



## Louisiana Department of Health and Hospitals

### Bayou Health Informational Bulletin 12-14

**Revised Feb. 1, 2015**

#### **Issue: Administrative Support to Primary Care Physicians for Early Periodic Screening**

#### **Diagnosis and Treatment Screenings**

Bayou Health Plans are responsible for providing administrative support to their network providers for EPSDT screening activities. In addition, each Health Plan is required to have an EPSDT Coordinator.

**Network providers shall follow their member's Health Plan EPSDT's screening policies and procedures** and are responsible for providing the necessary and age appropriate screenings for their individual recipients. Listed below is additional information for each Plan regarding the assistance they will make available to their network providers, as well as education and outreach initiatives at the Plan level.

#### **Aetna**

**EPSDT Coordinator:** Candi Meridith, MPH, EPSDT Coordinator, Phone: (504) 715-0348

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#### **Assistance to Network Providers for EPSDT Screening:**

Aetna Better Health will work collaboratively with providers to stress the importance of EPSDT screenings and services and closely monitor compliance with established benchmarks. Core activities include the following:

- **General provider information**—Aetna will use the Provider Handbook and provider network newsletters to inform network providers about the EPSDT program and required responsibilities. Provider Services representatives educate all new providers about EPSDT during initial office visits or as part of the agenda for our annual provider office meetings.
- **Patient-specific information**—Aetna's MCH/EPSDT Coordinator will send PCPs a list of their members who are due for an EPSDT visit. They will also send them a letter identifying members who lack checkups or immunizations and encourage PCPs to schedule an appointment or follow up with the member during a sick visit.
- **Provider training**—Aetna will support providers in meeting contractual and quality requirements. During initial orientation, Provider Services staff will provide training on EPSDT requirements and will reinforce training in subsequent contacts with the provider office.

- **Targeted provider follow-up**— Aetna’s MCH/EPSTD Coordinator and chief medical officer will meet with PCPs who have a large volume of EPSTD-eligible members or who have a significant number of members missing required EPSTD services (for example, immunizations, checkups) to assist them in reaching the families or guardians of these members.
- **Incentives**—Aetna has developed a Pay for Quality (P4Q) program for PCPs for adherence to HEDIS measures, including EPSTD.

### **Member Education, Outreach and Other Services Provided by Plan**

Methods and approaches Aetna Better Health will use to educate new members regarding EPSTD services include:

- New Member Welcome Packet
- Member Handbook
- Member newsletters and bulletins
- Aetna Better Health website
- Educational flyers
- Wall posters in provider offices
- Reminder postcards
- Automated telephone call reminders
- Care plan interventions for high-risk members
- Reminder cards will be used to notify members of the appropriate EPSTD services needed at each age. Cards will be mailed to members during their birth month from ages 3 to 21.

### **Amerigroup**

**EPSTD Coordinator:** Adriene J. Gill, RN, MN, Phone: (504) 834-1271, ext. 88876

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### **Assistance to Network Providers for EPSTD Screening:**

- Provider Letter - Sent monthly to PCPs with an attached listing of paneled members who are 90 days past due for EPSTD services. The letter includes the missed opportunities for individual members and encourages PCPs to contact members and make appointments for EPSTD services.
- Providers receive their list of members from Amerigroup’s corporate distribution center.
- The EPSTD *Gaps in Care* report is available monthly on the provider website and contains information about their paneled members who need an EPSTD service within the next 60-90 days.
- Providers are notified of their gaps in care for the HEDIS measures of immunizations and prenatal and postpartum care on a quarterly basis.
- Amerigroup performs claims data mining for pediatric members to provide telephonic outreach to families to notify them that a screening is due.
- Amerigroup has a registered nurse in EPSTD that performs chart audits and provides outreach to physicians and families.
- Amerigroup case managers are available to reach out to members with special needs.

## Member Education, Outreach and Other Services Provided by Plan

- Preventive health reminder mailing - sent annually to all members prior to preventive services being due. The mailing contains a complete schedule of services due based upon the member's age, as well as health tips which are mailed approximately 45 days before the member's birthday.
- Overdue reminder postcards - sent to members who are 90 days past due for EPSDT services. The reminder notifies members that they are past due for a check-up and encourages members to schedule an appointment with a doctor.
- Health promotions associates provide educational services to members via community outreach. For example, work with providers for the Healthy Families program, EPSDT presentations at daycares, Head Starts, faith-based presentations, community outreach events and community coalition/consortium meetings.
- Health promotion, in collaboration with marketing, provides health education to expecting and new mothers related to preventive health and parenting (i.e. attendance at our "baby showers").

*Health promotions collaborates with the OB case manager on any potential cases that are identified in the community programs, outreach events or telephonic outreach.*

### AmeriHealth Caritas Louisiana (ACLA)

**EPSDT Coordinator:** Ann Morell, Phone: 225-300-9138

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### Assistance to Network Providers for EPSDT Screening

- AmeriHealth Caritas Louisiana will identify members who need EPSDT screening, immunization and other preventive services.
- Providers performing an eligibility check on a member through Navinet will receive an **alert** for any services – or "Care Gap" - that is missing or overdue.
- Provider can access and print an EPSDT clinical summary that contains a log of all EPSDT screens and services performed by date. This allows the provider to adjust schedules for members who need care according to the catch-up schedule. The family link functionality provides a quick link to this same information for family members who are also members.
- The member clinical summary can be printed or downloaded as a continuity of care document (CCD) for electronic integration into an electronic medical record.
- Providers can also pull reports on the EPSDT status of their entire panel, and print or download the information in a Microsoft Excel or CSV file format.
- AmeriHealth Caritas Louisiana's **Rapid Response** team is the cornerstone of its strategy to ensure that needs identified during EPSDT screenings are addressed timely, with the appropriate services.
- Providers calling the toll-free number (1-888-913-0327) will speak directly with a Rapid Response care connector or care manager who will collect information on the screening result and facilitate needed care. The care connector can assist in identifying network providers or services, work with the parent/guardian to make the necessary appointments and provide ongoing monitoring to ensure appointments are kept and any other identified care is arranged.

## Member Education, Outreach and Other Services Provided by Plan

- Outreach to parents/guardians about upcoming and missed preventive services, coordinated through the Rapid Response team using a combination of in-person and automated calls to remind the parent/guardian about missed or overdue services. Calls occur at different times of the day and evening.
- Care connectors will make routine EPSDT phone calls to the parents/guardians of these children to remind them of EPSDT immunizations and screenings that are due in the next month, to identify barriers and assist them to make an appointment with the child's PCP/medical home.
- Identify eligible members less than 24 months of age for priority outreach to coordinate the multiple immunizations and screenings needed for children in this age group.
- Birthday cards will be mailed on an annual basis to the parent/guardian of members age one and older to wish the child a "Happy Birthday" and educate the parent/guardian on EPSDT services that are needed in conjunction with the birthday. In addition, each birthday card will contain information on age-appropriate developmental milestones and safety tips, as well as important resource agencies and telephone numbers.
- Members can access this same information through the secure member portal. They can print the EPSDT clinical summary for their records or to take with them to the physician's office.

### Louisiana Healthcare Connections (LHC)

**EPSDT Coordinator:** Melody Sherrod, Phone: (225) 201-8573

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## Assistance to Network Providers in EPSDT Screening

- On a monthly basis, LHC will provide their PCPs a **PCP report** that includes all of their assigned members who are due for an EPSDT visit the following month, as well as members who are past due for services. This report will be posted on the LHCC provider portal.
- LHC will provide **provider scorecards** that compare individual providers' practices to normative data.
- LHC will provide **provider group scorecards** for group practices.
- Provider and staff education will be provided on an individual basis for providers who are struggling to hit targets.
- Provider training for completing EPSDT screening forms, claim forms, claims submission and member outreach strategies.

## Member Education, Outreach and Other Services Provided by Plan

- Written, telephonic and in-person outreach to ensure that LHC reaches as many members as possible.
- Education for members during pregnancy and after.
- New member PCP appointment-brochure explaining EPSDT services and the periodicity schedule, magnet indicating the EPSDT schedule, and welcome calls and packets reminding them to schedule an appointment within 60 days of enrollment.
- Member newsletters including topics on EPSDT.
- On-hold messaging to include topics on EPSDT.

- Member reminder cards by mail and audio postcards.

### **UnitedHealthcare (UHC)**

**EPSDT Coordinator:** Beverly Shields, RN, Maternal Health/EPSDT Coordinator, Phone: 1 (866) 351-2009

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### **Assistance to Network Providers for EPSDT Screening**

- Provider report - listing of members who are delinquent in receiving EPSDT services will be provided to PCPs, upon request, indicating which members on his or her panel are overdue for services.
- Provider education, ongoing monitoring and feedback are offered along with assistance in appointment scheduling, transportation or other interventions to improve adherence to preventive health guidelines and measures.

### **Member Education, Outreach and Other Services Provided by Plan**

- United utilizes data from their Universal Tracking Database (UTD) to identify members who are due for screening(s) based on their age or the date of their last screening. The UTD is an internally designed/custom relational database that accommodates multiple data inputs and has a web-style interface.
- Through UTD, United can identify over- and under-utilization of preventive health services. This includes identifying member compliance with receiving preventative health services based on EPSDT or HEDIS criteria for their age and sex, and the frequency with which members receive these services.
- UHC's dedicated EPSDT coordinator will coordinate the provision of written, telephonic and in-person outreach to ensure that UHC reaches as many of our members as possible regarding the significance of follow-up care, prior to and post pregnancy and the importance of accessing EPSDT services for members aged 0-20. Member newsletters will include topics related to EPSDT services as well.