



# Well-child visit recommendations

UnitedHealthcare Community Plan of Pennsylvania

Well-child visits can help identify health concerns early on to help ensure your patients get the care they need. Please talk to parents or guardians about the importance of well-child visits and encourage them to schedule one for their child. Here are some recommendations to help prioritize well-child visits.

## Scheduling

**Remember, you don't need to wait 12 months to schedule a well-child visit for UnitedHealthcare Community Plan members.**



## Make every office visit count

Every office visit, including sick visits is an opportunity to provide a well-child visit, including:

- Developmental screenings
- Immunizations
- Fluoride varnish
- Body mass index checks

Reach out to the parents or guardians of children due for a well-child visit, and consider the following for:

- **School-age children:** Encourage summer well-child visits to get an early appointment for the next school year
- **Children under 2:** Review well-child schedule at each visit
- **Children with complex health needs:** Plan regular visits

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Sick visits or sports and daycare physicals can be expanded into well-child visits by providing guidance about safety, nutrition, health and social behavior. Add a modifier-25 to the visit and bill for the appropriate preventive visits to be reimbursed for dual services.



### Several items to keep in mind:

- Infants under 15 months of age can be seen for a well-child visit if it's at least 14 days since the prior well-child visit
- Check to see if patients need a well-child visit when scheduling sick visits
- If you can't extend a sick visit into a well-child visit, remind patients to schedule a well-child visit before they leave
- Hold some 30-minute appointments open for sick visits or physicals that expand into well-child visits
- Identify members who need services using the UnitedHealthcare Patient Care Opportunity Report (PCOR) at [UHCprovider.com/pcor](https://UHCprovider.com/pcor)
- Consider setting up care opportunity reminders in your electronic medical records (EMR) system
- Give appointment reminders via phone call, automated phone messaging, text and email
- Provide care coordination for families facing geographic challenges
  - **UnitedHealthcare Community Plan provides transportation services to appointments for its members at no charge – call 800-414-9025 PA Relay/TTY/711, for assistance**
- Schedule multiple children in the family
- Consider expanding your hours to weekends or weekdays before 8 a.m. and after 5 p.m.
- Evaluate missed appointment letters to help ensure your patient contact information is accurate
- If a patient is seeing a different care provider for preventive care, have your patient call UnitedHealthcare Member Services to update their primary care provider information at **800-414-9025 TTY/PA Relay 711, 8 a.m.–5 p.m. ET, Monday–Friday or 8 a.m.–8 p.m. ET on Wednesday**



### Patient education

- Educate parents or guardians and patients on the importance of well-child visits, even for older children, and the services provided during the visit
- Make sure parents or guardians know well-child visits are free
- Refer patients to their dental homes for annual dental visits
- Develop a plan to engage families who may be hesitant about vaccines



## Documentation

- Use Early and **Periodic Screening, Diagnostic and Treatment (EPSDT) forms**
  - You can locate these forms at [UHCprovider.com](https://uhcprovider.com) > Health Plans by State > Pennsylvania > Pennsylvania health plan resources for health care professionals > UnitedHealthcare Community Plan of Pennsylvania > Early and Periodic Screening, Diagnosis and Treatment (EPSDT)/Bright Futures
- Consider regular training on accurate documentation and billing
- Regularly review billing errors
- Make sure medical records include:
  - Health and developmental history
  - Exam date and what patient education was provided
  - Member's height, weight and BMI percentile
  - Evidence of counseling for nutrition and physical activity



## Additional strategies

Consider the following strategies to help improve well-child visits, immunizations and developmental screenings:

- Perform developmental screens at ages 9, 18 and 30 months
- Register with Vaccines for Children and use the Philadelphia Immunization Program so children receive appropriate vaccines and are documented in the state-required registry
- Consider partnering with WIC and other community partners to help underscore the importance of well-child visits and immunizations
- Offer well-child visits in other languages and ask for feedback on translator skills
- Perform an analysis to identify clinic-specific barriers to well-child visits
- Consider doing market research, such as a focus group or survey, to learn more about your patients' experiences with well-child visits
  - **Your patients may also get a Consumer Assessment of Healthcare Providers Survey (CAHPS) that measures their experience with care providers and the health plan. Patients are randomly selected on an annual basis, and the results are reported to DHS. Areas where there have been opportunities for improvement include care coordination, annual flu shots and getting routine and urgent care.**



## Questions? We're here to help.

Connect with us 24/7 through the chat in the [UnitedHealthcare Provider Portal](#).

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