



KIDS
HEALTH
FIRST

PEDIATRIC ALLIANCE



KHF PA Meeting

IPA-GA network August 15, 2024- Virtual



Agenda Items:

- Strategic Initiatives Updates (Donna)
- Practice Business Support Updates (Barbara)
- Provider Relations Updates (Patsy)
- Quality Updates (Laura)
- Q&A

Strategic Initiatives Updates

PA Meetings

- The remaining 2024 meetings are as follows:
- September 19, 2024- Virtual OSHA Training
- * This is a train the trainer session and a certificate will be issued to the meeting participant
- **October 17, 2024- In person**. We have planned a fabulous speaker to re-energize our focus on employee engagement. The location is the ROAM Cumberland.
- November 21, 2024- Virtual Coding Update
- No December Meeting

RSV Toolkit

- Will be updated and ready by late August early September for the 2024-2025 season
- Please send Donna any specific question you may need included in the toolkit or KHF addendum



Kids Health First Furniture Giveaway

- Email request to Cathy Swaney at cswaney@khfirst.com
- First come, first served
- Items are no charge, recipient must arrange and pay for pick up
- Location: Life Storage, 2480 Briarcliff Road NE, Atlanta
- **Reception desk and file cabinet must be picked up by Thursday, 9/5, weekdays only**
- All other items must be picked up between 9/9 and 9/26, weekdays only
- There will be 3 4-drawer metal file cabinets available after 9/26 (no pictures)

Reception Desk (2 piece) and Two-Drawer File Cabinet (Lateral)

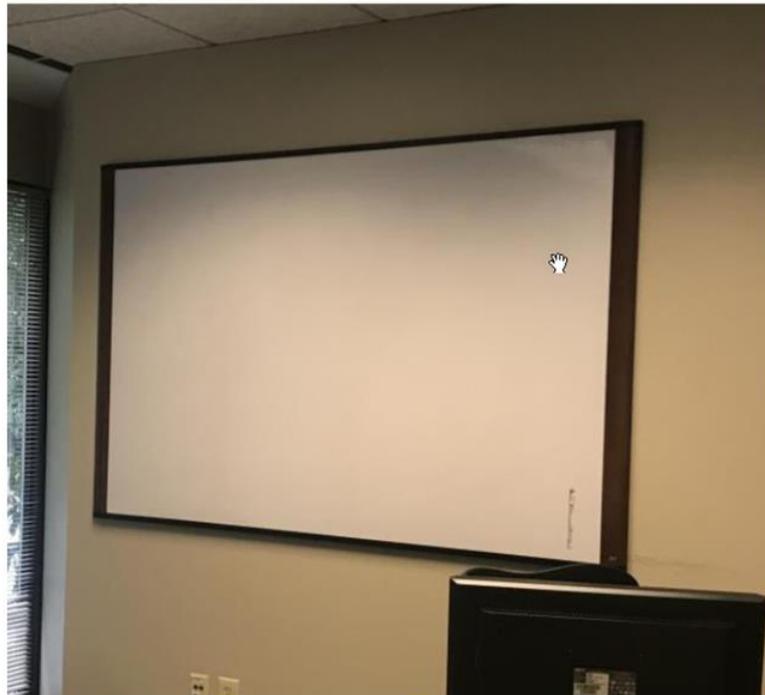


White Boards

Small (2)



Large (1)



Break Room Items

Only items available:

- **Toaster**
- **Keurig coffee maker**



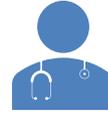
Introduction – DRAFT Contact Management application on the intranet- coming soon



Kids Health First is excited to announce a new portal on our member site. Our goal is to get the right information, to the right person, at the right time.



Currently, we use a broad stroke method to send communications using tools such as the weekly *RoundUp*, the monthly *Billing and Coding Newsletter*, or email messaging. These communications range from industry news, alerts, reminders, general information, or crisis communications.

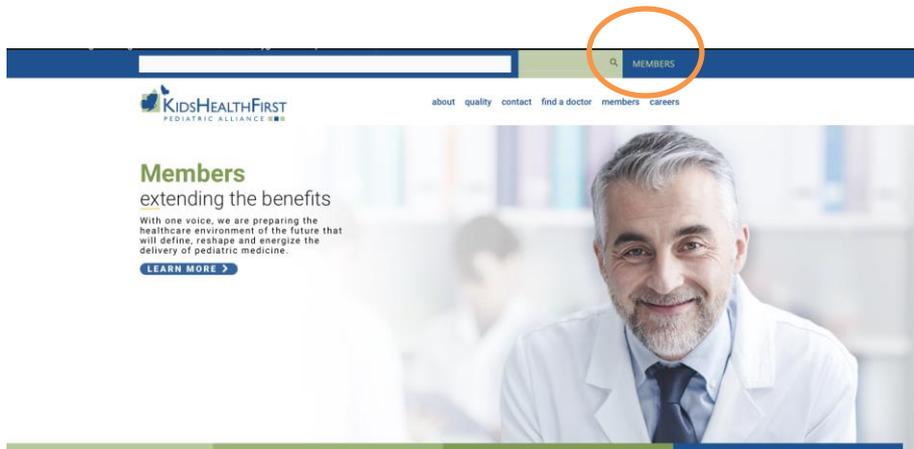


With this new portal, we will be able to communicate more directly and efficiently with **lead physicians, practice administrators, quality champions, and other individuals in each practice**. This includes staff who need specific information on topics such as billing/coding, quality measures, risk, malpractice, human resources, etc.



The following information will walk you through the process of selecting and registering individuals within your practice who need specific information based on their responsibility and targeted communication topics.

Step 2: Log into www.khfirst.com (DRAFT)



← Click on **Members** and you will come to a new screen where you will sign-in with your username and password. ↓

If you do not have a username and password, **contact xxx**. She will assist you in setting this up, which gives you access to the member section (intranet) or www.khfirst.com.

Please keep this username and password handy as you will need it to sign in every time.

A screenshot of the login page for Kids Health First Pediatric Alliance Members Only. The page has a dark blue background. At the top, the Kids Health First Pediatric Alliance logo is displayed. Below the logo, the text reads 'Registered Kids Health First Pediatric Alliance Members Only'. A white box contains the message 'Access is restricted. Login to get access.' Below this, there is a login form with two input fields: 'Username or Email Address' and 'Password'. The 'Password' field has an eye icon to toggle visibility. There is a 'Remember Me' checkbox and a 'Log In' button. At the bottom of the page, there is a link for 'Lost your password?' and a link to 'Go to Kids Health First'.

Step 4:

You should see the following for your practice:

- Key roles
- Names
- Communication topics

ABC Large Practice

[Add Practice Contact](#)

Key Role	Practice Contact
Lead Physician	Lead Doc LargeP-leaddoclarge@khfirst.com
Quality Champion	QualityDoc.LargeP-qualitydoc@khfirst.com
Practice Administrator	Donna Large-dscowden.large@khfirst.com

Communication Topic	Practice Contact	LP	QC	PA	
RoundUp Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
Billing and Coding Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
Quality Steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
Vaccines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
Malpractice/Risk Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
Human Resources		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+

[Update](#)

Note: A grey box labeled "Email content" is overlaid on the RoundUp Newsletter row.



Under Key Roles, you will see the **lead physician, quality champion** and the **practice administrator** listed.



Please confirm these names and physicians are correct for your practice.



Once your information has been uploaded into the database, the practice administrator or the lead physician will be able to change this information, as needed.



* The graph above is for demonstration purposes only and does not represent your practice.

Step 5:

On the bottom half of this screen you will see:

- a.) Different communication vehicles such as newsletters for **Roundup, Billing and Coding, Quality Steps,** and topics for
- b.) **Vaccines, malpractice, risk, human resources**

ABC Large Practice

[Add Practice Contact](#)

Key Role	Practice Contact
Lead Physician	Lead Doc LargeP-leaddoclarge@khfirst.com
Quality Champion	QualityDoc LargeP-qualitydoc@khfirst.com
Practice Administrator	Donna Large-dscowden.large@khfirst.com

Communication Topic	Practice Contact	LP	QC	PA	
RoundUp Newsletter	<input type="text" value="Select Contact"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Billing and Coding Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Quality Steps		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vaccines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malpractice/Risk Management		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Human Resources		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Update](#)

Communication Topics (con't)

This is the section where you will indicate which of the three key roles will receive the different communications.

This is indicated by a check mark on the squares on the right side of the screen.

This is where you will add additional individuals to receive these communications.

ABC Large Practice

[Add Practice Contact](#)

Key Role	Practice Contact
Lead Physician	Lead Doc LargeP-leaddoclarge@khfirst.com
Quality Champion	QualityDoc LargeP-qualitydoc@khfirst.com
Practice Administrator	Donna Large-dscowden.large@khfirst.com

Communication Topic	Practice Contact	LP	QC	PA	
RoundUp Newsletter	<input type="text" value="Select Contact"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Billing and Coding Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Quality Steps		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vaccines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malpractice/Risk Management		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Human Resources		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Update](#)

Step 6:

To add a practice contact:

- First click on the [blue box at the top left](#) which says “ **Add Practice Contact**”

This screen will pop up:

Insert Contact

*First Name:

*Last Name:

Phone Number

*Email Address:

- Insert the information and click on the [blue box that says submit](#).

ABC Large Practice

Email content [Add Practice Contact](#)

Key Role	Practice Contact	LP	QC	PA	
Lead Physician	Lead Doc LargeP-leaddoclarge@hifirst.com				
Quality Champion	QualityDoc LargeP-qualitydoc@hifirst.com				
Practice Administrator	Donna Large-dscowden.large@hifirst.com				
Communication Topic	Practice Contact	LP	QC	PA	
RoundUp Newsletter	Select Contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="button" value="+"/>
Billing and Coding Newsletter	Select Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="button" value="+"/>
Quality Steps	Select Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="button" value="+"/>
Vaccines	Select Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="button" value="+"/>
Malpractice/Risk Management	Select Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="button" value="+"/>
Human Resources	Select Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="button" value="+"/>

You will then be able to add or delete contacts. See next slide.

Step 6 cont'd):

To add an individual click on the green box with a + sign.

- This will open an additional space in which you can add a contact. You may add as many additional contacts as you want.

- If you wish to remove an individual, click on the red box with a – sign.

- Always click on **Update** after making any changes.

- Once updated, you will receive an email from credentials@mg@khfirst.com listing all the changes that have been made **both additions and deletions**.

- Do not reply to this email as it is not monitored.

- Once a name has been added, it will stay in the listing even when adding a new contact.

- The listing only goes away when the contact has been deleted.

The screenshot displays the 'ABC Large Practice' contact management interface. It features a table with columns for 'Communication Type', 'Practice Contact', and 'LP'. The table lists various communication types such as 'Lead Physician', 'Quality Champion', 'Practice Administrator', 'Billing and Coding Newsletter', 'Webinars', 'EnterpriseRisk Management', and 'Human Resource'. Each row has a 'Select Contact' dropdown menu and a red box with a minus sign (-) for removal. A green arrow points to a green box with a plus sign (+) in the 'LP' column, and a red arrow points to a red box with a minus sign (-) in the 'LP' column.

Summary



Each practice will only see its individual information and will **not have** access to the other practices' information.

The practice administrator, the lead physician, or designee (assigned KHF super administrator) are the only individuals who can edit this information.



Always click on the **Update** button after making any changes.



We will keep you informed of the launch date and provide you with any changes made before and after launch.

Good luck!

For any questions, contact us at info@khfirst.com

Practice Business Support

Value Added Services – TCCN & KHF

Barbara

KHF Recruiting Program

TCCN Professional Liability Program
(Risk Management)

**KHF Malpractice Program
(Risk Management)**

TCCN Health Insurance Program

**KHF Sanofi
(Vaccine & Flu)**

KHF Merck

**TCCN GSK
(Vaccine & Flu)**

**TCCN Pfizer
(Pevnar, COVID, Trumenba)**

**TCCN AstraZeneca
(FluMist)**

**TCCN Seqirus
(Flu)**

TCCN Merchant Services

TCCN CHADIS Purchasing Program

TCCN McKesson Medical Supplies

TCCN Anytime Pediatrics

KHF Coding Seminar (Annually- November)

KHF OSHA Training (Annually- September)

KHF NP Protocol

KHF MOC Programs

**Moderna
New – KHF & TCCN**

Risk Management – Coming Attractions!

Barbara

- September 24, 2024
 - Webinar for Practice Administrators – Family Dynamics and Effect on Healthcare
- October 22, 2024
 - *Malpractice Case Deep Dive - TBD*
- October 29, 2024
 - *Social Media Best Practices*

- **CPT Codes for Flu have changed - Practices should Update Systems**
- Flu vaccine for 2024-2025 season is a **Trivalent** per CDC and WHO
- Starts shipping end of August-Early September depending on manufacturer
- VIS Sheet did not need to be changed
- Manufacturers: Sanofi, GSK, AstraZeneca, and Seqirus
- Season: October – April
 - Per CDC goal is to have patients immunized by end of October

2024-2025 CDC Trivalent Flu Composition

Barbara

The [composition of flu vaccines](#) has been updated. Flu vaccines for the U.S. 2024-2025 season will contain the following:

- **Egg-based vaccines**

- an A/Victoria/4897/2022 (H1N1)pdm09-like virus;
- an A/Thailand/8/2022 (H3N2)-like virus; and (Updated)
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus.

- **Cell- or recombinant-based vaccines**

- an A/Wisconsin/67/2022 (H1N1)pdm09-like virus;
- an A/Massachusetts/18/2022 (H3N2)-like virus; and (Updated)
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus.

Reference: <https://www.cdc.gov/flu/season/faq-flu-season-2024-2025.htm>

Respiratory Season – RSV & COVID

Barbara

RSV

- Sanofi's RSV Monoclonal Immunization – Beyfortus
 - Order on Vaccine Shoppe
- Ships: September based on customer forecast in April, extra doses may be available after all forecasted doses are shipped.
- Season: October - March

COVID

- Available through Pfizer or Moderna (TCCN has a contract with both)
- No true season – but updated vaccine shipped in early Fall
 - Typically see a Summer spike and Winter spike for COVID diagnosis



Provider Relations Update

Medicaid RFP

DCH released the Medicaid RFP in 2023. Intention to:

- evaluate current CMO's (Amerigroup, CareSource, PSHP)
- determine if they current CMO's should be kept, or
- Add, term/replace CMOs, or contract a 4th CMO.

TCCN has LOAs/LOIs with all payors who submitted an RFP.

- Medicaid awards - TBA September 2024?

If you receive an email/call from a payor for a CMO, please refer them to TCCN.

Payors Exiting Market

Humana - commercial market

- Effective 12/31/2024
- Approx. 2,300 KHF lives

Cigna + Oscar – small business market

- Effective 1/1/2025
- 61,000 total lives

Payors Exiting FAQ/Checklist

Developing an FAQ/checklist to help prepare for payor terms.

Includes:

- Steps for patient education on payor terms
- Staff/office/EMR preparation
- Billing tips for prioritizing and closing out payor claims, etc.

What additional information would PA's like to see?

Credentialing Committee 2024 Schedule

Request made by Credentialing Committee:

- Submit all required initial credentialing documents by the desired months deadline.
- If documents are missing or incomplete, providers will be delayed to the next meeting.
- Recredentialing must be completed by a specific date, or providers will be non-compliant.
 - Kathryn sends recredentialing notifications to practice 3+ months early to ensure there are no compliance concerns.
 - If you receive a follow up credentialing email, please respond ASAP!

Month	Last Day to Submit Documents	Credentialing Meeting Date
September	September 3, 2024	September 10, 2024
October	October 1, 2024	October 8, 2024
November	November 5, 2024	November 12, 2024
December	December 3, 2024	December 10, 2024

KHF Credentialing

Documents Received	Application Review	Primary Source Verification	Document Verification	CHOA Affiliation	Credentialing Committee
	All Required Fields Added	DEA	Board Certification		
	All Signatures, Dates	GA License	Education		
	CV, Gaps	OIG	COI		
		NPBD			
		SAM			

Approval letters are sent to practices ~2 weeks after credentialing meeting.

Payor files submitted once a month:

- Aetna, Humana, Multiplan, United Healthcare – End of each month
- Peach State – 15th of each month

Reminder: Cigna is not delegated. KHF sends provider data on practices behalf to initiate credentialing. Cigna will have a unique effective date.

TCCN Credentialing

Kathryn

To initiate CHOA credentialing, please send the following information to your TCCN Rep:

- Provider Name
- Practice Name
- Date of Birth
- NPI/SSN
- Provider Email Address

NOTE: CHOA sends credentialing emails directly to the provider for completion.

APP credentialing is optional. If an APP needs to be added to Anthem contract, CHOA credentialing is required.

- Once approved, they can be added to contracts with completion of TCCN Election Form.

APP can be added to CareSource with:

- completion of TCCN Election Form
- approved by DCH's CVO
- active Medicaid ID for each location

KHF Credentialing Issues/Questions

Kathryn

- Credentialing@khfirst.com
 - Credentialing applications
 - License & DEA renewals
 - Demographic updates
 - Term letters, with member move instructions

Payor Issue Database

Payor	Last Updated	Issue Title	Description of Issue	Status	Action	Current Status	Resolution	Impacted Practices	Date Issue Discovered
Peach State Health Plans	5/7/2024	Duplicate Claim Lines	Claim lines are duplicating on EOBs. PSHP is not paying the duplicate lines, but the totals show they are.	New Issue	KHF sent claim examples to Peach State.	KHF pending claim resolution from Peach State.		259	5/4/2024
Cigna	5/13/2024	OOB for Cigna+Oscar	Practice reporting Cigna+Oscar claims are processing out of network.	New Issue	KHF sent claim examples and roster confirmation request to Cigna.	KHF pending claim resolution from Cigna.		986	5/1/2024
Cigna	5/6/2024	E&M Downcoding	Cigna downcoded E&M codes for a short time period in March 2024. Claims adjusted during this time period with earlier dates of service also experienced the downcoding. The payments appear to be processing correctly at the rate of the original code, but on the downcoded line.	Open Issue	Per Cigna's rep, they confirmed a system error was identified that impacted claim denials. This issue occurred in March 2024 and is currently under review with Cigna management. Cigna will provide additional information soon.	KHF pending claim resolution from Cigna.		141, 259, 578, 911, 678, 675	3/26/2024
CareSource (TCCN)	5/9/2024	Claim Adjustment Project	Claim adjustments for 2023 claims completed in March 2024 resulting in recoupments and/or additional payments, depending on practice. Reasons: 1.) Attested codes paid at 100% Medicaid rate rather than TCCN contracted rate (reference info in resolved issue below), 2.) QE recoupment (reference info in resolved issue below) and contract adjustments transitioning from KHF to TCCN contract.	Open Issue	TCCN is pending a claim report from CareSource to validate the adjustments. However the claims project is valid and within contract parameters (rates, etc)	TCCN pending claim report from CareSource.	CareSource confirmed recoupments were completed in error. They will not recoup money out of future payments. Practices do not need to send in recoupment checks either. A retraction letter is being drafted by CareSource for distribution to practices. If you have questions, contact your TCCN PR rep.	All contracted CareSource practices	4/1/2024
Cigna	5/1/2024	Tier 1 Client Specific Network	Cigna didn't not include all KHF practices in their Tier 1/Client Specific Network. This caused claims to process with the incorrect member responsibility. Piedmont is one of the employer groups using the Client Specific Network.	Open Issue	Cigna added KHF practices to their Tier 1/Client Specific Network around 2/27/2024. Cigna reprocessing claims 1/1/2024 forward, except for specifically identified providers who will have 2023 claims reprocessed. Reprocessing to take 45-60 business days (Approx due date late May 2024).	KHF pending claim resolution from Cigna.		628, 986	11/21/2023
Anthem (TCCN)	4/24/2024	Wellstar EPO Plans	Wellstar Employee benefit plans are administered by Anthem. EPO plan must use Wellstar Health Plan providers network only (unless they live over 50 miles from a Wellstar facility). Per Wellstar, Pediatric specialties are set up to apply the EPO benefits at Tier 1 level.	Open Issue	Anthem rep has contacted the Sales/Benefit team to confirm benefit set up. TCCN contacted the Wellstar PR rep requesting written documentation of EPO benefit plan, confirmation of non-Wellstar network, sample ID cards and other pertinent information. Both entities have numerous claim examples are are researching.	TCCN pending research results from Anthem and Wellstar.		255, 703, 744, 986, 628, 180	

Claim Issues/Questions

Patsy

- Send to payorconcerns@khfirst.com
- Thorough documentation will assist us with getting issues resolved in a timely manner.
- Include:
 - All supporting documentation
 - EOB's/remittance
 - ID cards

Quality Updates

PBSN Quality Extended Lease

- Hire three staff positions
 - Director of Communications - Katie Dunn
 - Quality Project Specialist – Tandric Bowden
 - Quality Manager- Sharice Boykin – start 9/3/2024

Contracted Measure Push

- **Full court press for quality metrics**
 - Drive outcomes for patients
 - Maximize participation in shared savings agreements
 - More frequent scorecards that track performance
 - Additional recall lists
 - Individual practice outreach based on # opportunities & panel
 - Fall Recall CQF
- **Communication Campaigns**
 - Stick to vaccine schedule
 - Avoidable ER practice reengage
 - HEDIS measures and timing
 - Asthma / Flu recall – Aug

Contracted Measure Push Updates

Completed:

- We developed a quick start guide on how to manage recall lists. (sent to all TCCN practices via QS and also to targeted practices)
- Finalized and organized Payor definition sheets for each contracted measure.
- Liz and Laura identified the top 75 practices to target.
- Staff have reached out to schedule calls with practices. Most are completed or scheduled.
- Overall, practices have been thankful for the calls, general support, and the advice provided on using the recall lists, as well as the time spent reviewing scorecards.
- PAER survey sent to all TCCN practices
- Practice Scorecards now monthly (Most recently 8/1)

Our next steps:

- We are identifying practice needs from first touchpoint to identify common trends and issues
- Capturing open rate of recall lists and contacts
- Second touch point by quality coaches to see what practice shave changes since first intervention
- Just received new "due in 90 day" lists from the payors to send out
- Assigned patients issue – geographically to far from practice. Working with Caresource.
- Monitoring data to see if practice changes in June/July resulted in an improvement

Contracted Measure Push Timeline

- ✓ **Strategy Development: April and May**
 - Develop Strategy
 - Identify the top 75 practices
 - Set trackable deliverables
- ✓ **Training and Kick-off: June and July**
 - Train internal staff new to the push
 - Reach out to the 75 practices and have first Quality Analysis Call
- ☐ **Act and Adjust: August and September**
 - Review metrics to see if the June changes resulted in improvements
 - Action on feedback from practices
 - Monthly status check-in with practices with monthly scorecards and recall lists
 - Recommend adjusted tactics to optimize outcomes
- ☐ **Continued Implementation and Education: October and November**
 - Fall Clinical Quality Forum focused on “Fall Recall”
 - End of Year Quality Push- Target practices based on performance after Summer
- ☐ **Plan strategy for 2025**
 - Review data and feedback
 - Plan for 2025

Summer Push Resources

- **Caresource, Amerigroup, and Anthem Recall Lists** went out securely between 6/4/24-6/6/24. Email laura.Baldwin@tccn-choa.org if you did not open your list or if you would like new lists.
- **Caresource, Amerigroup, and Anthem Scorecards** went out on 6/7/24 and 8/1/24
- **Quick Start Guide: Working your Contracted Payor Lists** is in Quality Steps
- **Individual Practice Coaching Reach Outs** began in June to practices who have the greatest patient panel size on our payor contracts and practices who have the greatest room for improvement on specific measures of focus.
- **ACTION: Review your scorecards monthly and reach out to your Provider Relations Rep or Laura Baldwin if you are not one of the 75 practices above and want to review your scorecards or discuss your recall list with a staff member.**

Tips and Questions

- Recall Strategy tips (review sheet)
- Reminders
- Questions?

WORKING YOUR CONTRACTED PAYOR RECALL LISTS TO CLOSE CARE GAPS

QUICK START GUIDE



UNDERSTAND THE PURPOSE

- Recall lists are essential tools for identifying patients due for preventive care services, screenings, or follow-up appointments.
- By closing care gaps, you can receive a greater portion of shared savings from our Value Based Care Payor Contracts.

PRIORITIZE PATIENTS

- Review the TCCN Scorecard emails received on 6/7/24 for Amerigroup, CareSource, and Anthem.
- Look for the TCCN target rate for each measure, and aim to meet this target rate for your practice by the end of the calendar year.
- Use your TCCN secret practice number to assess your practice's performance and identify the contracted payor with the most room for improvement.
- Prioritize outreach to this payor first. If you have multiple staff members, distribute multiple payor lists accordingly.

REVIEW THE RECALL LISTS

- Open the secure email from TCCN sent between 6/4/24-6/6/24. Please contact quality@tccn-choa.org if you need these lists resent.
- First, identify high-priority patients due for critical services or screenings in the next 90 days by sorting by due date.
- Next, schedule patients as soon possible for Well Child Visits needed by 12/31/24.

DEVELOP A RECALL STRATEGY

- Talk to your office staff to develop a strategy for working the recall list and reaching out to patients.
- Work with your team to create a systematic approach for outreach via phone calls, emails, texts, or mailed reminders.
- Confirm patients haven't already been seen or scheduled. Payor recall lists come from the payor and run 30-60 days behind. In some cases, the patient may have been in for an appointment, but the payor's data is not as current as your data. You will want to check your system for the visit prior to reaching out to the patient.

ENGAGE THE WHOLE PRACTICE:

- Involve physicians, nurses, managers, and office staff in making outreach calls.
- Foster a team approach to emphasize the importance of working these lists.

WORKING YOUR CONTRACTED PAYOR RECALL LISTS TO CLOSE CARE GAPS

QUICK START GUIDE



PERSONALIZE OUTREACH

- Tailor messages to each patient's needs, emphasizing the importance of recommended services.

OFFER FLEXIBLE SCHEDULING OPTIONS

- Provide options like evening/weekend appointments, telehealth, or group slots for siblings.

ESTABLISH CARE WITH NEW PATIENTS

- Patients on your list may not have visited your office yet. Reach out to schedule an appointment to establish care. They either selected you as their primary care provider or the payor selected you for them.

TRACK AND FOLLOW-UP

- Maintain records of outreach efforts and patient responses.
- Follow up with non-responsive patients to ensure necessary care.

EVALUATE AND ADJUST

- Regularly review performance metrics and recall strategies.
- We will track your progress and report back regularly to help you act and adjust your approach.

IMPORTANT REMINDERS BY PAYOR LIST

- **Anthem Open Care Gap List:** This list contains all Anthem Measures. Prioritize TCCN's specific contracted metrics first: Asthma Medication Ratio, Well Child visits, and Childhood Immunizations.
- **CareSource:** First, prioritize the 'Due June through Sept' list and focus on Combo 2, Combo 7, Lead Screening, Developmental Screening, and Well Child Visits for infants. Then, focus on the Well Child 3-21 patients and ensure they are seen by 12/31/24.
- **Amerigroup Open Care Gap List:** Target patients needing care within the next 30-60 days. Then, target the Well Child 3-21 patients and ensure they are seen by 12/31/24. *Note: please remember to sort out the patients who have "complete" listed in the status column.

For measure-specific guidance, refer to measure tip sheets provided in the scorecard emails. For further assistance, contact Laura Baldwin at laura.baldwin@tccn-choa.org or your provider relations representative.

By following these steps and proactively engaging with recall lists, you can enhance patient satisfaction, improve health outcomes, and strengthen your practice's relationships with payors.

Q&A

**Thank you for attending! Slides
will be sent via the RoundUp**