

# Best Practices for Your Youngest Patients



During a busy day caring for patients or your office needs, it's not always easy to find time to contact families and remind them to schedule their newborn checkups or other screenings. Scheduling these visits can not only help improve health outcomes for your patients, but they can also positively impact Quality Care Plus (QCP) measure rates for participating providers.

## Consider the following best practices:

- **Newborn checkups:** The HEDIS measure “Well-Child Visits in the First 15 months of Life (W15)” measures the percentage of members who turned 15 months old during the measurement year and who had six or more well-child visits with a PCP during their first 15 months of life. In order to be compliant and receive your QCP incentive, all six well-child visits must occur before the patient’s 15-month birthday. Follow these tips to help improve your measure rate:
  - **Schedule** all remaining visits at the end of the first visit, or one to two months in advance depending on your scheduling. **Any visits completed after your patient turns 15 months will not count for compliance.**
  - **Educate staff to reach out to members** who are not on track to complete all six visits before 15 months. Stratify your population by looking at the 15-month expiration date to prioritize appointments. For example, if a patient has one visit left before their 15-month birthday, try to prioritize this appointment first.
  - Make sure your **documentation** includes all required criteria for a well-child exam, including health history, physical and mental developmental history, physical exam, and health education/anticipatory guidance.
  - Take advantage of **sick visits** by completing all services of a well-child visit. Well-child preventive services count toward the measures, regardless of the primary intent of the visit.
  - Make the most of your **electronic medical records** system patient reminder tools, such as letters, text messages, and reports. Children and teens enrolled in Health Partners (Medicaid) and KidzPartners (CHIP) are eligible for well-care visits on the same schedule recommended by the American Academy of Pediatrics (AAP).
  - **Well-child visits have similar coding**, depending on the patient’s age. Reference your QCP manual for the correct codes, talk to your Network Account Manager (NAM), or reference the chart below.

The following are a few of the approved codes. For a complete list, please refer to the NCQA website at [www.ncqa.org](http://www.ncqa.org) or your 2019 QCP Manual available on NaviNet under Resources.

CPT	99381- 99385, 99391- 99395, 99461	Well Visit
HCPCS	G0438, G0439	Annual wellness visit
ICD-10	Z00.110	Health examination for newborn under 8 days old
ICD-10	Z00.111	Health examination for newborn 8-28 days old
ICD-10	Z00.121	Encounter for routine child health check with abnormal findings
ICD-10	Z00.129	Encounter for routine child health check without abnormal findings
ICD-10	Z00.8	Encounter for other general examination

The ages for Well-Child visits as recommended by the AAP's Bright Futures Periodicity Schedule are:

- **Newborn**
- **2 months**
- **9 months**
- **15 months**
- **1 month**
- **6 months**
- **12 months**

*Note: This schedule is not exact, but a recommendation from the AAP. Visits can occur in different months or timeframes, as long as **six visits are completed before the child's 15-month birthday and each visit is at least 14 days apart.***

- **Lead screenings:** Use well-visits and newborn checkups to remind parents about lead screenings and possible risk factors for lead exposure.
  - **Document** the date the test was performed and the result or finding.
  - **Add questions** about lead exposure, such as possible sources of contamination or the age of the patient's home, as part of your pre-visit process. However, keep in mind that a questionnaire or assessment alone does not count for compliance. The code for compliance is CPT code 83655.
  - QCP providers are eligible to **receive an incentive** for completing lead screenings for both Medicaid and CHIP patients before age 2. Reference your 2019 QCP Manual to learn more.

For more information, contact your NAM or visit [hpplans.com/providers](http://hpplans.com/providers).