

OHCA & Hewlett Packard

Our partnership and roles in the Consolidated
Claims Processing

June 11, 2010



Oklahoma HealthCare Authority (OHCA)

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Oklahoma HealthCare Authority

Who we are:

- ▶ Oklahoma Health Care Authority– Governing body for the Oklahoma Title XIX(Medicaid/SoonerCare) Program
- ▶ The agency is charged with controlling costs of state-purchased health care balancing this fiscal responsibility with 2 important goals:
 - Assuring that state purchased health care meets acceptable standards of care;
 - Ensuring that citizens of Oklahoma who rely on state purchased health care are served in a progressive and positive system



Oklahoma HealthCare Authority

What we do:

- ▶ OHCA serves 692,800 clients per month and that number grows regularly.
- ▶ We contract with over 29,000 medical, dental, pharmacy, DME and behavioral health providers to serve these clients.
- ▶ We process and pay over a million claims per month for these clients and providers.



WHY OHCA & HP?

- ▶ Oklahoma Health Care Authority uses a Medicaid Management Information System (MMIS) that contains all the necessary databases, functionality and logic to process and pay claims.
- ▶ Oklahoma contracts with a fiscal agent to provide the MMIS and the support for that MMIS because it is the most cost effective solution for our state.
- ▶ In 2000 OHCA awarded the MMIS contract to EDS, now HP, because they could provide the most innovative, highest quality and cost effective MMIS in the country. OHCA is proud of the work we have accomplished with the help of HP.



OHCA, HP and the Consolidated Claims Process

- ▶ OHCA and HP began meeting with MHSAS over 5 years ago to plan the system changes and services we would need to accommodate their claims processing, financial and reporting systems.
- ▶ Using the requirements and specifications from those meetings, HP designed, developed and tested the changes needed to incorporate the MHSAS claims processing function into the MMIS.



Hewlett Packard (HP Enterprise Services)

Marvin Dale
Provider Relations Manager

June 11, 2010



Hewlett Packard (HP Enterprise Services)

Who we are:

- ▶ Hewlett Packard (HP) is the fiscal agent for the Oklahoma Health Care Authority and the SoonerCare Program
- ▶ Electronic Data Systems won the contract in 2000 and was purchased by Hewlett Packard in 2008 with the name change in 2010 to HP Enterprise Services
 - This merger combined the Hardware strength of HP with the Services presence offered by EDS



Hewlett Packard

Our role in Consolidated Claims Processing

- ▶ HP Departments (all local) – 240+ employees
 - Claims
 - Inbound/Outbound Mailroom
 - Data Entry
 - Computer and Print Operations
 - Systems
 - System Maintenance
 - System Modifications
 - LAN Support/Data Center



Hewlett Packard

Our role in Consolidated Claims Processing

- ▶ HP Departments – continued
 - Provider Relations
 - Call Center
 - Field Staff (Recruiters and Consultants)
 - Electronic Data Interchange (EDI)
 - Internet Helpdesk



Hewlett Packard

Our role in Consolidated Claims Processing

- ▶ OHCA and HP have made continual improvements and enhancements to the base system:
 - Enhancements implemented
 - Newborn Registry in 2007
 - Electronic Provider Enrollment
 - Electronic LTC-300



Hewlett Packard

Our role in Consolidated Claims Processing

- ▶ With OHCA's thought leadership and progressive concepts:
 - Future enhancements
 - My SoonerCare (Online Enrollment-Members)
 - Behavioral Health Collaborative
 - Consolidated Claims Processing



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