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Well Visit Tip Sheet for Babies and Toddlers

The following highlights areas of opportunity and offers potential solutions to support improved patient outcomes and more efficient practice operations around W15* and W30** well-child visits for all ages.

Providers not using sick visits to complete well child exams when appropriate

Potential Solutions:

- Your office can submit claims for both a sick visit and a preventive well-child visit when services are provided on the same day, provided that the Modifier 25 is added to the claim if appropriate.
  - Refer to the Well Child Visit Toolkit for coding reminders and clarifications.
  - **Please note that providers must have proper medical record documentation to support the CPT codes and the E/M codes billed.**
- Develop a pre-visit prep process to review the daily schedule and identify members with a scheduled visit who are also due for a well-child visit.
- Utilize care gap alerts or health maintenance reminders in the EMR to flag when the next well visit or screenings, like developmental or lead screenings, are due.

Opportunities to improve scheduling workflows

Potential Solutions:

- Update scheduling protocols in the practice management system and/or EMR to allow staff to schedule multiple visits, rather than just the next visit.
- Schedule the next well visit in person when members/caregivers are checking out from a well visit.
  - **Remember:** there must be at least two weeks between each well-child visit in order to count for the HEDIS measure.
- Schedule members 2-4 weeks before their due dates so there is an opportunity to reschedule in the event of no-shows or cancellations.
- Make plans to do outreach campaigns when we distribute updated worklists. Refer to our Provider Reporting Calendar for a schedule of regular quality-related reports.
- Utilize our “mini” worklists for specific measures and prioritize scheduling members with upcoming due dates as soon as possible.
- For members in the W15 denominator, the well visit completion rate often decreases at the 2-month visit. If possible, set up a patient reminder system and/or outreach campaign for members who are 2 months old. Use our worklists to identify members who are due.

Remember, your patients are eligible for a well-child visit once every year, even if 365 days have not yet passed since their last well-child visit in the prior calendar year. Providers will be reimbursed as long as it is a new calendar year.

Well-Child Visit	Next Well Visit	Reimbursable under Guidelines
January 1, 2023	December 30, 2023	No
February 1, 2023	January 15, 2024	Yes

ⓘ **Schedules are full!**

✓ **Potential Solutions:**

- Host a well child visit block scheduling event with us. Provider groups block their schedule exclusively for our members, and we will assist with outreach and scheduling.
  - Contact Alyssa Mullen (amullen@jeffersonhealthplans.com) if you are interested in learning more.
- Review schedules to explore adding extended weekday or weekend hours.
  - Learn more about how to operationalize this by watching our recorded webinar led by CHOP, "Improving Engagement Through Well Visits", linked here: https://www.healthpartnersplans.com/providers/training-and-education/webinars.

ⓘ **Member engagement is a challenge**

✓ **Potential Solution:**

- Explore opportunities to communicate with members in different ways, including text messages, online scheduling, automated phone calls with the option to schedule with a live agent or get a call back at a more convenient time.

*__W15__ = Well-Child Visits in the First 15 Months of Life: 6 or More Visits. All children who turn 15 months old during the measure year are included in the denominator. Visit must occur before the child turns 15 months.

**__W30__ = Well-Child Visits for Ages 15-30 Months. Children who turn 30 months during the measurement period must have 2 or more well visits before they turn 30 months old.