Medical Management

HEDIS® Tips for Wellness Visits

Pediatric Healthcare Effectiveness Data and Information Set (HEDIS) Tips

Make every patient encounter count.

- While the patient is in your office, maximize the opportunity to address preventive care needs. Sick visits may also provide an opportunity to complete annual wellness checks.
- Encourage staff to use available office resources to educate patients and families about:
  - Immunizations
  - Asthma management
  - Healthy lifestyle habits
  - Depression screening
  - The importance of follow-up and return visits
- Discuss nutrition and physical activity with all pediatric patients and their families.
- Document all education, discussions and handouts provided in the medical record.

Preventive Care Best Practices

- Utilize the state immunization registry and ensure all administered vaccines, including Hepatitis B given at birth, are entered and maintained accurately.
- If using an electronic medical record (EMR), create alerts or flags to identify patients due or overdue for preventive services.
- If an EMR is not available, establish a manual tracking system for preventive services, including:
  - Immunizations
  - Annual well-child visits
- Schedule the next preventive visit before the patient leaves the office.
- Have staff contact patients to remind them of upcoming appointments and recommended screenings.
- Consider offering extended office hours, such as evenings, early mornings, or weekends, to better accommodate working parents.
- Display educational posters and materials in waiting and exam rooms to encourage conversations about preventive health and screenings.

Adult HEDIS Tips

Promote preventive care and chronic disease management at every visit.

- Discuss the importance of:
  - Medication adherence and management
  - Chronic disease management
  - Maintaining a healthy weight
  - Smoking cessation
  - Preventive services
  - Adult immunizations
  - Return and follow-up visits
- Document all patient education and counseling in the medical record.
- Consider including a diabetes educator as part of your care team or scheduling periodic patient education sessions.
- Document follow-up activities related to:
  - Laboratory results
  - Eye examination results
  - Specialist consultations
- Provide annual eye care referrals for patients with diabetes.
- Provide mammogram referrals during annual wellness visits when clinically indicated.

Preventive Care Best Practices

- Utilize EMR alerts or flags to identify patients due or overdue for preventive services.
- If an EMR is not available, maintain a manual tracking system for preventive screenings and services.
- Encourage staff to educate patients about:
  - Colorectal cancer screening
  - Cervical cancer screening
  - Breast cancer screening

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HEDIS® Tips for Wellness Visits (continued)

Reminder: The American Cancer Society recommends colorectal cancer screening begin at age 45 for individuals at average risk.

- Display educational posters and messages in treatment and waiting areas to encourage conversations about preventive health screenings.
- Consider offering extended office hours, including evenings, early mornings, or weekends, to improve patient access.
- Have staff proactively contact patients regarding upcoming appointments and recommended screenings.
- Schedule the next visit before the patient leaves the office.

Questions?

If you have any questions, please contact our HEDIS Team at HEDISteam@lablue.com. Together, we can improve preventive care, close care gaps and help our members achieve better health outcomes.