



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.



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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.