the Oregon MothersCare Program?

Early and complete prenatal care is very important for the good health of both mother and baby. In Oregon, one in five women do not receive this care as soon as they should. They should be seeing a healthcare provider within the first three months of their pregnancy, the first trimester.

In 1998, private and public agencies met to find a way to make sure prenatal care would be available to *all* women in Oregon within the first trimester of their pregnancy. The result of their meetings was the creation of the Oregon MothersCare Program (OMC). This program helps women find out about and get the services they need such as:

- Pregnancy testing
- Help making their first prenatal care appointment with a doctor, nurse practitioner or midwife
- Help applying for the Oregon Health Plan
- Make a dental referral

- Information about the WIC program which gives them nutrition education and healthy food
- Information about Maternity Case Management services their community offers
- Other information and services that may be available to them

Oregon MothersCare started with five sites in January of 2000 and grew to twenty-five sites by 2018. In 2018, the program helped 3,283 women get pregnancy and prenatal information, help and services.

To learn more about the Oregon MothersCare program contact:
Kate O'Donnell, MPH
Oregon Health Authority
Center for Prevention and Health Promotion
Oregon MothersCare Program
kathryn.m.odonnell@dhsoha.state.or.us
971-673-0032

➢ OMC Mission and Purpose

Oregon MothersCare is an initiative to improve access to early prenatal care for all women in Oregon.

➢ OMC Approach

Oregon MothersCare is building partnerships among public and private agencies to streamline, coordinate and promote access to prenatal services.
- Streamlines state and local systems to link women with pregnancy services quickly and efficiently.
- Sponsors outreach and public education to ensure that women can easily find and use the prenatal services in their community.

➢ Key Components

- An ongoing public awareness and education campaign.
- A state-wide, toll-free hotline (part of the existing 211Info hotline) to advocate for pregnant women and link them to prenatal services quickly and efficiently.

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- Local access sites to assist women in obtaining pregnancy testing, prenatal care, dental care, WIC benefits and other pregnancy services, plus Oregon Health Plan application assistance.
- State and local prenatal advocates get the word out about Oregon MothersCare, prenatal health and the 211Info hotline.

> ➢ OMC Desired Outcome

To increase the percentage of pregnant women in Oregon who receive first trimester prenatal care to the Oregon Benchmark of 90% (or better).

II. OMC Partner Contributions

> ➢ State-Level OMC Office

OMC staff of the Center for Prevention and Health Promotion
- Develops and maintains partnerships and program structure.
- Develops culturally competent outreach and social marketing strategies.
- Sponsors a statewide public awareness campaign which includes: supplying educational and outreach materials to participating OMC sites.
- Provides technical assistance and tools to participating providers, OMC sites and community partners.
- Develops, maintains and distributes the OMC manual; updates contact lists, agreements, available educational resources and website. Tracks and coordinates OMC sites and supports community partner participation.
- Oversees program implementation and evaluation.
- Follows reimbursement guidelines based on data analyst reports and monitors spending.
- Advocates for state system changes to improve access to prenatal care.
- Maintains and compiles data and reports back to OMC sites relevant information regarding the statewide program and their local site.

> ➢ Oregon 211Info

- Provides information and refers clients to OMC via their 211INFO hotline.
- As a referral source for OMC staff, provides additional referrals and resources to OMC clients.

> ➢ Local OMC Access Sites

- Provides client support for access to prenatal services.
- Acts as OMC advocate/contact person(s) to follow-up on 211Info and local referrals; assures link to local system and provide advocacy and support for pregnant women.
- Provides streamlined and coordinated intake and/or referral to clinical prenatal care access including: pregnancy testing, unbiased options counseling, OHP application assistance, home visiting, WIC and Nutrition Services, Oregon Quit Line referrals, and first prenatal care appointment.
- Provides initial needs assessment and referral for Maternity Case Management/Home Visiting Services, WIC, dental referral and other prenatal services as needed.

➢ Community Partners

- Provide community outreach and public education about prenatal care, OMC and other services for pregnant women.
- Makes referrals to Oregon MothersCare (local OMC Access Site and/or 211Info hotline) and other pregnancy related services, as indicated.

  These are:
  - Schools
  - Health care providers
  - Adult and Family Services (AFS)
  - March of Dimes (MOD)
  - Children, Adults, and Families (CAF)
  - Local health departments
  - Community family planning and crisis pregnancy centers
  - Social service providers
  - Other community-based agencies
  - Hospitals
  - Advocates
  - Etc.

➢ The Oregon Health Plan (OHP) and OHA Health Services Division

- Accepts electronic OHP applications via The ONE System for pregnant women from OMC Access Sites.
- Provides support to OMC staff who are certified Community Partner Enrollment Assisters through the OHP Community Partner Program.
- Provides eligibility determination processes for OHP applicants.
- Provides training, updated information, and support Community Partner Enrollment Assisters
- Provides phone consultation to OMC sites to assist them with accurate completion of applications, when necessary.

➢ Participating OMC Clinical Prenatal Care Providers

To participate in Oregon MothersCare as a prenatal provider, they must:
1. Be a licensed prenatal care provider (OB/GYN, FP, MD, DO, NP, CNM, ND, LDEM, etc.) in Oregon and currently practice in Oregon.*
   Note: Obstetrician / Gynecologist, Family Practice, Doctor of Medicine, Doctor of Osteopathic Medicine, Doctor of Naturopathic Medicine, Nurse Practitioner, Certified Nurse Midwife, Licensed Direct Entry Midwife. These consist of Physicians, Certified Nurse Midwives and Licensed Nurse Practitioners.
2. Practice in a community that participates in Oregon MothersCare.
3. Sign an OMC provider agreement or contract stating that they wish to participate in the program and agree to take OMC referrals.

Once they're a participating prenatal care provider, they:
- Take referrals from the local OMC site and schedule first prenatal appointment. Preferably the OMC sites make appointments, however, the client may make the appointment if she so chooses.
- Encouraged to accept scheduling of patients for their first visit while their OHP application is still in process.
- Accepts referrals for patients who have no form of coverage and arranges a payment plan with them or refers them back to the OMC site.

> ➢ OHP Coordinated Care Organizations

A coordinated care organization (CCO) is a network of all types of health care providers (physical health care, addictions and mental health care and sometimes dental care providers). This network of providers has agreed to work together in their communities to serve people who receive health care coverage under the Oregon Health Plan (Medicaid). CCOs are focused on prevention and helping people manage chronic conditions like diabetes and asthma. This helps reduce unnecessary emergency room visits and gives people support to be and stay healthy.

To help avoid higher costs down the road, CCOs have the flexibility to:
Provide preventive care Better manage chronic diseases to help avoid unnecessary trips to the hospital and emergency room Better coordinate care to limit unnecessary tests and medications Integrate physical and mental health and addictions care

Person-centered care. Coordinated care organizations are set up to emphasize the individual person, so that all health care providers are coordinating efforts and making sure treatment plans complement each other. CCOs also work to increase health equity, to ensure that everyone in Oregon has the care they need to stay healthy.

2. OMC RESPONSIBILITIES AND PROCEDURES

I. How Oregon MothersCare Program Works

➢ Overview flow chart of OMC Program

II. Oregon 211Info OMC Responsibilities and Procedures

➢ When Client Accepts Referral to Local OMC Site

➢ When Client Chooses NOT to Utilize Local OMC Site

III. Local Access Site OMC Responsibilities and Procedures

➢ Local Access Site Responsibilities

➢ OMC Access Site Screening and Intake Procedures

➢ OMC Access Site Service Delivery Procedures

➢ When a client requests assistance from an OMC site

➢ Intake screening or referral to WIC services

➢ When an OMC site assists an OMC client in applying for OHP

IV. OHP Central Branch OMC Responsibilities and Procedures

➢ Oregon Health Plan (OHP) Central Branch Responsibilities
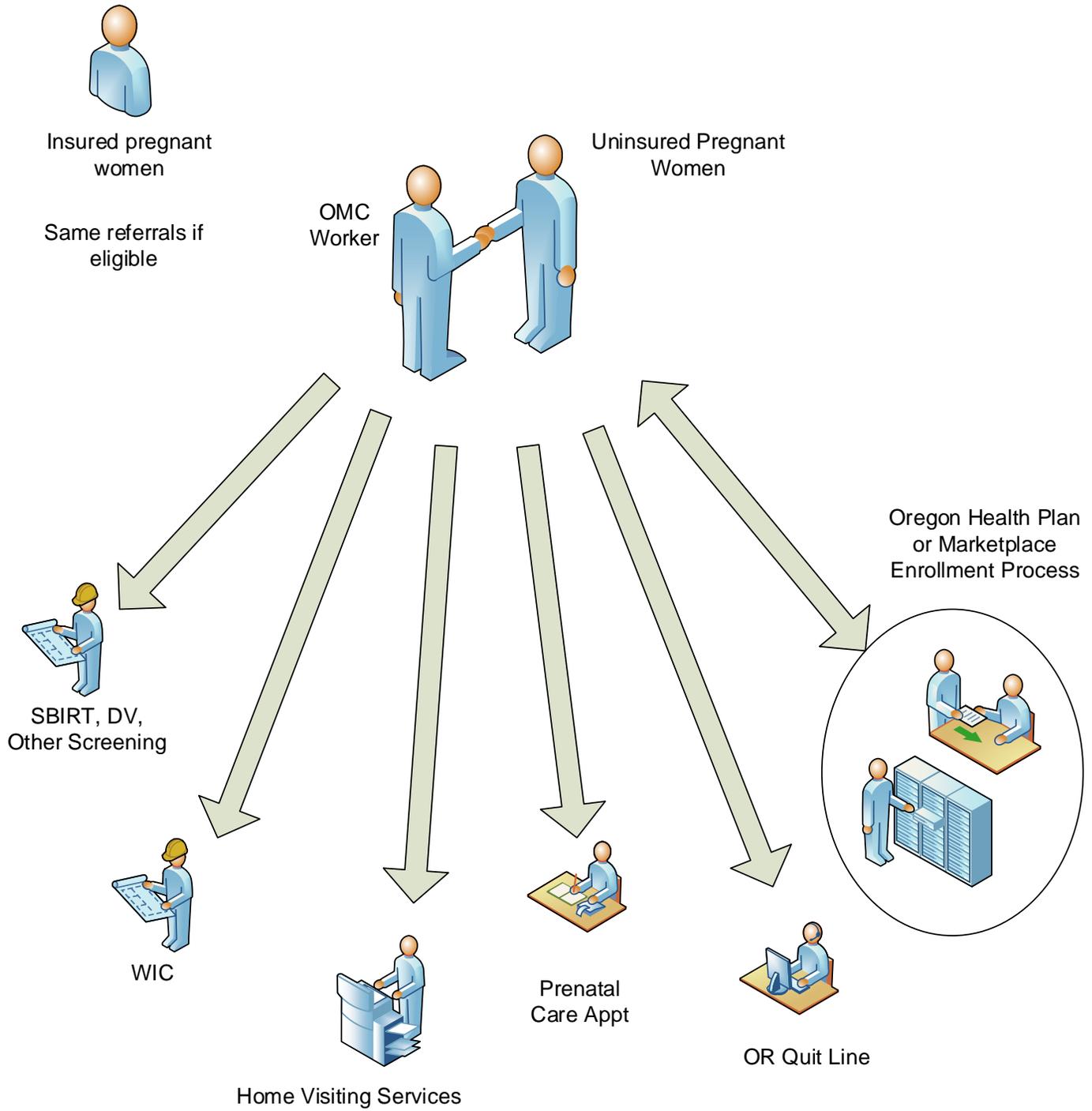
➢ OHP Central Branch OMC Procedures Central Staff

V. Clinical Prenatal Care Provider OMC Responsibilities and Procedures

➢ Participating OMC Clinical Prenatal Care Provider Responsibilities

➢ Client Referral Procedure

➢ When making an OMC referral, the OMC staff will:

➢ Upon acceptance of an OMC referral, the prenatal care provider's office will:

➢ Before the client's appointment, the provider's office will receive by fax:

➢ Overview flow chart of OMC Program

OMC Referral Process – Referral to PNC & Other Resources

Insured pregnant women

Same referrals if eligible

OMC Worker

Uninsured Pregnant Women

Oregon Health Plan or Marketplace Enrollment Process

SBIRT, DV, Other Screening

WIC

Home Visiting Services

Prenatal Care Appt

OR Quit Line

I. Oregon 211Info OMC Responsibilities and Procedures

- Provide initial screening, information, referral and advocacy to clients who call the hotline.
- Oregon's 211Info Program will assess the needs of the client using existing hotline procedures.
- Upon determining that the client is or may be pregnant, Oregon 211Info will offer a referral to a local OMC site.
  Oregon 211Info will provide the Center for Prevention and Health Promotion with:
- Data for inclusion in reports.

> ➤ When Client Accepts Referral to Local OMC Site

- Oregon 211Info will provide the client with referral information on local sites according to each site's Oregon MothersCare Site Information Form.
- Clients will be offered the option of going to a local OMC site for help with gaining access to prenatal services. Those who accept will be given the local OMC site information about how to schedule an appointment, when OMC access services are available, etc.
- For clients calling 211Info looking for health insurance, 211Info will screen for pregnancy status. If pregnant, client will first be offered a referral to the closest OMC site to them for OHP enrollment and other prenatal care referrals. If a client calls from outside an OMC county, 211Info will refer them to an OHP Community Partner Enrollment Assister for help with OHP enrollment.

> ➤ When Client Chooses Not to Utilize Local OMC Site

Oregon 211Info will refer client as appropriate to:
- Pregnancy testing
- Prenatal Care
- An OHP enrollment assister or Federal Marketplace insurance broker
- WIC
- Maternity Case Management or Home Visiting services
- Other services
- Information and referrals to health resources statewide

II. Local Oregon Access Site OMC Responsibilities and Procedures

Local Oregon MothersCare sites are the "Front Door" for pregnant women who are learning about their pregnancy journey. OMC is, many times, a pregnant woman's first opportunity to receive information as to "what next"? OMC Workers should expect to be able to provide a pregnant woman with information, resources, and referrals to services that would support a healthy pregnancy.

> ➤ Local Access Site Responsibilities

- Develop or enhance local OMC outreach referral and partnerships. This means knowing providers in the community, and maintaining a relationship with those providers so that referral processes are easily accomplished.
- Provide outreach and public education about prenatal care, OMC and other services for pregnant women (outreach materials provided by OMC).
- Track and report use of Oregon MothersCare outreach and services using the "Client Tracking Form" in the Web-based Tracking Interface (WTI - pronounced "witty"). *(check website for current version)*

- Provide client support for gaining access to prenatal services in the following ways:
  - OMC Advocate/contact person(s) to follow up on 211Info and other referrals.
  - Assure link to local system and provide advocacy and support.
  - Provide streamlined and coordinated intake and/or referral.
- Clinical prenatal care access (pregnancy testing, unbiased options counseling, OHP application assistance, access to dental care and first prenatal care appointment).
  - Initial needs assessment and referral for Maternity Case Management/Home Visiting Services.
  - WIC services.
  - Other prenatal services as needed.

➤ OMC Access Site Screening and Intake Procedures

- OMC Access Sites may receive referrals of OMC clients from a variety of sources such as: clients calling directly, community partner referrals, provider referrals, etc.
- Clients will contact the OMC site to request a prenatal access appointment. The site will make every attempt to provide initial access assistance within one week of client contact. The OMC site reception desk will inform clients of services available and advise them on the appropriate documentation to bring for the OMC appointment if they will be filing an application for health insurance.
- The OMC site will initiate the "WTI Client Tracking Form" at initial contact and will complete the OMC screening portion to determine client's needs.
- The OMC site will review with clients the services available and assist them in filing out the appropriate applications.
- The OMC site will, within one week of client contact, make every attempt to provide an initial OMC Access appointment.

➤ OMC Access Site Service Delivery Procedures

The OMC site must obtain written consent to share information with OMC partners (partners being anyone outside of the State or OMC Access Sites). Whenever information is shared via the OHP Verification and Provider Referral forms, client's consent must be recorded on these forms. The site is to keep written consent on file at local OMC site using the "Authorization for Release of Information Form". When client services are completed, the OMC site must record services delivered on the "OMC WTI Client Tracking Form".

➤ When a client requests assistance from an OMC site

- The site will provide streamlined and coordinated intake and/or referrals to the following services as needed and applicable which includes obtaining clinical prenatal care access. Other services provided by OMC include:
  - Obtaining a pregnancy test and unbiased options counseling, as requested or needed.
  - Determining of client's insurance status, and if necessary, provide or refer client for enrollment assistance to the Oregon Health Plan or the Federal Marketplace.
    - Locate appropriate prenatal and dental care providers.
    - Schedule first prenatal care appointment.
    - Refer client to other prenatal services, including WIC, Home Visiting, Transportation, as needed.

> ➤ Intake screening and referral services

- OMC Staff should conduct an Initial needs assessment for services needed. Consider referrals to, Home Visiting, Smoking Cessation, Dental Care, WIC, or other prenatal services as needed. All clients should be offered referral to WIC and Nutrition Services in the community. In addition, if a confidential location permits*, screening should be conducted for the following high-risk behaviors/conditions:
- Screen for folic acid use, asking:
- Are you taking prenatal vitamins? If not, we suggest you do. Think about it and talk with your prenatal care provider.
- Screen for tobacco use, asking:
- Have you smoked at least one cigarette in the past 3 months?
- If "YES", tell them that the best thing they can do for their unborn baby is to refrain from smoking and drinking alcohol throughout their pregnancy. Provide them with information for the Oregon QuitLine, letting them know it's free.
- Screen for alcohol use, asking:
  - Has a provider ever asked you how much alcohol you drink? If no, indicate on the OMC WTI Tracking Form that they should be screened. Tell them that one of the best things they can do for their unborn baby is to not drink at all throughout their pregnancy.
- *Screen for intimate partner violence, asking:
  - Are you feeling safe in your home? If not, there are advocates in the community that we can refer you to.

> ➤ When an OMC site assists an OMC client in applying for OHP through the ONE System:

- The OMC organization must be an OHP- contracted enrollment assister, and the person assisting with enrollment must be trained and certified by Oregon Health Plan staff. Provide application and other OHP materials (http://www.oregon.gov/oha/HSD/OHP/Pages/Apply.aspx).
- Assist client in completing the form, if necessary. Applications need to be filled out and signed by the applicant.
- OMC Staff must be certified OHP Enrollment Assisters and must comply with the regulations for such work.

When an OMC client has health insurance (OHP or other) or is not eligible for OHP:
- Assist the client in locating an appropriate prenatal care provider and dental provider.
- Call the chosen provider(s) to assure that he/she will accept the referral and schedule the first prenatal appointment.
- Complete and fax the OMC Referral to PNC Provider form to the client's selected provider(s).

III. OHP Community Partner Outreach Program Responsibilities and Procedures -

> ➤ Oregon's Community Partner Outreach Program (CPOP) helps community partners, including all OMC Staff to get the training and information they need to help OHP applicants apply for, enroll in, and renew their health coverage.
> ➤ Certified Community Partners are able to:
>   - o Directly help clients apply, enroll, and renew benefits
>   - o Expedite cases with urgent medical/mental health needs
>   - o Assist clients in submitting life changes
>   - o Request 90-day retroactive coverage for unpaid medical bills prior to the date of application

- o Submit missing or additional requested information on behalf of clients
- o Advocate for clients with the support of a Call Center CP Outreach Support Team at the OHP Medical Processing Center
- ➤ In order to be able to assist a client in obtaining health insurance coverage, OMC Staff are required to become certified CPOP Enrollment Assisters. For more information regarding the certification process, contact the DHS Community Partner Outreach Program at 503-269-0526, community.outreach@dhsoha.state.or.us https://www.oregon.gov/oha/HSD/OHP/Pages/Community-partners.aspx

IV. OHP Central Processing Branch (5503) OMC Responsibilities and Procedures

- ➤ Oregon Health Plan (OHP) Central Branch Responsibilities
  OHP Central Processing receives the applications both generated through The ONE System, and those paper applications sent to them. Central Processing is responsible for the processing of all applications for Medicaid. Staff at 5503 are the only authorized staff that can determine an applicant's eligibility for Medicaid. When OMC staff review and assist their clients through the application process, it is important that they NOT imply to a client whether they are or are not eligible for Medicaid.
  OMC Staff should encourage all their clients in need of health insurance to apply for Medicaid, whether or not they think the client is eligible.

V. Clinical Prenatal Care Provider OMC Responsibilities and Procedures

- ➤ Participating OMC Clinical Prenatal Care Provider Responsibilities
  (OB/GYN, FP, MD, NP, CNM, LDEM, ND, DO, etc.)
  Take referrals from the local OMC sites, schedule first prenatal appointment and provide prenatal care.
  Schedule patients while the OHP application is in process and/or take referral of patients on appropriate payment plans for clients who have no form of coverage.

- ➤ Client Referral Procedure

Providers will be contacted by an Oregon MothersCare site representative when a client indicates that she would like a referral to that provider for prenatal care. Prior to referral, the client will have received:
- Official Pregnancy Verification (only if required by the provider – Not an OHP requirement)
- Screening for medical coverage.
- Screening for folic acid, tobacco use, alcohol use, and Intimate Partner Violence
- Assistance to file a OHP application, if appropriate.
- Assistance to obtain WIC, Maternity Case Management, Home Visiting and other pregnancy services, as appropriate.

- ➤ When making an OMC referral, the OMC staff will:

- Inform the provider's office about the client's prenatal care needs and insurance status.
- Ask whether the provider will accept the referral.

- ➤ Upon acceptance of an OMC referral, the prenatal care provider's office will:

- Make every effort to initiate prenatal care for the client within two weeks of referral *and* during the first trimester.
- Schedule first appointment at the time of the initial call by the OMC site, so that it can be conveyed to the client and OHP application processing office, if applicable.

➢ Before the client's appointment, the provider's office will receive by fax:

- OMC referral form detailing OMC services delivered (from OMC local site).
- Confirmation of the client's OHP enrollment status, if applicable (from the OHP Central Branch).
- If a referred client fails to attend her initial prenatal care appointment and does not reschedule, the provider's office should notify the OMC site for follow-up. OMC sites should follow up with all clients who do not attend their prenatal visit.
- OMC staff should ensure with either all clients or the provider that the client has received prenatal care. At that point, OMC services have ended.

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3. WORKING THE OMC PROGRAM

This section gives a step-by-step process on how to submit the OMC Tracking Forms online.

How to access OMC online

To access the Oregon MothersCare Web-based Tracking Implementation (OMC WTI) database you must have an account login and password.

To login, open your internet browser and enter the following URL into the web address field, https://epiweb.oha.state.or.us/fmi/webd/Oregon%20MothersCare

➢ A list of databases will appear. Click on **"Oregon MothersCare"**

➢ Enter your **"Account Name and Password"**, then click **"Login"**

Instant Web Publishing

Open database "Oregon MothersCare" with:

○ Guest Account
● Account Name and Password

Account Name: [   ]

Password: [   ]

[Login] [Cancel]

➢ After you log on, the Oregon MothersCare Home menu screen will appear. You can return to the Home menu from any screen by clicking on the Home icon.

➢ The Home menu allows you to perform the following functions within the system:
- View the Staff List
- View the Client List
- Add a New Record
- Exit the database

➢ To view the Staff List, click on **"Staff List"** on the left side and it will take you to the Staff List screen.

➢ This gives you a list of all the authorized OMC users in your county.

Staff List screen

➢ To view the **"Client List"**, click on the **small box** next to your County name.

➢ It will take you to the Client List (below). If you want to modify an existing client's record, click on the **small box** next to the Record Id. It will take you to the client's tracking form so you can view or edit the record. You can also add a new record from this screen.

Client List screen

- To add a new client's record, click on [Add New Record]. A blank Client Tracking form will appear. The program will automatically fill in the "Record ID".

- Start data entry in the **"Date of Initial Contact"** field. You can use the Tab key or mouse to click on the next field. You can manually type in the date or click the calendar to select from there.

> *(The fields with a green asterisk by them are fields that are not reported or tracked by OMC. They are for your own use.)*

Blank Client Tracking form screen

➢ Click on **"Save Changes"** at the very top to create the record. See the Client Record screen image below.

Please Note: *If you created a new client record by accident, please call or email the OMC State office so we can delete the record for you.*

Client Record screen image

➢ There are two ways to exit the database. However, before you exit the system, always remember to click on **"Save Changes"** at the very top to save any changes you have made to an existing or new client record that you created. To exit you can:

a. Click on **"Exit Database"** from any screen or,
b. Click on the ☒ at the top right-hand corner of the internet browser.

➢ If you need a paper copy of the client's Tracking form, select the "Print Record" button at the top of the record you're viewing.

Oregon MothersCare
800 NE Oregon St Ste 825 Portland OR 97232
Phone: 971-673-2306 / Fax: 971-673-0240

HOME | +Add New Record | Print Record | Save Changes | Exit Database

Screen shot of a printed record

HOME

Client Information

Date of Initial Contact: **08/01/2012** Year: **2012**   Quarter: **Third Quarter**   Referred by: **Lesa**   Record ID: **06967**

Date of Birth: **8/11/1978**   Age: **34**

First Name: **Valerie**   Last Name: **Stratton**

Phone:

| Work | 971-673-2306 ▲ |
| Mobile | 888-888-8888 ▼ |

Street Address: **800 NE Oregon St. Apt 825**

City: **Portland**   Zip: **97232**

Language: **English**   Race: **African American or Black White**

Ethnicity: **Not Hispanic or Latino**

Client Screening

Client already has confirmed of pregnancy: **Yes**

Has client already started prenatal care? **Yes *(indicate date**

Applying/will apply for: **Oregon Health Plan**

LMP: **3/7/2012**

Pregnancy History: **P**

Insurance Status: **None**

Family Number: **2**

Family Income: **$100.00**

Family Income Notes: **Testing**

Services Delivered

Services Delivered by Oregon Mothers Care Site:

OHP Application Assistance
OHP Application Faxed by OHP by OMC Site
Prenatal Care Appointment Scheduled/or confirmed by OMC site (indicate date after OMC contact)
Initial Prenatal Needs Assessment
WIC Screening / Referral
Attendance At First Prenatal Visit before OMC Confirmed *(indicate date before OMC)*

Site & OHP Application Information

OMC Site Code:

TESTING

Date of Services:

08/07/2012 ▲

▼

Stamped: **08/07/2012**
Submitted: **08/08/2012**
Pended by OHP:
Pended again by OHP:
OHP Approved: **08/13/2012**
CAWEM/CAMEX Approved:
Denied:

Prenatal Care Information

Name of Prenatal Care Provider: **Dr. Jones**

First Date of PNC: **4/12/2012**

PNC After OMC: **08/13/2012**

Reason for Prenatal Appointment Dates Missing:

Reasons Application Denied / Missing Dates:

☐ CHEOP Client

Notes:

Type in any information that you need for your office.

Detailed Field Descriptions

Fields	DESCRIPTION
Home Icon	Click on this icon to go back to the Home screen menu.
Staff List	Click on Staff List to view the OMC authorized users in your county.
Client List	Click on the white box next to your county to view the Client List that is already in the database.
Add New Record	Click on this button to create a new client record.
Print Record	Click on to print the current record.
Save Changes	Click on this button to save changes you've made while editing or creating a client's record.
Exit Database	Click on to exit the database.
Date of Initial Contact	The date the client first contacted OMC by phone or in person. You can manually type it in or click on the calendar and select from there.
Date of Birth	The client's date of birth. Date format is MM/DD/YYYY. You can manually type it in or click on the calendar and select from there.
Age	This is tabulated automatically when you select "Save Changes".
Year	This is tabulated automatically when you select "Save Changes".
Quarter	This is tabulated automatically when you select "Save Changes".
Referred by	This is for your use.
Record ID	Unique identification number for the client. This number is system generated by OMC.
First Name	The client's full legal first name.
Last Name	The client's full legal last name.
Street Address	This is for your use.
City	Where the client resides.
Zip	Where the client resides
Phone type	Use the drop-down to select the type of phone.
Phone	Manually type in the number. The dashes will appear when you "Save Changes".
Phone type	You can enter in a second number. Use the drop-down to select the type of phone.
Phone	You can enter in a second number. Manually type in the number. The dashes will appear when you "Save Changes".
Ethnicity	Select one from the drop-down.
Language	Choose from the drop-down. The client's primary or preferred spoken language.
Race	You may check multiple.
Client already has confirmation of pregnancy?	This is for a doctor or clinic confirmation, not for home pregnancy tests.
LMP Date	If client can't remember but has doctor's EDC date. Use the wheel from the March of Dimes to determine LMP Date.

Fields	DESCRIPTION
Client's Current Insurance	Select one from the drop-down.
Has client started PNC before today?	Select one from the drop-down.
Applying for	Select one from the drop-down.
Pregnancy History	This is for your use.
Family Number	This is for your use.
Family Income	This is for your use.
Family Income Notes	This is for your use.
Pregnancy Testing	Check if your site provided for the client.
OHP Application Assistance	Check if you assisted the client with the OHP Application.
OHP Referral to DHS	Check if you referred the client to DHS.
OHP Application Faxed to OHP by OMC Site	Check if you faxed the client's OHP Application to OHP.
Prenatal care provider selected	Check if you helped the client in selecting a PNC provider. That includes providing them with a list of PNC providers.
Prenatal care appointment scheduled / or confirmed by OMC site	Check if you scheduled the client's PNC appt., or if you called the provider to verify the client did keep the appt. that they or you scheduled.
Initial Prenatal Needs Assessment	Check if you performed an initial prenatal needs assessment with the client.
WIC Screening / Referral	Check if you set the client up with or referred her to WIC.
MCM / Home Visiting Referral	Check if you set the client up with or referred her to MCM / Home Visiting.
Other Community Referrals	Check if you set the client up with a community referral.
Attendance at First Prenatal Visit before OMC Confirmed	Check if you confirmed the client's attendance at her first PNC appt. before coming to OMC.
Dental Referral	Check if you gave the client a dental referral.
Name of prenatal care provider or clinic	This is for your use.
Date 1st PNC before OMC	Enter in the client's first PNC appt before contacting OMC. You can manually type it in or click on the calendar and select from there.
Date PNC after OMC contact	Enter in the client's appt date that you or the client set-up after coming to OMC. You can manually type it in or click on the calendar and select from there.
Reason for Appointment Dates Missing	Select only one answer.
OMC Site Code / Name	Select your OMC site from the drop-down.
Date of Services	This is the first appt that you had with the client, face-to-face. You can manually type it in or click on the calendar and select from

	there. You can also list every appt you had with her for your use.
Stamped	The date that is stamped on the OHP application.
Submitted	The date you submitted the OHP application to OHP.
Fields	**DESCRIPTION**
Pended by OHP	The first date OHP pended the application.
Pended again by OHP	The last date OHP pended the application.
OHP Approved	The date OHP approved the application.
CAWEM / CAWEX Approved	The date CAWEM / CAWEX approved the application.
Denied	The date the application was denied. Be sure to select the reason from the drop-down below.
Reasons Application Denied / Missing Dates	Select one reason from the drop-down for missing dates or the application being denied.
CHEOP Client	Check this box only if your county participates in the CHEOP program.
Notes	This is for your use.

If you have any questions or need further assistance, please call our office at 971-673-0252.

Search Function

FIELD	DESCRIPTION
Client ID	If you know the client's ID #, you can search for the client by entering that unique #. The client ID # is automatically added when the record is created. Example: • 06692 • 06967
Client Name	You can search for a client by name. You can enter their last name, first name or a combination of first and last name in any order. You may also use partial name as long as the characters entered are the first letters or the name. Examples: • An • Ann • An Smi • An Smith • Smi • Smith Ann
DOB	You can search for client by DOB (Date of Birth). You can use this field by itself or in

	conjunction with other search criteria to narrow your search. Example. • Single date: 01/01/2012 • Less than date: <01/01/2012 (gives you all births prior to 01/01/2012). • Greater than date: >01/01/2012 (gives you all births after 01/01/2012). • Range of dates: 01/01/2012…03/31/2012 (gives you all births between 01/01/2012 and 03/31/2012).
Date of initial Contact	You can search for client Date of initial contact. You can use this field by itself or in conjunction with other search criteria to narrow your search. Example. • Single date: 01/01/2012 • Less than date: <01/01/2012 (gives you all records created prior to 01/01/2012). • Greater than date: >01/01/2012 (gives you all records created after 01/01/2012). • Range of dates: 01/01/2012…03/31/2012 (gives you all records created between 01/01/2012 and 03/31/2012).

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4. OUTREACH

This section gives an overview of the outreach campaign for Oregon MothersCare and lets you know what materials are available from the state office and how to order them.

OMC Campaign Overview

➢ The OMC program consists of two integrally linked components

- A system for streamlining women's access to prenatal services.
- An ongoing public education and outreach effort to ensure that women can easily find and use the Oregon MothersCare services available in their communities.

Oregon MothersCare supplies a variety of outreach and marketing tools to support participating communities' outreach efforts. All print materials are designed with space to include local contact information along with the state hotline (Oregon 211Info) number.

> The following materials are available **free of charge** to all participating
> Oregon MothersCare sites.

Available Outreach Materials

The Oregon MothersCare Program provides OMC Sites with materials at no cost to them. The following is a list of materials and process for ordering:

➢ OMC Outreach Brochure

The State OMC Office provides informational brochures for all sites to use for outreach. The purpose is to leave leave them with potential MothersCare community partners so that a pregnant woman can obtain information about OMC from other community settings. The brochure is designed to be distributed throughout the community so that newly pregnant women can be made aware of the program. Examples of distribution sites for the brochures include:
  o Local Library
  o Laundromats

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- o   Local DHS Office
- o   Local OB-Gyn and Primary Care Provider Offices
- o   Local Dentists
- o   Drug Stores that sell Pregnancy Kits
- o   Planned Parenthood
- o   Local Pregnancy Resource Centers
- o   Sites within your local Community College

➢ Appointment Pads

These pads provide space to write all of the appointments and referrals made for an OMC client. The two-copy, carbonless format allows you to send the original with the client and keep a copy for your records.

➢ Outreach Leaflets

- 10 Reasons Not to Drink, Smoke or use Drugs During Pregnancy (Spanish and English)
- 211 Info Card (Spanish and English double-sided)
- Becoming a Dad Booklet (Spanish and English double-sided)
- Congratulations Mom, You have a beautiful baby (Spanish and English)
- Cytomegalovirus Handout (English only)
- Dental Care for All Oregon Health Plan Members (Spanish and English)
- Folic Acid information – Folic Acid, All Women, Every Day (Spanish and English)
- "How Big is my Baby Now?" (English only)
- OB Visit Card (Spanish and English)
- Oregon MothersCare Brochures – Supporting Healthy Pregnancies (Spanish and English)
- Pink OMC Storage Bags for materials
- Safe Sleep for Babies (Spanish and English)
- Signs of Preterm Labor (Spanish and English)
- Smoke Free Oregon Ready to Quit Palm Cards (Spanish and English)
- Smoking, Drinking, Drugs Danger During Pregnancy (Spanish and English double-sided)

➢ On Line Apps
Text4 Baby is a free text messaging service and mobile app that delivers health and safety information to your phone. It provides expert information for pregnant women, new mothers, family members, caregivers and healthcare providers. From pregnancy up through your baby's first year, Text4baby shares information about how your baby is growing, your progress and medical updates, and fun quizzes. Text4baby may also be used to set up text reminders on your cell phone to keep track of your health care appointments.

Text4Baby has many outreach partners throughout Oregon, including the State's Public Health Division. Many County Public Health Departments and CCOs are outreach partners. Becoming a partner is FREE! Benefits of becoming a Text4Baby Outreach Partner include:

- Access to Text4baby free promotional materials including posters, business cards, and more!
- Recognition as a partner on the Text4baby website
- Access to enrollment data by zip code, county, and language.
- In Oregon, you can join the statewide coalition to combine outreach efforts in your area.

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For more outreach partner information, visit the Text4baby website at www.Text4baby.org, click on the "Partners Click Here" button at the top, and follow the prompts. For Oregon Text4Baby information, contact:

Oregon Health Authority Information about Text4Baby can be obtained through the following sites:

- Text4Baby Website: https://www.text4baby.org/
- Oregon Public Health Division Text4Baby information:
  http://www.oregon.gov/oha/ph/HealthyPeopleFamilies/Babies/Pages/text4baby.aspx
- Oregon Text4Baby Toolkit:
  http://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/BABIES/Documents/text4baby-toolkit.pdf

Materials Ordering Process

Most Oregon MothersCare materials are housed in Salem. However, there are a few that can be ordered for free directly from the supplier. The local OMC Coordinator should use the Outreach Materials Order Form found on the OMC website. For materials housed in Salem (those without order contact information), the form should be filled out and emailed, faxed, or mailed to:

Oregon MothersCare
Oregon Public Health Division
Maternal and Child Health Section
800 NE Oregon Street, Suite 825
Portland, Oregon, 97232
Fax: 971-673-0240
Email: carina.Guzman@state.or.us

OMC Tracking Display

A traveling OMC display unit is available for use at local outreach events such as health fairs, school presentations, etc. The procedure for requesting and using the display is as follows:

- As soon as you have a date for your event, call Carina Guzman at the Center for Prevention and Health Promotion at: 971-673-0345 to reserve the display and make arrangements to have it delivered or for the requestor to pick it up.
- The display is to be returned within one week of the event it is used for.

To order any of the above materials

- Refer to Appendix 2 for the Outreach Materials Order Form.
- The form is also available at

http://public.health.oregon.gov/HealthyPeopleFamilies/Women/Pregnancy/OregonMothersCare/Pages/sites.aspx

- Mail or fax the order form to:

<div align="center">

Oregon MothersCare
Center for Prevention and Health Promotion
800 NE Oregon Street Suite 825
Portland OR 97232
Fax: 971-673-0240

</div>

- If there are questions about any of the outreach materials, call Kate O'Donnell at the Center for Prevention and Health Promotion; 971-673-0032.

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5. PROGRAM EVALUATION

This section summarizes the evaluation plan for Oregon MothersCare and the responsibilities of different partners in gathering, analyzing and disseminating results.

I. OMC Program Evaluation Summary

II. Responsibilities for OMC Evaluation

VII.   OMC Program Evaluation Summary

The primary goal of Oregon MothersCare is to increase the percentage of pregnant women in Oregon who receive first trimester prenatal care to 90% which is the Oregon Benchmark.

In order to achieve this goal, the Oregon MothersCare Program consists of two integrally linked elements:
- A system for streamlining women's access to prenatal services.
- An ongoing public education and outreach effort to ensure that women can easily find and use the OMC services available in their communities.

The program will be evaluated on two levels:

Process Evaluation
- The number of women reached by OMC as measured by:
    - The number of calls to 211Info seeking prenatal care.
    - Number of women served through local OMC access sites.
- Satisfaction of participating clients and partners is measured by:
    - Results of partner survey and results of surveys and focus groups with clients when capacity allows.

Impact Evaluation
Streamlined registration of eligible women in OHP as measured by:
- Timeliness of entry into prenatal care among OMC clients as measured by:
    ▪ Length of time from initial OMC contact to first prenatal care visit.
    ▪ First trimester care among OMC clients as compared to other groups of women.
    ▪ Time between initial Cover Oregon//OHP application and determination

OMC Quality Improvement Processes

Program evaluation data will be used at the state and local level for selected quality improvement (QI) projects. These QI projects may be conducted by the State Office or individual sites, with state office assistance. Technical assistance for the sites will be provided either upon request, or during a three-year cycle.

VIII.   Responsibilities for OMC Evaluation

Oregon 211Info will:
- Provide data quarterly on OMC calls to 211Info for use in quality improvement activities, annual reports and by local sites as needed.

Oregon Health Plan Community Partner Outreach Program:
- Will annually provide OMC with information around the numbers of OMC sites with no OHP partner assisters

OMC sites will:

- Track OMC client services using WTI or the tracking form provided and submit to the Center for Prevention and Health Promotion quarterly.

Center for Prevention and Health Promotion will:

- Review entered data on the WTI System and tabulate information from "Client Tracking Forms". These sources will yield data on numbers of women served through the OMC sites services provided, pended application rate and timeliness of entry into prenatal care.
- Track information about mobilization of community partners.
- Remind sites quarterly about maintaining and finalizing their data in the WTI System
- Conduct periodic surveys and focus groups to determine partner and client satisfaction.
- Track distribution of outreach materials and outreach activities conducted.
- Communicate issues with OHP around timely enrollment into OHP
- Coordinate with OHP regarding policy and rule changes that affect pregnant women.
- Track changes in rates of first trimester prenatal care.
- Create an annual report of OMC activities and impact.

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6. TECHNICAL ASSISTANCE AND RESOURCES

This section details support available for OMC activities. This includes available training and technical assistance, lists of contacts for questions and support, tips for making sure that Oregon Health Plan applications do not get pended and advice from OHP on filling out applications for specific situations.

IX. Reproductive Health Equity Act

In 2017, House Bill 3391, also known as the Reproductive Health Equity Act, passed which provides for expanded coverage for some Oregonians to access free reproductive health services, especially those who, in the past, may have not been eligible for coverage of these services. It also provides protections for the continuation of reproductive health services with no cost sharing, such as co-pays or payments toward deductibles, and prohibits discrimination in the provision of reproductive health services.

Benefits to those with private insurance

The Reproductive Health Equity Act ensures that people with Oregon private health insurance plans, including employee-sponsored coverage, have access to reproductive health and related preventive services with no cost sharing regardless of what happens with the Affordable Care Act.

The bill includes prohibition of services on the basis of actual or perceived race, color, national origin, sex, sexual orientation, gender identity, age or disability. This protection may be an immediate benefit for trans and gender-nonconforming individuals. For example, an individual who was assigned female at birth and identifies as male goes into a provider for cervical cancer screening, but his insurance only covers these screenings for females. The Reproductive Health Equity Act ensures that insurance must cover services for this individual, regardless of his name, or what gender is on his driver's license or his birth certificate.

Benefits to individuals who would otherwise be eligible for medical assistance if not for their immigration status

The Reproductive Health Equity Act provides benefits for Oregonians who have been excluded from coverage of the full range of services in the past and who can become pregnant. For example, women who are undocumented including DACA recipients and women who have held lawful permanent resident status for less than five years. These women have limited options for coverage for preventive reproductive health services at no cost sharing under the Affordable Care Act. Now, many of those services are covered under the Reproductive Health Equity Act. Medical care for women up to 60-day postpartum will also be covered.

Abortion benefits

 The law improves abortion access in a few different ways. First, it requires Oregon private health insurance plans to cover abortions with no out-of-pocket costs. Second, OHA and the Department of Consumer and Business Services (DCBS) are charged with developing a program that will provide access to abortion services for individuals covered by insurance plans that are exempt from the new coverage mandate. Finally, it covers abortion for individuals who would otherwise be eligible for medical assistance if not for their immigration status.

Individuals are eligible for a full range of reproductive health services, including the following:
● A comprehensive list of FDA approved contraception, and contraceptive-related services including counseling;
● Voluntary sterilization;
● Screenings for pregnancy, sexually-transmitted infections (STIs), breast and cervical cancers, genetic cancer risk factors;
● Counseling on tobacco use, STIs, and relationship safety; and
● Abortion.

Where can these services be accessed?
Many of the same places individuals may already be going including local health departments, Planned Parenthood, federally qualified health centers, and rural health clinics. You can find a clinic here:
https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/REPRODUCTIVESEXUALHEALTH/OREGONCONTRACEPTIVEC ARE/Pages/index.aspx

X. Technical Assistance and Resources from OHP Community Partner Outreach Program

➢ Questions about an OHP application for a pregnant woman should be directed to the Regional Outreach Coordinator for each OMC Site.

➢ Oregon Health Plan Contact People for the Oregon MothersCare Program -
   OHP Community Partner Outreach Program
   Oliver Vera, Program Manager
   503-269-0526

XI. Technical Assistance and Resources for Client Services

This section contains information to help with questions about OMC client access services, including useful phone and fax numbers, general pregnancy OHP application tips, and OHP application tips for specific situations.

OHP Toll-Free Number:
1-800-699-9075 is a good phone number to give to applicants. It's customer service. This number connects to the phone bank, which will answer general questions regarding a case, such as whether an application has been received or what the status of an application is. The phone bank is open Monday-Friday 7am-6pm.

➢ Oregon Health Plan Contact People for the Oregon MothersCare Program

XII.   VI. Policy Clarification for OMC and OHP Central

(Developed by OHP and OMC staff 4/00; revised 11/00; revised 4/05; revised 11/09; revised 06/14 with Cover Oregon and OHP input; revised Fall, 2017)

** June, 2014 - Due to Affordable Care Act and Cover Oregon restructuring, current policies are in flux. Specific information changes have been made for some, however, policies may continue to change.

** Fall, 2017 – Due to ACA and OHP restructuring, policies have changed since 2014. All OMC Staff are expected to either:
1. Be a certified OHP Enrollment Assister, or
2. Refer all OMC clients in need of health insurance to an OHP Enrollment Assister

7. FUNDING PROCESS

This section identifies the steps and requirements for disbursement of funds to OMC sites.

I. Calculation of Funding Formula

II. Service Category Guidelines

III. Funding Allocation – Payment to Sites

XIII.   Calculation of Funds

There is a base funding of $2,500 to each county. If a county has more than one site, the local health department will be responsible for determining the distribution of funds in agreement with other OMC sites within the county.

Additional funding is allocated to OMC sites based on the level of services provided to clients.

An individual provider who offers OMC services can receive support and training from the Center for Prevention and Health Promotion, however, they are not eligible for funding.

XIV.   Service Category Guidelines

The funding formula is based on service level categories as follows:

-        **High level** of service- all of the following were provided to the client:
OHP application assistance and completion, PNC assistance, and other referrals. Weight: 3
-        **Medium level** of service- OMC site provided two of the following:
OHP application assistance and completion with client (and faxed), PNC assistance, or other referrals. Weight: 2
-        **Low level** of service-site provided to the client includes one of the following three categories:
OHP application assistance and completion with client (and faxed), or PNC assistance, or provided other referrals or prenatal care assistance. Weight: 1.

An overall weight is calculated to find the percentage corresponding to each site (called "proportional effort") of the remainder of the funds (after base funds have been allocated).

High (3)	Medium (2)	Low (1)
To be "high" a client must have received *all three* of the following	To be "medium" a client must have received *two of the three* following	To be a "low" a client must have received *any one* of the following
OHP application assistance and completion with the client (and faxed)		
PNC appointment scheduled for them by OMC site		
Any one of other program referrals (WIC, MCM, "other referrals")		

XV.   Funding Allocation – Payment to Sites

Funding allocation for the next fiscal year is calculated around March-April of each year. At that time, sites that have a contract in place will receive funds the next fiscal year, beginning on July 1. The data used to calculate the funds are usually the twelve months of the previous calendar year (January – December) for OMC services.

If a new site starts providing services after the funding allocation has been done, the new site will not receive any funds until the following fiscal year. The site will have to find a way to support itself until the next fiscal year (for example: use of OFH Perinatal Special Payment funds).

Each Oregon MothersCare site will continue to have an existing Public Health contract in place from OHA Contracts & Procurement Office before any awarded funds can be released. This contract outlines the terms of the agreement including the requirement of a quarterly expenditure report submitted to the OHA Financial Services office. If an agency is a Local County Health Department a contract exists which includes Exhibit E Section 8, outlining the requirements of a quarterly expenditure report. If an agency is not a health department consult the existing contract for details.

In addition, at the program level, each Oregon MothersCare site has a signed OMC agreement from the Center for Prevention and Health Promotion (Program Element 42), which outlines program data reporting requirements.

8.   RELATED PROGRAM INFORMATION

This section is to provide information on other programs linked to OMC.

These programs are not administered through the Oregon MothersCare program. These are separate state programs that often coordinate with OMC.

I.   Nurse Family Partnership and Maternity Case Management (MCM)

Nurse-Family Partnership empowers first-time moms to transform their lives and create better futures for themselves and their babies.

Over more than three decades, research consistently has proven that the Nurse-Family Partnership succeeds at its most important goals: keeping children healthy and safe, and improving the lives of moms and babies.

Nurse-Family Partnership works by having specially trained nurses regularly visit young, first-time moms-to-be, starting early in the pregnancy, and continuing through the child's second birthday.

The expectant mothers benefit by getting the care and support they need to have a healthy pregnancy. At the same time, new mothers develop a close relationship with a nurse who becomes a trusted resource they can rely on for advice on everything from safely caring for their child to taking steps to provide a stable, secure future for them both. Through the partnership, the nurse provides new mothers with the confidence and the tools they need not only to assure a healthy start for their babies, but to envision a life of stability and opportunities for success for both mother and child.

To refer a pregnant woman to NFP Call or text (844) 637-6667 to connect to programs all across the country, including throughout Oregon.

To learn more visit, https://www.nursefamilypartnership.org/about

Maternity Case Managers (MCMs) are nurses, social workers, and other professionals trained to help pregnant women who have situations in their lives that could lead to problems with their pregnancies or childbirth. The goal of the Maternity Case Management (MCM) program is to lower risks for the woman and her baby and make sure she gets prenatal care by a health care provider such as a doctor, nurse practitioner, or midwife.

When a woman sees a Maternity Case Manager, she is helped to deal with health, social, economic, and dietary parts of her life that are important for a healthy pregnancy and in planning for her labor and delivery. MCM services include seeing the woman's strengths and referring her to community services she may need.

MCMs conduct prenatal and postpartum (after the baby is born) visits with their client, usually in the client's home. They visit the home and determine safety, nutrition status, emotional needs, and relationship support. They provide education, counseling and referral as needed. MCMs help clients set goals for making healthy lifestyle choices and fostering personal growth.

MCMs identify pregnancy problems or illnesses which the woman may have had in the past and might require immediate referral to healthcare. They offer drug and alcohol referral services and offer the "5*A*s" as brief interventions to help pregnant women quit using tobacco. Pregnant women are eligible for MCM services who: have identifiable risk factors, use alcohol, tobacco, or other drugs.

MCM services are covered by the Oregon Health Plan (OHP) for women who have income up to 185% of the Federal Poverty Level (FPL).

To ask about getting services, contact your local county health department.

For additional information on this program, please visit:
http://public.health.oregon.gov/phd/ofh/mch/mcm/pages/index.aspx

II. Oral Health Program

(Please note: this state program is an entirely separate entity from OMC and is not related to OMC's oral health referral process)

Why is Oral Health During Pregnancy Important?

-        Oral health is key to overall health and well being
-        Pregnancy increases women's risk for oral infections
-        Research indicates associations between periodontal disease and birth outcomes such as preterm birth, low birth weight and gestational diabetes
-        Good oral health during pregnancy contributes to establishing good oral health for children

Why is Dental Care During Pregnancy Important?
-        To prevent periodontal disease
-        To manage tooth decay
-        To decrease risk of poor birth outcomes
-        To decrease risk of pre-eclampsia
-        To delay transmission of maternal oral bacteria to the infant
-        To lessen the likelihood that the pregnant woman self-medicates for pain and mistakenly harms her baby

Impact of Mothers' Oral Health on Their Children
-        Children whose mothers have poor oral health are 5 times more likely to have oral health problems.
-        Children whose mothers have poor oral health are at greater risk for having oral infections at young ages and for developing dental caries (cavities).

Oral Health Dental Practice during Pregnancy
-        Research has confirmed the safety of oral health care during the perinatal period.
-        Diagnosis (including necessary dental x-rays) and treatment are safe during the first trimester of pregnancy.
-        Treatment can be provided throughout pregnancy: however, 14th-20th week of pregnancy is best.

Guidance to Share with Pregnant Women
-        Brush teeth with fluoridated toothpaste twice a day, and floss once a day.
-        Limit foods containing sugar to mealtimes only.
-        Drink water or milk. Avoid carbonated beverages (pop or soda).
-        Get necessary oral treatment before delivery.

Reference: Jessie Buerlein, MSW/Project Manager for American Academy of Pediatric Dentistry – slides for "Improving Perinatal and Infant Oral Health"

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Oral Health Care for Pregnant Women

Tooth development (in the form of tooth buds) generally appears in the fetus in the 5th or 6th week of pregnancy. Teeth begin to form in the fetus shortly thereafter. Nutrition is very important during pregnancy, because your baby gets nutrients from your system. By eating right, you can start caring for your teeth and your baby's teeth as soon as you find out you are pregnant. Be sure to include foods with calcium and Vitamin D in your diet. It is important to snack less often, or eat sweets at the end of meals instead of between meals.

It is important to see your dentist during your pregnancy to prevent dental problems. Be sure to make a dental appointment before your baby is born. Even though your baby has not yet arrived, you are building the foundation for healthy teeth. Your dental health will be reflected upon your child's — if you have cavity-causing germs; these germs are more likely to be passed on to your baby.

Some women have dental problems during pregnancy. Hormonal changes can make your gums sore, swollen, and likely to bleed. Brushing and flossing your teeth daily can prevent this. Having your teeth cleaned by a dentist or dental hygienist early in your pregnancy may help prevent most gum problems.

If you need to have emergency dental care during your pregnancy, you may need to have x-rays taken of your teeth. Always be sure to remind your dental care staff of your pregnancy. Care should be taken to limit or avoid nitrous oxide, some prescribed antibiotics, and some pain medications. Your dentist can contact your obstetrician/doctor with any questions.

For additional information on this program, please visit:
http://www.oregon.gov/OHA/ph/oralhealth/index.shtml

III. The Oregon Health Plan (OHP)

The Oregon Health Plan (OHP) is Oregon's Medicaid Program and offers health care to its members at little or no cost. OHP includes a number of health plan programs addressing various populations with varying income eligibility requirements. OHP is not the same as Medicaid in other States, and clients coming into Oregon previously on another Medicaid Program need to reapply for OHP.

Eligibility:

There are many ways for a person to be eligible for OHP. The program is available for people who live in Oregon and are a U.S. citizen or an eligible non-citizen. Different eligibility rules and income levels apply to different groups of people. The level of coverage (benefit package) you receive is based on your income, age and physical or mental condition. For example, eligible pregnant women and children under age 19 receive the highest level of coverage.

If someone is uninsured, they should always apply for OHP. It is not the role of the OMC worker to assume eligibility (or lack of eligibility) for an uninsured client. OHP has specific eligibility determination specialists who are responsible for reviewing a client's financial situation for OHP eligibility. Because there are many OHP programs, OMC Workers should never assume eligibility one way or the other.

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If a client has been determined ineligible for OHP, a referral should be made to the Federal Marketplace at Healthcare.gov.

How to apply:

It is the role of OMC to provide OHP Community Partner Assistance. OHP, through Department of Human Services, Community Partner Enrollment Assistance Program provides training and certification for OMC staff to become Community Partner Enrollment Assistors.

For additional information on this program, please visit: http://www.oregon.gov/OHA/healthplan/index.shtml

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IV. Women, Children and Infants (WIC)

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. This public health program is designed to improve health outcomes and influence lifetime nutrition and health behaviors in a targeted, at-risk population. Nutrition education is the cornerstone of the WIC Program.

What is WIC?
WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. WIC is federally funded by the United States Department of Agriculture(USDA).In Oregon, WIC is administered by the Oregon Health Authority (OHA), Public Health Division and is part of the Center for Prevention and Health Promotion, Nutrition and Health Screening.

WIC is a public health nutrition program designed to improve health outcomes and influence lifetime nutrition and health behaviors in a targeted, at-risk population. Nutrition education is the cornerstone of the WIC Program.

Who is served by WIC?

- Pregnant women.
- Breastfeeding women with children under 12 months old.
- Non-breastfeeding women with children under 6 months old.
- Infants and children under 5 years old.

How does WIC help?
Since it was started in 1974, WIC has gained a reputation for being the premiere public health nutrition program. WIC saves lives, improves the health of nutritionally at-risk women, infants, and children, and promotes lifelong positive lifestyle changes.

   For additional information on this program, please visit: http://www.oregon.gov/OHA/ph/wic/index.shtml

I.   Oregon Health Insurance Marketplace

II.   http://healthcare.oregon.gov/marketplace/Pages/community-partner.aspx

IV. Women, Infants and Children (WIC)

9. INTERNAL NOTES

Please feel free to use this section as would best benefit your particular OMC location.

Examples:

I. Internal form examples

II. Internal process instructions

III. Office contact information / OMC backup contact information

IV. Etc.

Oregon MothersCare

supporting healthy pregnancies

10.   APPENDIX 2: FORMS

Forms
-                          Client Tracking form -   Authorization for Release of Information -   Referral to Prenatal Care Provider -   Outreach Materials Order form -   Prenatal and Newborn Resource Guide Order Form

NOTE: The forms attached in this section are for reference and examples only. For most recent copies of all forms please visit:

http://public.health.oregon.gov/healthypeoplefamilies/women/pregnancy/oregonmotherscare/pages/sites.aspx

Oregon MothersCare Client Tracking Form

Record ID#_____

Date Received:

FOR OMC STATE OFFICE USE ONLY

Client Information

Date of Initial Contact:	**Referred by:** **Date of Birth:**
First Name:	**Last Name:**
Phone #: (1st): ☐ home/cell ☐ work ☐ message	Phone #: (2nd): ☐ home/cell ☐ work ☐ message
Street Address:	**Ethnicity:** ☐ Hispanic or Latino ☐ Not Hispanic or Latino ☐ Declined to Answer ☐ Unknown
Mailing Address (if different):	**Race** *(check all that apply):* ☐ African American or Black ☐ American Indian or Alaska Native ☐ Asian ☐ Native Hawaiian or Other Pacific Islander ☐ White ☐ Declined to Answer ☐ Unknown ☐ Other:
City: **Zip:**	**Language:** ☐ Cantonese ☐ English ☐ Russian ☐ Spanish ☐ Vietnamese ☐ Other:

Client already has confirmation of pregnancy? ○ Yes ○ No   **LMP Date:**   **EDC Date:**

Has client started prenatal care before today? ○ Yes *(indicate date below)* ○ No ○ Client Scheduled *(indicate below)*

Client's Current Insurance – *(select one)*	**Applying for** – *(select one)*
○ **CAWEM** ○ **CAWEX** ○ **OHP** ○ **Private Insurance** ○ **None**	○ **CAWEM** ○ **CAWEX** ○ **OHP** ○ **Declined**

Services Delivered by Oregon MothersCare Site *(check appropriate boxes)*

☐ Pregnancy Testing	**OMC Site Code/Name:**
☐ Attendance at First Prenatal Visit <u>before</u> OMC Confirmed *(indicate date below)*	**Date of Services:**
☐ Initial Prenatal Needs Assessment	
☐ Prenatal care provider selected	
☐ Prenatal care appointment scheduled / or confirmed by OMC site *(indicate date below <u>after</u> OMC)*	
☐ OHP Application Assistance	
☐ OHP Referral to DHS	
☐ OHP Application Faxed to OHP by OMC Site	
☐ WIC Screening / Referral	
☐ MCM / Home Visiting Referral	
☐ Other Community Referrals	
☐ Dental Referral	

OHP Application Information

ACTION	DATE
Stamped	
Submitted	
Pended by OHP	
Pended again by OHP	
OHP Approved	
CAWEM / CAWEX Approved	
Denied - *(must select reason below)*	

Select reason denied *(or dates missing)*:

☐	Unable to extend OHP	☐	Transferred care
☐	Did not apply/declined	☐	App In process
☐	Scheduled to apply	☐	Over Income
☐	Lost to follow-up		Expired
☐	Through DHS office	☐	No client response
☐	Through other office		Lack of information
☐	Applied on own	☐	Other:

Prenatal Care Information

Name of prenatal care provider or clinic:

(if answered Yes above) **Date 1st PNC <u>before</u> OMC:**	Date PNC <u>after</u> OMC:

If no date above, select reason below:

☐ Declined	☐ Transferred Care
☐ Option Undecided	☐ Gave Birth
☐ Will Make Own Appts.	☐ SAB (Miscarriage)
☐ Pending OHP Approval	☐ TAB (Abortion)
☐ Pending Clinic Response	☐ Lost to follow-up

CHEOP Client ☐

Notes:_____
_____
_____
_____51

Oregon MothersCare
Authorization for
Release of Information

Oregon MothersCare
800 NE Oregon St #825
Portland OR 97232
971-673-0252
FAX: 971-673-0240

To our clients: By signing this form, you are giving us permission to exchange referral and all other information with the agencies, programs, or services listed below.

Legal Name: _____

	Last		First		Middle Initial

I authorize _____ to release referral and other information to:
                               Oregon MothersCare Site

Client Initial	
	M.D./Provider *Print full name and address of M.D. or provider in space below:*
	County Health Department Name of County
	WIC
	OMAP / Oregon Health Plan

I agree that the agencies/programs/services* listed above may share and exchange information about my circumstances.   ***Initial one***:   Yes_____   No_____

I can cancel this authorization for release at any time, and I understand the cancellation will not affect any information that was already released before cancellation. I understand that information about my case is confidential and protected by state and federal law. I approve the release of this information. I understand what this agreement means. I am signing on my own and have not been pressured to do so. This release of information will expire 6 weeks after my date of delivery.

_____

Full Legal Signature   Date

_____

One Witness   Date

*To those receiving information under this authorization: The information disclosed to you is protected by state and federal law. You may not release it to any agency or person not listed on this form without specific written consent of the person to whom it pertains.

_____This is a true copy of the original document.
Full signature of agency staff person making copies

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Oregon MothersCare Referral to Prenatal Care Provider

Oregon MothersCare
800 NE Oregon St #825
Portland OR 97232
971-673-0252
FAX: 971-673-0240

OMC Site: FAX this form to client's prenatal care provider

To:	From:
Provider Fax #:	Fax #:
Provider Phone #:	OMC Site Phone #:

Thank you for accepting _____ as a new patient

and scheduling an initial appointment for her on _____. If you have any

questions about this client, please contact the person listed above.

Client Information

First Name:	Date of Birth:
Last Name:	Phone #:
Mailing Address:	
City:	Zip:

(√)   Health Insurance Information

	Private Insurance
	Name of insurance company:
	Client insurance ID #:
	OHP, CAWEM, CAWEX
	Name of managed care plan:
	Client ID #:
	Application in process
	Our office has assisted this client to file a completed OHP/CAWEM/CAWEX application on (date) _____. Her application should be processed within 5 business days. Please check MMIS for application status updates.
	No insurance
	This client has no insurance coverage for this pregnancy and agrees to make payment arrangements directly with your office.
	Other

Other Services

This client has received or is also receiving the following services:

	Maternity Case Management / Home Visiting Services:	
	Name of Agency:	Agency Phone #:
	WIC Nutrition Services	
	Other:	

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Oregon MothersCare Outreach Materials Order Form

**Oregon MothersCare
800 NE Oregon St #825
Portland OR 97232
971-673-0252
FAX: 971-673-0240**

Items Are Only For Oregon MothersCare Clients
Please state quantity that you need—no more than 5% over last quarter's total clients.

Material	Quantity Ordered	Quantity Sent
English/Spanish Language Items *(both languages on each piece)*		
"A Prenatal and Newborn Resource Guide for Oregon Families"		
MOD* Becoming a Dad		
English Only Language Items		
Appointment Pads (Carbonless 2-copy)		
"I love you my baby," Appointment Tracker		
Ten Reasons Not to Drink, Smoke or use Drugs During Pregnancy		
"How Big is my Baby Now?"		
Folic Acid information card & Emma's Story		
MOD* Signs of Preterm Labor		
National MCH Oral Health Resource Center – See info packet	www.mchoralhealth.org	
Taking Care of Mom	Please call 1-888-Ask-HRSA	
Your Guide to Breastfeeding	Please call 1-800-994-9662	
Spanish Only Language Items		
Ten Reasons Not to Drink, Smoke or use Drugs During Pregnancy		
"I love you my baby," Appointment Tracker		
"How Big is my Baby Now?"		
Folic Acid information card & Emma's Story		
MOD* Signs of Preterm Labor		
National MCH Oral Health Resource Center – See info packet	www.mchoralhealth.org	
Taking Care of Mom	Please call 1-888-Ask-HRSA	
Your Guide to Breastfeeding	Please call 1-800-994-9662	

MOD* March of Dimes, other items are available through "Noodle Soup" and other sources.

All orders must be faxed in and be legible. All information must be complete.

Agency:	Your Name:
Address:	City: Zip code:
Phone #:	Fax #:
Questions? Call: 971-673-0352	Order Filled (initials of OMC state worker) Date:

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