

Quality Provider Program: Primary Care

Well-Care Visits — 3 to 21 Years: Frequently Asked Questions

Q: Why does this measure matter?

A: The American Academy of Pediatrics and Bright Futures recommend yearly well-care visits for children between 3 and 21 years of age.¹

Early intervention increases overall wellness and reduces medical costs; therefore, assessing physical, mental, and social development is crucial during this stage of life.

Benefits of regular well-care visits include:

- Strong, trustworthy relationships among providers and parents.
- Increased opportunities for screening, counseling, and preventive services (i.e., scheduled immunizations).
- **For those aged 12-21:** “Serious health problems, risky behavior, and poor health habits persist among adolescents despite access to medical care. Although helping adolescents prevent unintended pregnancy, sexually transmitted infections, unintentional injuries, depression, suicide, and other problems is a community-wide effort, primary care physicians are well situated to discuss risks and offer interventions.”²

Q: What is Select Health doing to help?

A: Outreach (phone call, text, email) includes time-to-schedule reminders, educational messaging, and end-of-year reminders.

The Select Health Quality Provider Program provides an up-to-date registry of Select Health patients included in this measure as well as their compliance status.

Q: What are best practices for this measure?

A: Best practices include:

- Using the Select Health Quality Provider Program gaps report or clinic electronic medical record to identify members who need a well-care visit.
- Scheduling:
 - Visits at the beginning of the year for patients who did not have a well-care visit the previous year
 - The next well-care visit at check-in instead of after the appointment
- Well-care visits during reserved extended or Saturday hours
- Reinforcing the importance of continued well-care visits even after completion of adolescent immunization series.
- Providing parents with developmental milestone education that emphasizes the importance of future well-care visits.
- Communicate regularly via:
 - Social media to promote prevention education and distribute healthcare messages tailored to adolescents
 - Reminder cards or text-messaging outreach to schedule well-care visits
 - “Welcome to Adolescence” letters sent to teens and family to:
 - > Re-engage with families
 - > Describe clinic confidentiality policy and why it’s important
 - > Highlight importance of yearly well-care visits and preventive care
 - > Emphasize the goals of adolescent health and well-being

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Questions about the Quality Provider Program?
Contact us at QualityProvider@selecthealth.org.

FAQs for Well-Care Visits -- 3 to 21 Years, Continued

- Leverage missed opportunities to increase well-care visits by:
 - Encouraging patients to come to well-care visits during episodic and acute care visits
 - Incorporating the well-care visit into other routine medical visits, such as those required for medication refills or for participation in athletic activities
 - Sending follow-up communication after missed visits
- Monitoring progress toward goals and adjusting process as needed by:
 - Establishing a baseline well-child rate and setting an ambitious goal
 - Discussing how your process is working during staff meetings
 - Making process adjustments as needed to ensure success

References:

- ¹ American Academy of Pediatrics. *AAP Schedule of Well-child Care Visits*. AAP.org. No date. Available at: <https://www.healthychildren.org/English/family-life/health-management/Pages/Well-Child-Care-A-Check-Up-for-Success.aspx>. Accessed December 27, 2022.
- ² Ham P, Allen C. Adolescent health screening and counseling. *Am Fam Physician*. 2012;86(12):1109–1116.

Resource:

Centers for Medicare and Medicaid Services. *Paving the Road to Good Health: Strategies for Increasing Medicaid Adolescent Well-Care Visits*. CMS.gov. Published February 2014. Available at: <https://www.medicaid.gov/medicaid/benefits/downloads/paving-the-road-to-good-health.pdf>. Accessed December 27, 2022.