

Diabetes Days: Provider and Payor Collaboration

Wednesday, November 5, 2025

Welcome!



There is **no sound** until the webinar begins.



Webinar **will be recorded**. Participation in the webinar is agreement to recording.



All participants phones have been **muted** except for the presenter.



Any unanswered questions today, will be addresses **following the presentation**.

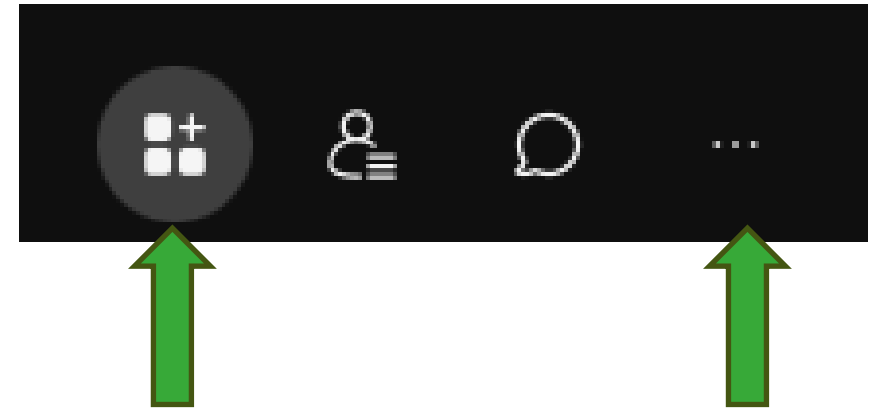


Please use the chat for any technical issues.

slido

Polling and Q&A in Webex

Slido Q&A can be accessed through either the **Apps** or the **Ellipsis** icons located at the bottom right corner of your screen.



Agenda

In this presentation we will cover:

- 1 Who we are
- 2 Diabetic Patient Data Review
- 3 Diabetes Day Planning and Execution
- 4 Wrap Up, Q&A

Who We Are

Jefferson Health Plans/Health Partners Plans is a not-for-profit Pennsylvania-licensed Managed Care Organization (MCO) providing comprehensive healthcare coverage in Pennsylvania and New Jersey.

Our focus is on improving health outcomes through a wide range of initiatives that support member compliance and help to eliminate barriers to care.

Thank you for being part of our provider network and helping us to **improve the health outcomes of our members.**

A photograph of the Philadelphia skyline, including the Comcast Center and Independence Hall, viewed from across the Schuylkill River. The image is partially obscured by large, overlapping, semi-transparent circles in shades of blue and grey.

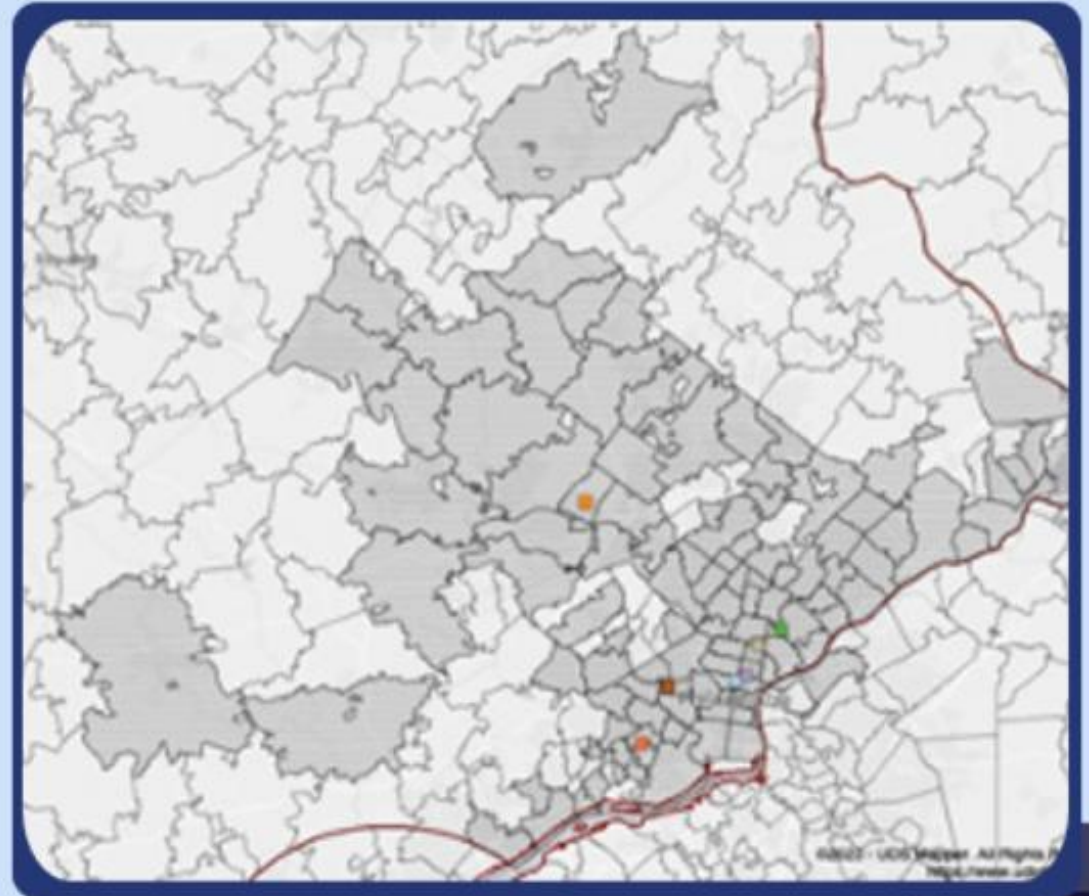
Delaware Valley Community Health, Inc.®

A Primary Care Safety Net for Southeastern Pennsylvania



TRENDS OF THE SERVICE AND GROWTH

- Annually DVCH sees more than 49,000 unique patients
 - Resulting in nearly 150,000 visits
- DVCH is the Second Largest FQHC providing care in the Philadelphia Region
- DVCH is the Fifth Largest FQHC in the State of Pennsylvania
- Service Area/Patient Population is determined by application to Human Resources and Services Administration Based on index of need

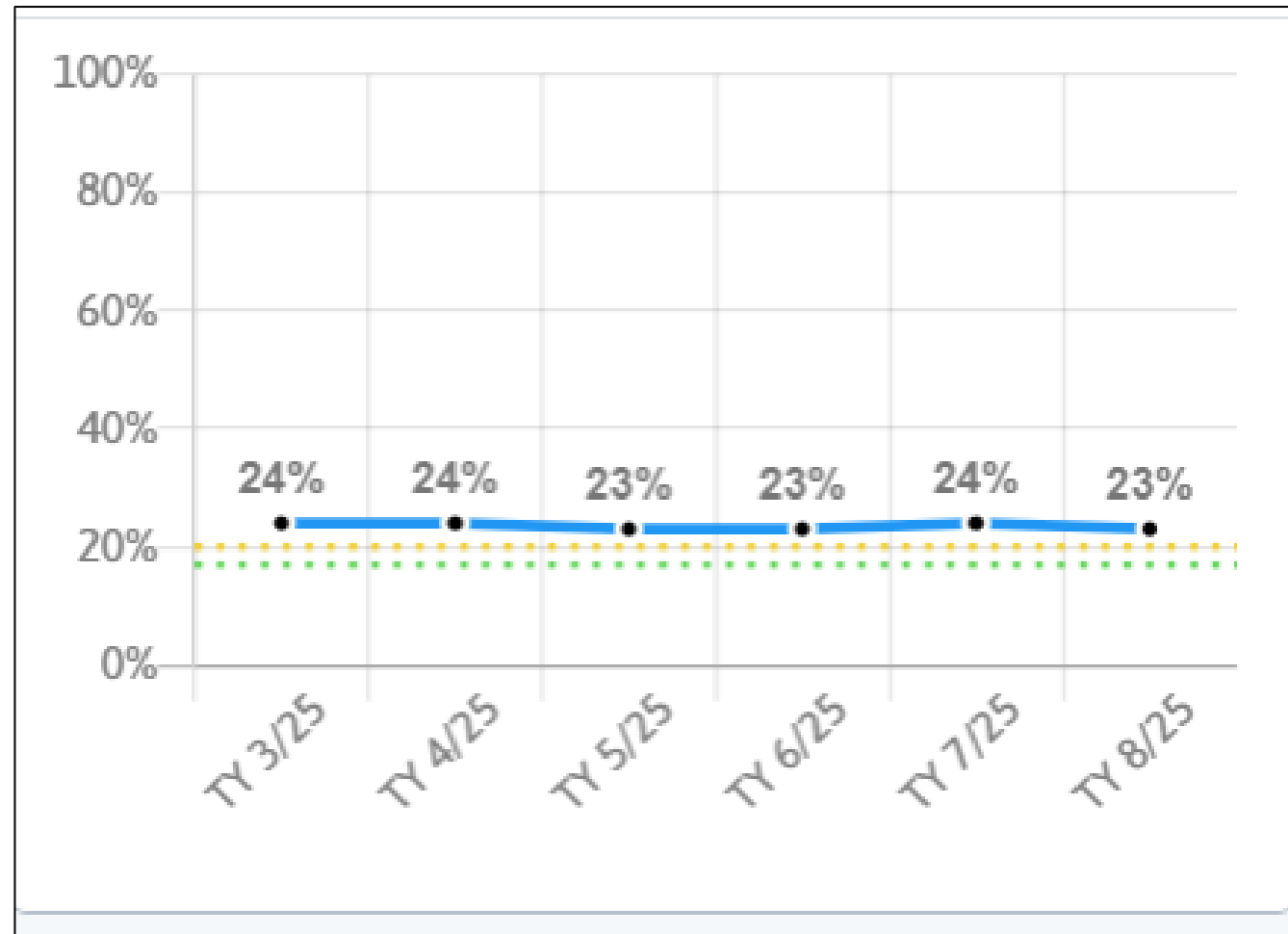


*1 in 5 Patients Seeking Care from a FQHC in the Service Area
come to a DVCH Site*

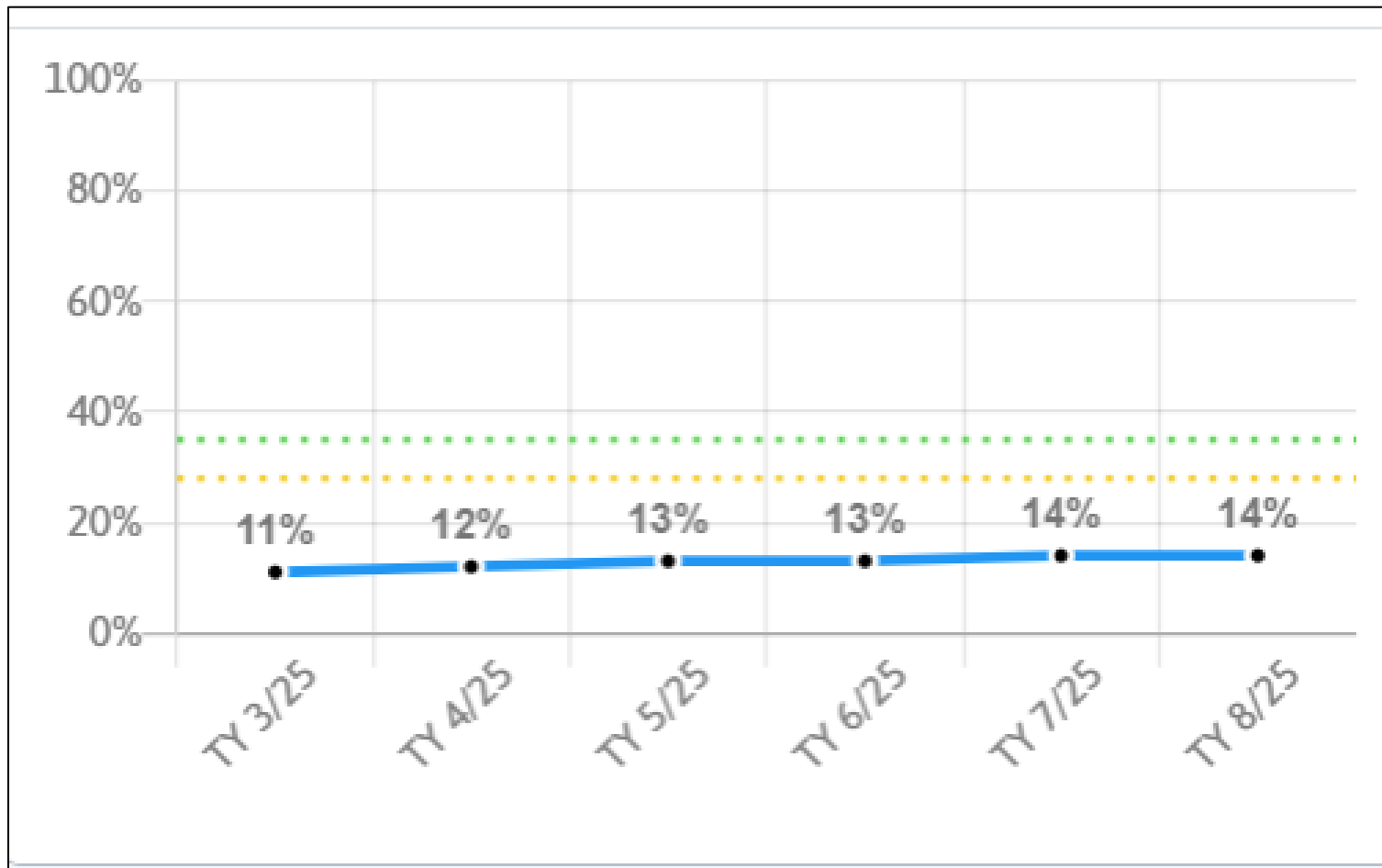


Diabetic Patient Data Review- DVCH

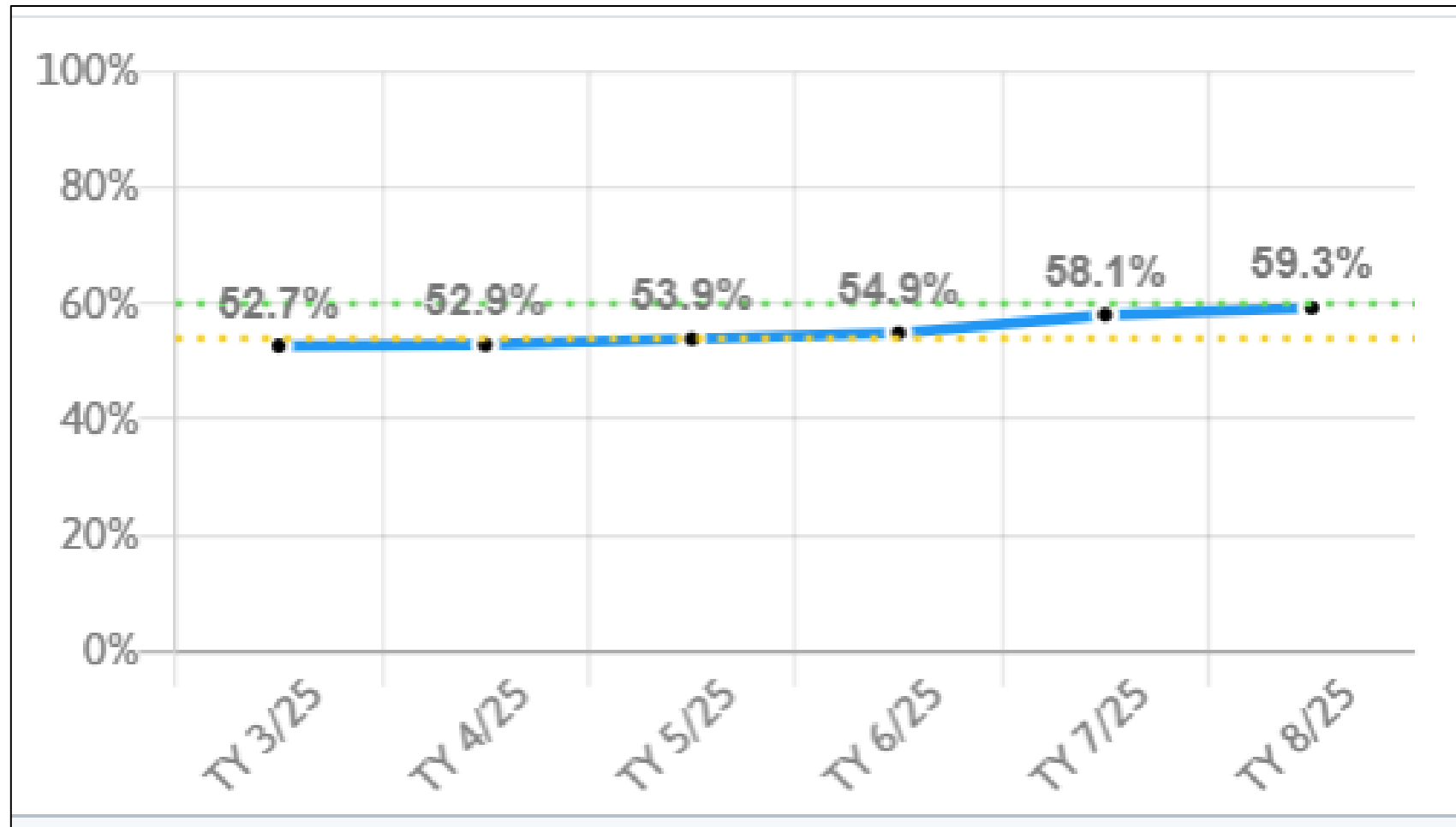
Percent of Diabetic Patients with last A1c>9



Percent of Diabetic Patients with Eye Exam Completed



Percent of Diabetic Patients with CKD Screening Completed



Diabetes Day Planning and Execution- Jefferson Health Plans Quality Improvement Team

Diabetes Day Planning with DVCH

- In collaboration with DVCH, our internal teams conducted three screening events for Medical Assistance (Medicaid) and Medicare Advantage members paneled at the Maria De Los Santos location with the aim of closing care gaps for several important measures: A1c, Kidney, Eye, and Blood Pressure.
- Jefferson Health Plans outreached to members with open care gaps before each event with a reminder call. Overall, we saw a show rate of more than 50% for the three screening events.
- At these events, members shared feedback they were appreciative they were able to schedule these screenings at their PCP office, and the convenience of being able to schedule a follow up appointment on site.
- With support from our vendor Healthy Measures, we were able to help members close multiple care gaps at one time rather than scheduling additional appointments at different locations.
- Jefferson Health Plans and DVCH will continue to partner for similar events in 2025.

Diabetes Days Results

March 5, 2025

	Scheduled	Completed
A1c	7	2
Kidney	12	6
Eye	9	2
BP	16	10
Total Screenings	29	15

April 9, 2025

	Scheduled	Completed
A1c	6	4
Kidney	13	8
Eye	8	7
BP	18	14
Total Screenings	29	19

September 24, 2025

	Scheduled	Completed
A1c	16	11
Kidney	22	16
Eye	18	17
BP	12	7
Total Screenings	29	22

All measures are part of the QCP program so providers can increase their earning potential for quality incentives. Several measures, like A1c and CBP, are high priority measures for CMS and DHS.

Lessons Learned and Partnering for Diabetes Initiatives

- We saw great success in these events with DVCH. They were well attended, and our members got the screenings they needed. The only barrier we saw were members cancelling their appointments or not attending even after they confirming.
- We welcome collaboration with other provider groups for initiatives like this. We recommend the following best practices:
 - The measure denominators should be large, so outreach efforts are successful (500+ members in each individual denominator).
 - Since we know there is a high no-show rate, we recommend double booking.
 - The health plan needs DHS approval for these events, so schedule events at least 8 weeks in advance.
 - Events are not limited to the adult population; we can also do block scheduling events for lead screening, well child visits, etc.
- If your office is interested in partnering for diabetes initiatives like this one, please reach out to your network market manager or quality contact.

Wrap-Up

Regulatory Reminders

- As a contracted provider, there are several requirements that must be completed annually. If you have not already done so, please complete these items by the end of the year.

D-SNP Model of Care Training

This training ensures providers understand the specialized care and services offered to dual-eligible beneficiaries.

2025 Access and Availability Survey

Survey to determine if Medicaid/CHIP providers are meeting the access, appointment, and telephone availability standards
aasurvey@jeffersonhealthplans.com

ADA Compliance Attestation

Per federal and state regulations, all participating Medicaid/CHIP providers are required to attest that their practice locations meet the requirements set forth by the Americans with Disabilities Act (ADA).

*Additionally, please visit our [Webinars](#) page for other upcoming trainings.

Questions

Please use the Slido Q&A panel for any questions.

For additional questions, please email: providereducation@jeffersonhealthplans.com

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Please take a moment to complete the post-webinar survey. Your feedback is greatly appreciated.

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