

Oregon Health Authority and Department of Human Services Roles and Process Overview

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ODHS

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Presentation outline

Oregon Health Authority

- OHA's roles

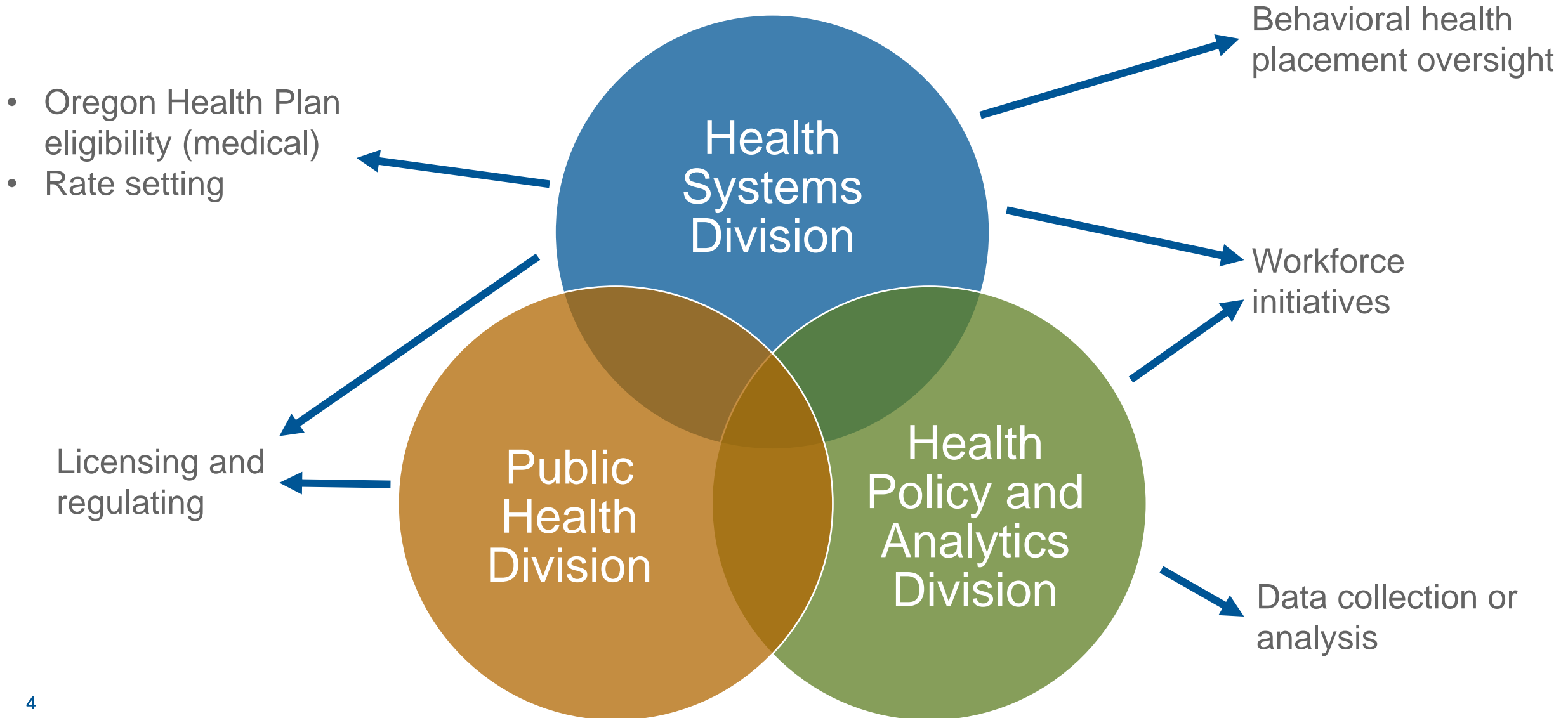
Oregon Department of Human Services

- Patient discharge process
- Patient experience

Oregon Health Authority

Trilby de Jung, Deputy Director, Health Policy and Analytics Division

OHA roles around acute and post-acute care



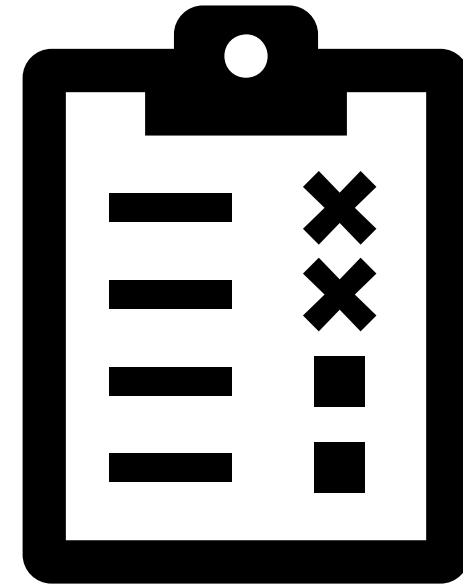
Regulatory roles

- License, certify or register
- Enforce state and federal regulations
- Conduct inspections
- Investigate complaints

Public Health Division	Health Systems Division
Acute and some post-acute settings such as: <ul style="list-style-type: none">• Home health agencies• Hospice agencies• Hospitals• Federally qualified health centers• Renal dialysis facilities• Rural health clinics• Special inpatient care facilities	Residential and outpatient behavioral health facilities and programs such as: <ul style="list-style-type: none">• Adult foster homes• Intensive in-home behavioral health treatment• Residential treatment facility/homes• Sub-acute psychiatric residential treatment services

Overseeing eligibility for certain levels of care

- Contract with Comagine Health to determine service eligibility for home and community-based services accessed for people diagnosed with mental illness
- Eligibility for long-term services and supports managed by ODHS



Comagine.org/service/care-management

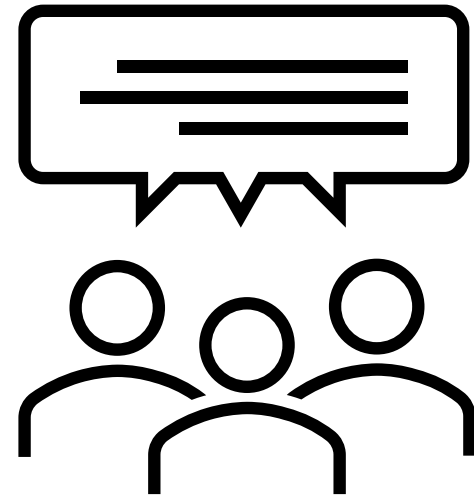
Supporting behavioral health post-acute care placement

- Oversee system, contracts and processes for coordination of care
- Delegate and contract with community mental health programs and coordinated care organizations (CCO) to coordinate local placement, transitions of care and case management
- Provide technical assistance for complex case coordination where necessary



Setting baseline rates for Medicaid services

- Set rates for Oregon Health Plan fee-for-service (FFS) fee schedule
- Contract with CCOs to manage care, including provider payments and prior authorizations
- Review rates as needed for patients with complex behavioral health needs



Other related initiatives and work

- Implement recent Oregon investments in behavioral health workforce
- Analyze limited data on discharge, claims, hospital capacity and workforce
- Conduct one-time surveys and assessments



Oregon.gov/oha/hpa/analytics/pages/index.aspx

OHA staff available for questions



Holly Heiberg, Fee-for-Service Operations Director, Medicaid, Health Systems Division



Dawn Mautner, MD, MS, Medicaid Medical Director, Health Systems Division



Angel Wynia, Operations and Policy Analyst, Medicaid, Health Systems Division

Appendix A: Public Health Division post-acute care provider regulation

Type of facility/entity/individual	State license	Medicare certification
Caregiver registries	X	
End-stage renal disease treatment facilities/outpatient renal dialysis facilities	X	X
Federally qualified health centers		X
Home health agencies	X	X
Hospice agencies	X	X
In-home care agencies	X	
Outpatient physical therapy or speech pathology services		X
Rural health clinics		X
Special inpatient care facilities	X	

Appendix B: Health Systems Division regulation

Certified	Certified	Licensed	Licensed	Registered
Acute care units	Intensive in-home behavioral health treatment	Adult foster homes	Secure children's' inpatient programs	Community-based structured housing
Alcohol and other drug screening specialists	Mental health providers	Children's emergency safety intervention specialist	Secure residential treatment facility	Sobering facilities
Behavioral health outpatient treatment programs	Mobile crisis intervention services/mobile response stabilization services	Integrated psychiatric residential treatment services	Sub-acute psychiatric residential treatment services	
Certified community behavioral health clinic	Psychiatric emergency services	Psychiatric day treatment services	Substance use disorder residential treatment	
Civil commitment examiners and investigators	Regional acute care psychiatric services	Psychiatric residential treatment services	Substance use disorder withdrawal management	
Community mental health programs	Secure transport	Residential problem gambling treatment programs		
Co-occurring providers	Substance use disorder outpatient providers	Residential treatment facility		
Corrections-based alcohol and other drug treatment programs	Transport custody hospitals	Residential treatment home		
Hold rooms		Secure adolescent inpatient programs		

Oregon Department of Human Services

Jane-ellen Weidanz, Deputy Director of Policy
Office of Aging and People with Disabilities



Care continuum process maps

Hospital admission to discharge



Admission Process

Admitting diagnosis documented by physician
Medical treatment ordered by physician
Plan of Care (POC) drafted by nurse
* Demographic info, insurance, consent collected
* Billing code(s) assigned based on diagnosis/procedure



Care Progression

Multidisciplinary rounds held; POC updated
Discharge disposition documented
Clinical setbacks addressed by Physician Advisor
* Patient's record reviewed; billing codes updated
* Utilization and payer reviews completed



Complex Care Coordination

Screening done if socially-isolated, self-neglect behaviors exist
Right of Choice enforced
Guardianship process initiated/monitored
ODHS case managers contacted for new services or placement
Prolonged Length of Stay (LOS) monitored
* Medicaid eligibility



Discharge Process

Discharge order written by physician
Discharge instructions given by nurse
Transportation arranged by case manager
Medications prepared by pharmacy
Management of DELAYS
* Billing finalized and submitted to payer

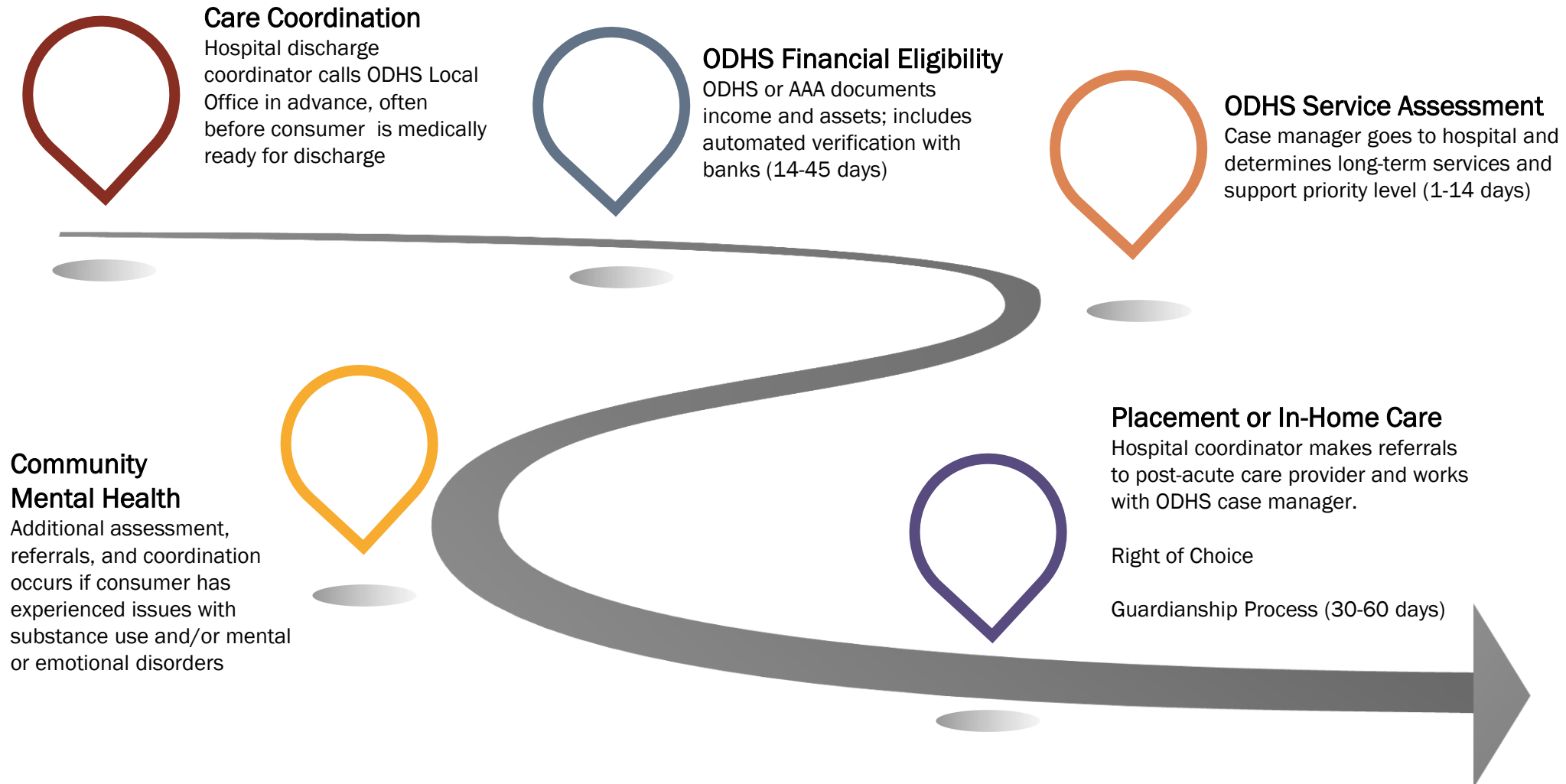


Post Discharge

Follow up with patient
* Request reimbursement
* Denial appeal process

* Financial services

Complex care coordination — long-term services and supports





Consumer scenarios

Scenario: Starla



Substance Use

Support System Limitation

No Long-term Discharge Plan

Complex Medical Needs

Behavior Challenges

Issue with Funding Source

Bed Availability

LTSS Service Delay

Scenario: Starla



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Scenario: Jeremy



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Substance Use

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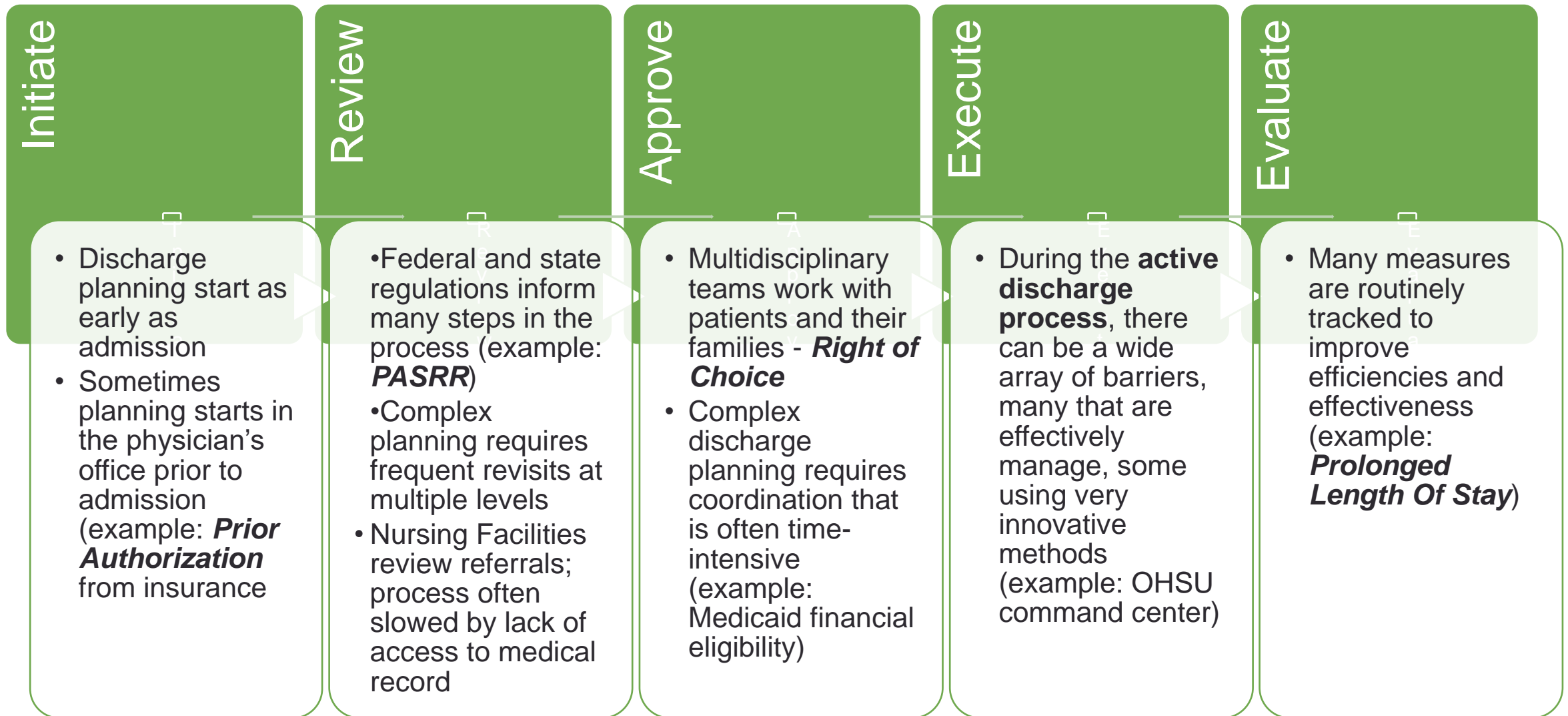
Behavior Challenges

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Discharge planning process



Questions?

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