

Enhancing member care: Introducing Security Health Plan's new preventive care video visit program

Security Health Plan is introducing a new initiative aimed at enhancing preventive care for our members enrolled in an individual and family plan or small employer ACA plan. Starting in September, eligible members may take advantage of a preventive care video visit (PCVV) to ensure they receive timely preventive services and appropriate referrals.

What are preventive care video visits (PCVV)?

These free, virtual appointments are conducted by advanced practice providers from Sanford Health's virtual clinic. PCVVs ensure that members are connected with valuable resources to review their medical history, encourage preventive care and address any health-related concerns. They also identify and facilitate referrals for needed services, including primary and specialty care.

How this program supports our providers

We understand the importance of seamless communication and collaboration in patient care. Here's how the PCVV will benefit you:

- **Support routine preventive care:** PCVVs act as an important touchpoint, reinforcing the message of proactive health management and encouraging members to engage in preventive care, which directly supports your efforts.
- **Facilitates appropriate referrals:** Our advanced practice providers are trained to identify gaps in care and make timely referrals for additional testing, specialist consultations and other necessary services, directing members back to their primary care provider for ongoing management.
- **Receiving visit summaries:** To ensure continuity of care, visit summaries from the PCVVs will be faxed directly to the member's primary care provider, or other providers at the member's request. This keeps you informed about your patient's engagement with preventive care and any new referrals or concerns identified during the video visit.

Member engagement and your role

Our members will receive comprehensive outreach about the program, including emails, direct mail and text messaging. Additionally, members of the Sanford Health PCVV team and Jane, our AI health navigator, will call members to explain the program and encourage scheduling.

To further incentivize participation, members who complete a PCVV will receive a \$50 grocery store voucher.

While members will schedule their visits directly through Security Health Plan, they may reach out to you with questions. You can assure them that this program is legitimate and a valuable initiative from Security Health Plan, designed to complement your ongoing care and help them stay healthy.

This program is a prime example of how integrated provider-led health plans can collaborate across the system to improve care and enhance health outcomes.

Primary care virtual visits: Provider FAQs

What is a preventive care video visit (PCVV)?	Security Health Plan is launching a preventive care video visit (PCVV) program to better understand the health of our members and provide recommendations on next steps for managing their care. These virtual visits are an easy way for members to remain engaged with their health care without leaving their home.
What happens during a preventive care video visit?	The visits are completed by advanced practice providers in Sanford Health's virtual clinic. During the video visit, the provider will: • Review the member's medical history. • Discuss resources for mental and behavioral health support. • Explore options for wellness resources that can help manage health and reach wellness goals. • Encourage preventive care/annual wellness visits and refer them for needed services and screenings. • Offer free care management programs to offer extra support for chronic conditions. • Identify drivers of health and assist with referrals to case managers or health guides as necessary. Members may also discuss questions about health concerns or medications. After the visit, members will receive reminders to stay on track with checkups and screenings.
Who conducts the visit?	The visits are completed by advanced practice providers in Sanford Health's virtual clinic. The PCVV team members include: - Providers ○ Sandra Schindler, APP ○ Megan Askelson, APP ○ Jennifer Haubert, APP ○ Kimberly Metzger, APP (future) ○ Molly Kuehl, APP (future) ○ Vacant APP position - Patient Outreach Specialists ○ Barbara Betsworth ○ Wryly Sacayanan ○ Lori Hoffman ○ Vacant Patient Outreach Specialists position - Ancillary Team

	○ Julie McCarty - RN Case Manager ○ Mariah Reil - Registered Dietitian ○ Cheyenne Von Krosigk - Pharmacist ○ Emilie Casanova- Health Guide - Program Manager ○ Sandi Froke - Virtual Care Center Director ○ Sharlene Thompson
What's the difference between a PCVV and an annual wellness visit?	A PCVV does not replace an annual wellness visit. Annual wellness visits are an important part of our members' overall health and well-being, and we encourage our members to continue receiving their annual exams with their PCP. PCVVs allow members another touchpoint with a health care provider and ensure they are receiving the care they need. Both visits are covered with their health plan.
How do patients benefit from a PCVV and annual wellness visits.	Information collected during both visits benefits the patient, as providers can see information shared by the patient in the medical record. This means that information collected is stored in the medical record for review.
Who is eligible for a preventive care video visit?	Members with coverage through an Affordable Care Act (ACA) plan are eligible. This includes individual and family plan (IFP) and small employer group ACA plans, age 18 and older. If a parent or guardian for someone under age 18 would like to complete a video visit, our providers are trained and will see pediatric patients.
Is there a cost associated for this?	The visits are free for eligible members. Members who complete a visit receive a \$50 grocery store gift certificate to encourage participation in this valuable program.
Does the member's primary care provider (PCP) receive a notification their patient completed a PCVV?	Yes. Visit summaries are faxed to the member's primary care provider, or other provider, at the member's request. These summaries will be sent to the PCP and any additional care team members upon the patient's request at close of the visit. If a health concern or referral is identified during the PCVV, Sanford Health's team of clinicians will communicate with the member's PCP to ensure they are notified.

What should providers do with the visit summary/continuity of care document?	The patient's PCP and/or other care team members will have the opportunity to review the continuity of care document upon receipt. This would be similar to if you received a summary review after a specialty visit.
What's the advantage of participating in the video visit?	Members have the convenience of a virtual visit, saving them time from traveling to a clinic. They can talk with the provider about health concerns, review medical history and receive referrals for needed services. It's an easy, low-effort way for members to stay healthy and manage their health care.
Does a preventive care video visit replace a member's in-person preventive exam?	No, this service is available in addition to any of their other preventive services and does not replace the in-person preventive exam or any other recommended screenings. The PCVV team will also encourage members schedule an annual wellness visit/preventive exam with their PCP.