



OPCA
Oregon Primary
Care Association

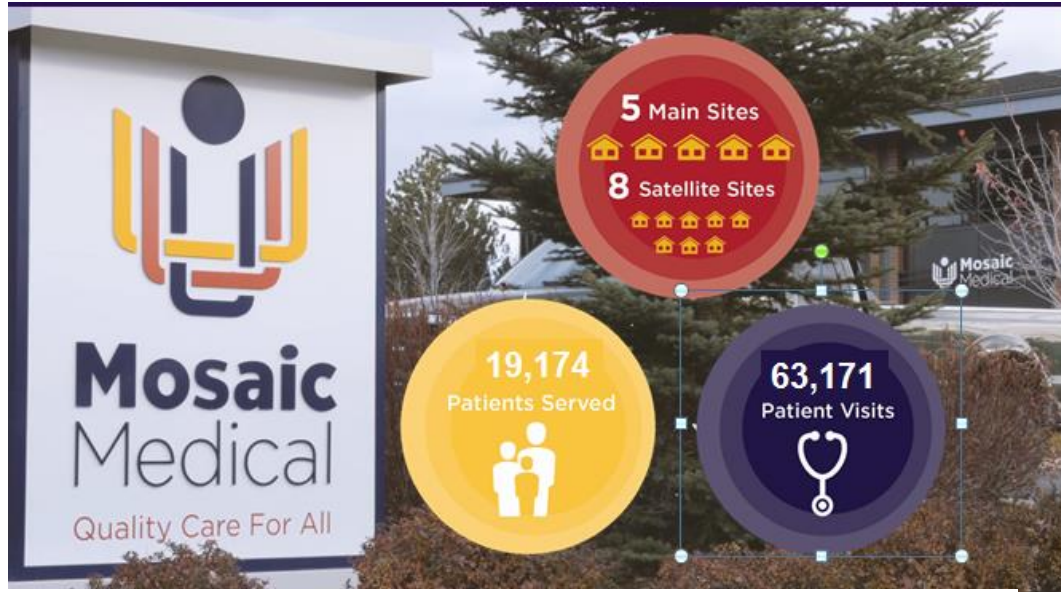
Mosaic Medical

- Malissa Previsch and
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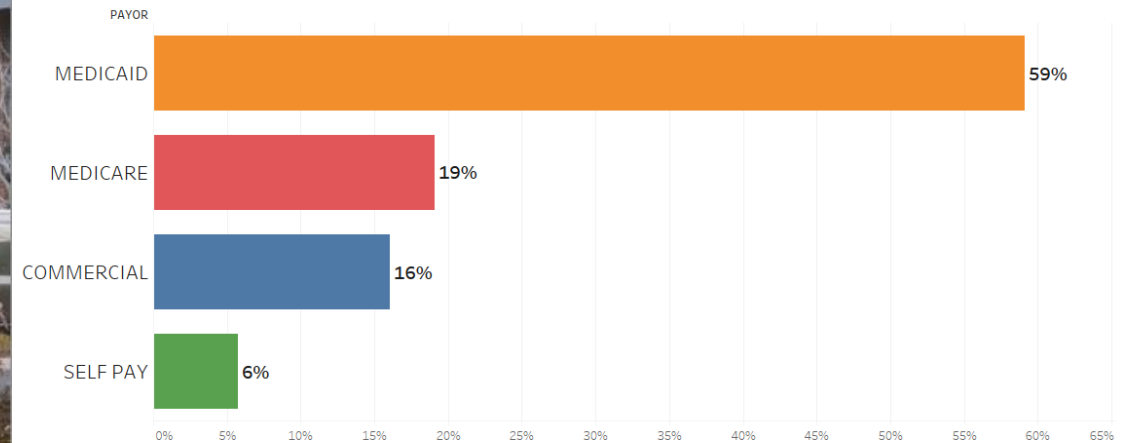
Mosaic Medical

- Founded in 2002, we believe that the quality of your healthcare should never depend on how much money you make, what language you speak, or what your insurance status is.
- Serve 3 counties with 5 primary clinics and 8 satellite/SBHC
- Coordinated system that includes medical care, oral health, behavioral health services, innovative pain management, nutrition services, and pharmacy.

Who do you serve?



Payor Mix of Visits
(Last 12 Months)



Patient Demographics: Ethnicity by Clinic
(showing main Mosaic clinics only)

	ETHNIC_GROUP		
	Non-Hispanic	Hispanic	Patient Refused
MOSAIC MEDICAL COMPLEX CARE	92.7%	7.2%	0.2%
MOSAIC MEDICAL BEND	80.4%	19.3%	0.2%
MOSAIC MEDICAL MADRAS	55.1%	44.8%	0.1%
MOSAIC MEDICAL PRINEVILLE	89.8%	10.1%	0.1%
MOSAIC MEDICAL REDMOND PC	84.5%	15.4%	0.1%
Overall Average (includes satellite clinics)	80.9%	19.0%	0.2%

Patient Demographics: Race by Clinic
(showing main Mosaic clinics only)

	RACE (group)					Patient Refused
	White	American Indian	Asian	Black	Other	
MOSAIC MEDICAL COMPLEX CARE	96.7%	1.2%	1.1%	0.6%	0.3%	0.1%
MOSAIC MEDICAL BEND	95.9%	1.2%	1.4%	1.0%	0.3%	0.2%
MOSAIC MEDICAL MADRAS	95.6%	2.9%	0.3%	0.8%	0.4%	0.0%
MOSAIC MEDICAL PRINEVILLE	98.7%	0.6%	0.3%	0.2%	0.1%	0.0%
MOSAIC MEDICAL REDMOND PC	97.6%	0.8%	0.6%	0.7%	0.3%	0.1%
Overall Average (includes satellite clinics)	96.7%	1.2%	0.9%	0.8%	0.3%	0.1%

Tell us about your O&E Program

- What are some key O&E services do you provide and how?
 - » Inreach and Outreach
 - Inreach to active patients 30 days prior to term date.
 - Phone outreach to patients to offer assistance and/or flagging the patient in the chart so that we can offer at the next point of contact.
 - Includes warm hand-off at check-in to ensure assistance is identified and given when the patient is with us.
 - Outreach has been in collaboration with community partners
 - Residential communities
 - FAN advocates at local schools
 - Community Health Fair

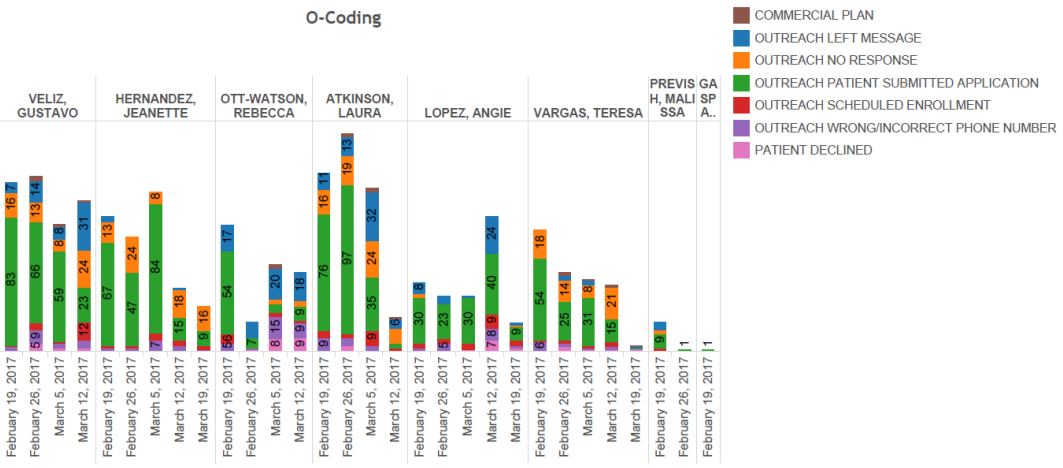
Who makes it all happen?

- We have 7 Enrollment Specialists that primary responsibility is O&E
 - » Local Partnership with our CCO
- Our team provides:
 - » appointment based application assistance
 - » Community outreach
 - » Mosaic patient outreach
 - » Mobile van

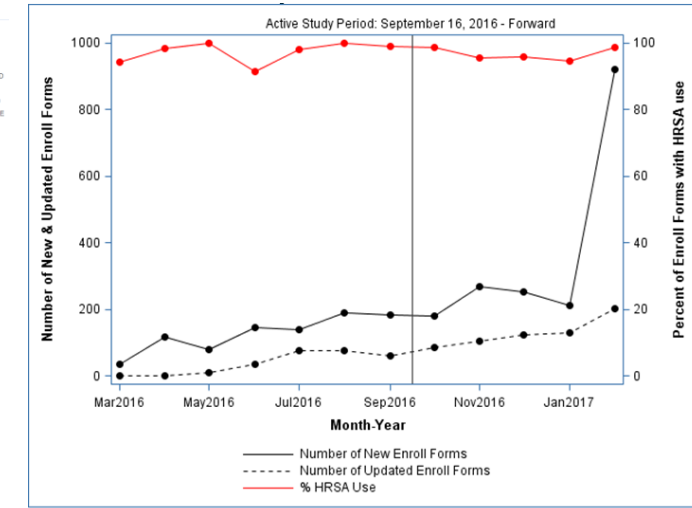
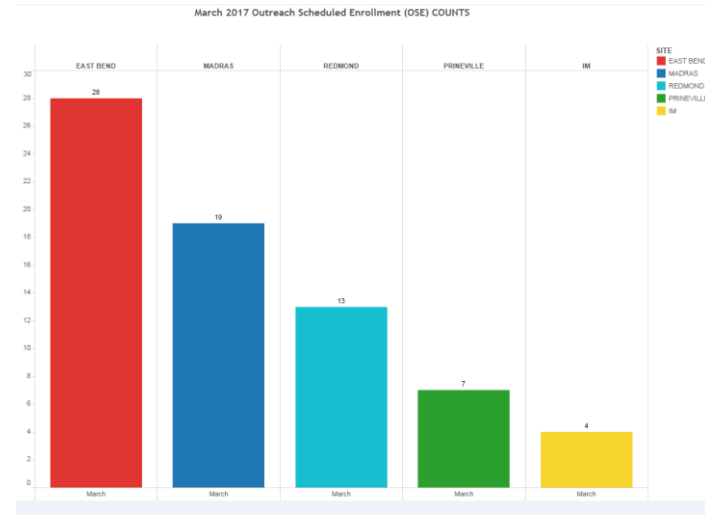
What key strategies have made the program/services...

- Successful?
- Inreach efforts to active patients
- Role clarity and definition
- CATCH-UP form (OCHIN)
- Challenging?
- Decline in Medicaid membership
- OHA Processing Delays
- Renewals

O-Coding



March 2017 Outreach Scheduled Enrollment (OSE) COUNTS



What's coming down the road?

1. Mobilizing our team
2. Medicare Assistance

Thank you.