

FACT SHEET

Arizona Health Care Cost Containment System Office of Medical Management

Services:

The Office of Medical Management (OMM) performs the following primary services to monitor quality of care:

1. Participates in the annual Operational and Financial Reviews of AHCCCS health plans;
2. Monitors the investigation and resolution of quality-of-care complaints that AHCCCS receives;
3. Develops and tracks performance indicators;
4. Tracks utilization of services;
5. Pre-authorizes high-cost services, such as transplants and treatment for severe head injuries;
6. Oversees contracted pharmaceutical services; and
7. Establishes AHCCCS clinical policies.

Facilities and Equipment:

OMM performs its duties at the state-owned building located at 701 East Jefferson Street, in Phoenix.

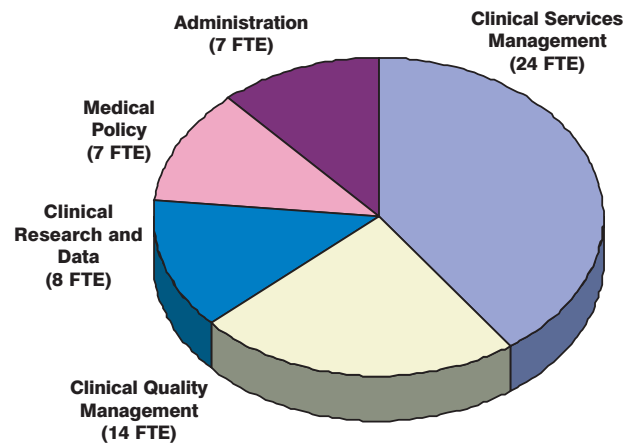
OMM owns standard equipment, such as computers, printers, copy machines, and fax machines. It also has one vehicle assigned to it.

Mission:

To establish and implement all clinical policies and services to ensure comprehensive quality healthcare is delivered to eligible Arizonans in a cost-effective manner.

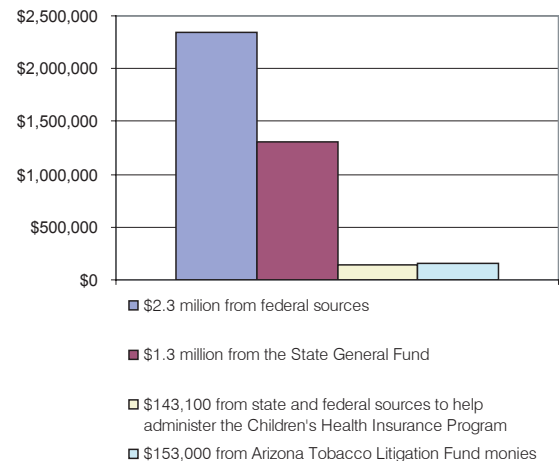
OMM staffing:

60 FTE (fiscal year 2002)



OMM funding sources:

\$3.9 million (fiscal year 2002)



Office goals:

AHCCCS has established the following seven goals for the Office. AHCCCS established the first two goals to report healthcare information annually to the Legislature, while the remaining goals are internal to the Office.

1. To improve the health status for children.
2. To improve the health status of AHCCCS-enrolled women and senior citizens.
3. To continue refinement of OMM internal processes.
4. To improve internal visibility and coordination within AHCCCS.
5. To improve our partnership with contracted health plans by becoming a resource of expertise and innovation in the clinical aspects of managed healthcare.
6. To increase the frequency and improve the effectiveness of OMM interaction with the medical community.
7. To strengthen our quality management initiatives.

Adequacy of performance measures:

OMM has established 17 clinical performance indicators or performance measures that track the quality of care provided to its members. As indicated in Finding 4 (see pages 29 through 34), AHCCCS collects and tracks data for these indicators, which include measures that track the percentage of children with access to a primary care provider, the percentage of 2-year-old children who have received immunizations, the percentage of well-child visits, women receiving cervical and breast cancer screening, and the percentage of nursing home residents who receive flu and pneumococcal immunizations.

However, AHCCCS has not established performance measures for OMM's internal goals and should consider doing so. Specifically, AHCCCS should consider establishing output, efficiency, quality, and outcome measures. In fact, OMM collects, tracks, and analyzes the data needed to support and report many of these suggested performance measures. For example:

- AHCCCS could adopt output measures that would report the number of medical policies revised or implemented, or the number of health plan requests for assistance fulfilled.
- AHCCCS could adopt quality measures that would emphasize OMM's reliability or responsiveness to the customer or stakeholder, such as health plan satisfaction with medical policies and OMM assistance in interpreting medical policies.
- AHCCCS could also adopt efficiency measures that would reflect the cost or timeliness of services provided by OMM. These measures might track how timely OMM responds to health plan or internal requests for assistance, or whether complaints OMM receives are resolved in a timely manner.