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Measure Highlight: Well-Visits in the First 30 Months of Life (W30)

Agenda

- 1) Background, Focus & Objectives
- 2) Measure Descriptions
 - a) What counts for HEDIS®
 - b) Best & Promising Practices
- 3) Sharing Best Practices:
 - Bay Area Community Health (BACH)
 - First 5, Alameda County
- 4) Open Discussion & Resources

Today's Focus

Primary Measure

- Well-Child Visits in the First 0-15 Months of life (W30-6+)
- Well-Child Visits during 15-30 Months of Life (W30-2+)

Correlating Measures

- Initial Health Appointments (IHA)
- Childhood Immunization Status-Combination 10 (CIS-10)
- Developmental Screening in the First Three Years of Life (DEV)
- Lead Screening in Children (LSC)
- Topical Fluoride for Children (TFL-CH)

Objectives

At the end of this webinar, you will be able to:

- Have a better understanding of the well-child measure definitions.
- Walk away with tactics to promote preventive measures.
- Identify best and promising practices that can be used in your clinics.



Mission

Improving the health and well-being of our members by collaborating with our provider and community partners to deliver high quality and accessible services.

Vision

All residents of Alameda County will achieve optimal health and well-being at every stage of life.

Background

- CA Governor Newsom's focus: preventive health for children
- DHCS increased accountable measures related to children
- DHCS's Goals:
 - Close racial/ethnic disparities in well-child visits and immunizations by 50%.
 - Ensure all health plans exceed the 50th percentile for all children's preventive care measures.

Why Well-Visits?

- Monitor child's growth & development.
- Provides opportunity for vaccinations, screenings, applications, and other important resources.
- Early detection of health concerns.
- Monitoring chronic conditions.
- Preventative Care – guidance on nutrition, exercise and safety measures.
- Parental guidance and education.
- Builds a relationship with Healthcare Providers.

Measure Descriptions

Definitions, Billing Codes, HEDIS Practices, and
Best & Promising Practices

Well-Visits in the First 15 Months of Life (W30-6+)

% of children, who turned 15 months old, in 2024, and had at least **six well-visits** with a PCP by their 15-month birthday.

What counts for HEDIS?

- ▶ Schedule appointments 14 days apart.
- ▶ At least six visits must occur before or on the 15-month birthday.
 - ▶ Bright Futures recommends 8-9 visits
- ▶ Age Out Date: Add 90 days to the date of the first birthday.

Reminder: All well-visits are reimbursed between 0-15 months.

W30-6+

Supplemental Data

The Alliance has a few options to help increase supplemental data on the W30-6+ measure:

- ▶ Sign-up with the Manifest MedEx Health Information Exchange (HIE) system.
- ▶ Year-round medical record reviews.

If interested, please outreach to the HEDIS Team:

- ▶ hedis@alamedaalliance.org.

Well-Visits during 15-30 Months of Life (W30-2+)

% of children, who turned 30 months old, in 2024, and had at least **two well-visits** with a PCP in the last 15 months.

What counts for HEDIS?

- ▶ For visits to count, visits must occur between the 15-month birthday, plus one day, and the 30-month birthday.
- ▶ Age Out Date: Add 180 days to the date of the second birthday.

Reminder: All well-visits are reimbursed between 15-30 months.

W30-6+ & W30-2+

Best & Promising Practices

▶ Patient & Staff Education

- ▶ **Clearly communicate the importance of well-visits, and frequency, for preventive care and early detection of potential health issues.**
- ▶ Offer detailed information on what the visit entails, including screenings, vaccinations.
- ▶ Identify and address barriers to attendance, such as transportation issues and childcare concerns.

▶ Scheduling

- ▶ Schedule the next visit before the member leaves the exam room or clinic.
- ▶ **Offer flexible scheduling options to accommodate patient's availability (i.e., sibling appointments, evening/weekend clinics, health fairs).**
- ▶ Open well-visit scheduling for the next six months.

W30-6+ & W30-2+

Best & Promising Practices

- ▶ Leverage missed opportunities. (i.e., sick visits)
- ▶ Utilize:
 - ▶ Telehealth visits,
 - ▶ Medical Assistants to create pending orders for immunizations,
 - ▶ **Gap in Care reports to identify and outreach to members, and**
 - ▶ Robust outreach and reminder system (i.e., text, phone, email).
- ▶ EMR/EHR
 - ▶ Age specific templates in the EMR/EHR system to maximize **Bright Futures** requirements and trigger reminders of the next well-visits,
 - ▶ Utilize health/flag alerts.
 - ▶ Conduct chart scrubbing prior to visits.

Initial Health Appointments (IHA)

Requirements

Complete within 120 days of enrollment.

- Excludes members who completed an IHA within 12 month prior to enrollment.
- Requires a minimum of 2 documented outreach attempts.

Elements

- A history of the Member's physical and mental health
- An identification of risks
- Preventative Services – recommended by USPSTF
- Health education
- The diagnosis and plan for treatment of any diseases

Telehealth visits are counted for IHA with a Place of Service Code 02 or Modifier 95.

Provider	CPT Codes	Z Codes	Description
Behavioral Health	96156		Health behavior assessment, or re-assessment (i.e., health-focused clinical interview, behavioral observations, clinical decision making)
OB/Gyn	59400, 59425, 59426, 59430, 59510, 59610, 59618	Z1000, Z1008, Z1020, Z1032, Z1034, Z1036, Z1038	Under vaginal delivery, antepartum and postpartum care procedures, under cesarean delivery procedures, under delivery procedures after previous cesarean delivery, under delivery procedures after previous cesarean delivery
PCP	99202-99205, 99461	Z1016	Office or other outpatient visit for the evaluation and management of new patient
PCP	99211-99215	Z00.01, Z00.110, Z00.111, Z00.8, Z02.1, Z02.3, Z02.5	Office or other outpatient visit for the evaluation and management of an established patient with PCP but new to the Alliance
PCP	99381-99387		Comprehensive preventive visit and management of a new patient
PCP	99391-99397		Comprehensive preventive visit and management of an established patient with PCP but new to the Alliance

Childhood Immunization Status- Combination 10 (CIS-10)

% of children whose 2nd birthday falls within 2024 who had:

Dose #	Immunization
4	diphtheria, tetanus and acellular pertussis (Dtap)
3	polio (IPV)
1	measles, mumps and rubella (MMR)
3	haemophilus influenza type B (HiB)
3	hepatitis B (HepB)
1	chicken pox (VZV)
4	pneumococcal conjugate (PCV)
1	hepatitis A (HepA)
2-dose series or 3-dose series	rotavirus (RV)
2	influenza (flu) vaccines

CIS-10

California Immunization Registry (CAIR)

- Bill AB 1797: Providers who administer vaccines are required to enter immunization information into CAIR.
- Purpose: Enter historical vaccines, whether given by your site or by another provider, into CAIR.
- CAIR Resources:
 - CAIR FAQ on AB 1797:
<https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/AB1797-Registry-FAQs.aspx>
 - CAIR User Guide:
<https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Training-Guides.aspx>

What Counts for HEDIS?

Immunization	What Counts?
DTaP	4 doses with different dates of service between 42 days after birth and 2nd birthday.
IPV	3 doses with different dates of service between 42 days after birth and 2nd birthday.
MMR	<ul style="list-style-type: none"> • 1 dose between 1st and 2nd birthday • <u>OR</u> History of measles illness <u>AND</u> mumps illness <u>AND</u> rubella illness on or before 2nd birthday.
HiB	3 doses with different dates of service between 42 days after birth and 2nd birthday.
HepB	<ul style="list-style-type: none"> • 3 doses with different dates of service by the 2nd birthday. <ul style="list-style-type: none"> • 1 of the 3 can be a newborn Hep B vaccination between birth and 7 days after birth. • <u>OR</u> History of hepatitis B illness on or before 2nd birthday.

What Counts for HEDIS?

Immunization	What Counts?
VZV	<ul style="list-style-type: none"> • 1 dose between 1st and 2nd birthday • <u>OR</u> history of chicken pox illness on or before 2nd birthday.
PCV	4 doses with different dates of service between 42 days after birth and 2nd birthday.
Hep A	<ul style="list-style-type: none"> • 1 dose between 1st and 2nd birthday. • <u>OR</u> history of hepatitis A illness on or before 2nd birthday.
RV	<p>2 dose series or 3 dose series between 42 days after birth and 2nd birthday.</p> <ul style="list-style-type: none"> • 2 doses of the two-dose rotavirus vaccine on different dates of service. <u>OR</u> • 3 doses of three-dose rotavirus vaccine on different dates of service. <u>OR</u> • Combine (1 dose/2dose): <ul style="list-style-type: none"> • 1 dose of the two-dose series, and • 2 doses of the three-dose series, • All with different dates of service.

What Counts for HEDIS?

Immunization	What Counts?
<p style="text-align: center;">Flu</p>	<p><u>2 doses</u> with different dates of service between the 6-month birthday and 2nd birthday.</p> <ul style="list-style-type: none"> • 1 LAIV dose is allowed if administered on the 2nd birthday.

- ▶ Charting: In the medical record, include date of immunization(s) administered and each antigen administered.
 - ▶ For combination vaccinations, like DTaP and MMR, document all components of antigen administered.
- ▶ Billing: Bill for:
 - ▶ Administration of the vaccine, and
 - ▶ The vaccine administered.

CIS-10

Best & Promising Practices

- ▶ Adhere to schedules by national health authorities and organizations:
 - ▶ Administering vaccines at recommended ages for timely protection, and
 - ▶ Catching-up patients.
- ▶ **Parent & Caregiver Education**
 - ▶ Clear and accurate information about the importance of childhood immunizations.
 - ▶ Address concerns and misconceptions about vaccines.
- ▶ **Convenient Access**
 - ▶ Offer at accessible locations and times, including evenings, weekends and health fairs.
 - ▶ Walk-in clinics or appointment flexibility.

CIS-10

The codes listed below count towards compliance with HEDIS®

Vaccine	Type of Code	Code
DTaP	CPT	90697, 90698, 90700, 90723
IPV	CPT	90697, 90698, 90713, 90723
MMR	CPT	90707, 90710
Hx Measles	ICD-10 Dx	B05.0 – B05.4, B05.81, B05.89, B05.9
Hx Mumps	ICD-10 Dx	B26.0 – B26.3, B26.81 – B26-85, B26.89, B26.9
Hx Rubella	ICD-10 Dx	B06.00- B06.02, B06.09, B06.81, B06.82, B06.89, B06.9
HiB	CPT	90644, 90647, 90648, 90697,90698, 90748
HepB	CPT	90697,90723, 90740, 90744, 90747, 90748
Hx HepB	ICD-10 Dx	B16.0-B16.2, B16.9, B17.0, B18.0, B18.1, B19.10, B19.11
VZV	CPT	90710, 90716
Hx Chicken Pox	ICD-10 Dx	B01.0, B01.11, B01.12, B01.2, B01.81, B01.89, B01.9, B02.0, B02.1, B02.21-B02.24, B02.29, B02.30-B02.34, B02.39, B02.7, B02.8, B02.9
PCV	CPT	90670
HepA	CPT	90633
Hx HepA	ICD-10 Dx	B15.0, B15.9
RV	CPT	90681 (2-dose schedule), 90680 (3-dose schedule)
Influenza	CPT	90655, 90657, 90673, 90674, 90685-90688, 90756 LAIV: 90660, 90672

Developmental Screening in the First Three Years of Life (DEV)

% of children screened for risk of developmental, behavioral, and social delays using a standardized screening tool in the **12 months prior or on their 1st, 2nd, or 3rd birthday.**

Billing Code

- ▶ CPT 96110

Best & Promising Practices

- ▶ EMR/EHR: include Ages and Stages Questionnaire (ASQ) and screening billing code.
- ▶ Utilize global developmental screening tools, that are inclusive of developmental, behavioral, and social delays.

Lead Screening in Children (LSC)

% of children, by 24 months, who had ≥ 1 blood tests (capillary or venous) for lead poisoning in 2024.

What Counts for HEDIS?

- ▶ Must have at least one blood lead screening completed.
- ▶ Screening questionnaires do not count towards the measure.
- ▶ Include in the medical records: date(s) of the test & result(s).

Best & Promising Practices

- ▶ Point of Care Testing
- ▶ Pull samples in the clinic:
 - ▶ Purchase microcapillary tubes.
 - ▶ Utilize Quest Pick-up Services: **1.888.697.8378**

Electronic Blood Lead Reporting (EBLR) System

- ▶ Like CAIR, but for blood lead screenings.
- ▶ Required for providers testing blood lead screenings.
- ▶ Counts for HEDIS.
- ▶ More Information:
https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/CLPPB/Pages/report_results.aspx

Topical Fluoride for Children (TFL-CH)

% of children, 1-20 y/o, who received **at least two (2)** topical Fluoride Varnish (FV) applications in 2024.

What counts for HEDIS?

- ▶ Must have two FV applications in the year, at either a doctor's or dental office, to count as completed.

Best & Promising Practices

- ▶ Applied while patient is waiting for pediatric well-visit, or after.
- ▶ Applications are more easily conducted by Medical Assistants.
- ▶ Integrate billing code(s), for ages 1-5 y/o, into EMR/EHR: **CPT 99188**
 - ▶ Dental CDT Codes: D1206 or D1208 (proper taxonomy code for dental services).
- ▶ Refer patient to [Denti-Cal providers](#) at first birthday.

TFL-CH

Continued: Best & Promising Practices

- ▶ Promote oral health & FV application during prenatal & pediatric visits.
- ▶ Oral health education for staff and patients.
- ▶ Yearly, FV applications can be reimbursed up to three (3) times for medical providers and three (3) for dental providers.
- ▶ Studies have proven no risk of fluorosis, or other adverse affects, occurring within short time intervals between applications.¹

Training: Alameda County Office of Dental Health

- Phone: (510) 208-5910
- Email: dentalhealth@acgov.org

Support: Measure & Incentives

- Email: DeptQITeam@alamedaallinace.org

¹Berens, L. H., Cholera, M., Elam, D., Fisher-Owens, S. A., Fisher, M., Gansky, S. A., ... Zhan, L. (2019). Review of Safety, Frequency and Intervals of Preventive Fluoride Varnish Application for Children. *Journal of the California Dental Association*, 47(11), 713–718.
<https://doi.org/10.1080/19424396.2019.12220849>

Sharing Best Practices

First 5, Alameda County



Alameda Alliance for Health Measure Highlight Well Child Visits W30

May 15, 2024
Laura Otero, MA



Introducing Help Me Grow



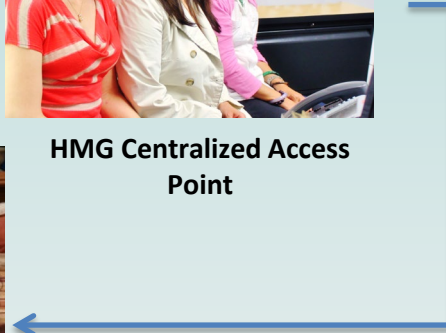
Health care providers,
families, teachers



HMG Centralized Access
Point



Community Services
and Information



Help Me Grow Alameda County is a countywide system to promote the development, learning and social-emotional health of children aged birth to 5 living in Alameda County.

How and who should you refer to HMG

- Use referral form
- Provide postcard
- HMG will provide feedback
 - Faxed feedback form
- Families with children 0-5 that live in Alameda County
 - Any family with questions or concerns about their child's behavior, learning, or development
 - Parents or families who are interested in connection to resources or services



Centralized Access Point

Child Development Care Coordinators



- 888-510-1211
- Explore family and child concerns
 - Identify current needs and resources
 - Decide next steps with the family
- Linkage to Resources and Services
- Family Navigation
- Provider Feedback & Closed Loop Referrals

Help Me Grow Resources for Providers

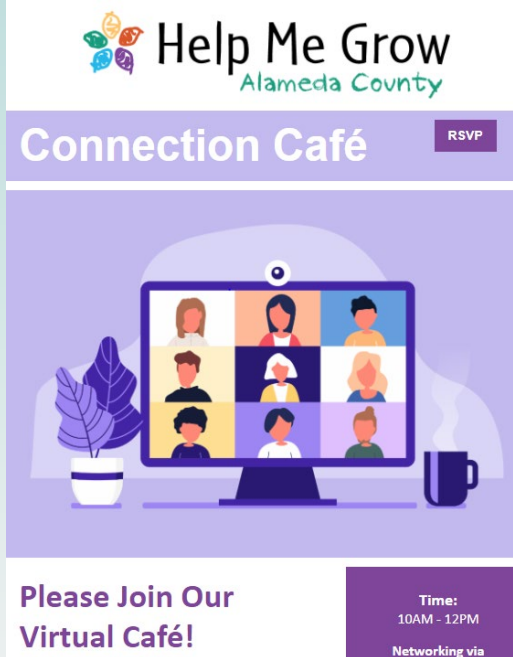
- HMG Listserv
- Website and Online Resource Directory
- Calendar of Events for Families
- Facebook & Instagram
- HMG Printed Materials & Digital Library

Help Me Grow Presentations

- Connection Café
- Family Friendly Presentations

Training and technical assistance

- To support implementation of developmental screening systems
- To support direct service providers serving families with young children



The flyer features the Help Me Grow Alameda County logo at the top. Below it, the text "Connection Café" is displayed in a large, bold font, with a purple "RSVP" button to its right. The central illustration shows a laptop screen displaying a virtual meeting with eight participants in a grid. To the left of the screen is a potted plant, and to the right is a steaming mug. At the bottom, the text "Please Join Our Virtual Café!" is written in a bold font. To the right of this text, a purple box contains the event details: "Time: 10AM - 12PM" and "Networking via".

Help Me Grow
Alameda County

Connection Café [RSVP](#)

Please Join Our
Virtual Café!

Time:
10AM - 12PM
Networking via

First 5-Alameda Alliance Partnership

Member Outreach Care Coordination

- Support families and children accessing preventive care
- Provide health care education and information
- Coordinate with clinics to schedule well child visits
- Support linkage to resources and services



HMG Pediatric Screening Quality Improvement Project

Help Me Grow Alameda County (HMG) has provided pediatric partners in Alameda County with training and technical assistance around pediatric screenings such as the ASQ and MCHAT over the past decade, and in 2020 we expanded to include support around ACEs screening with the PEARLS tool. Now, through a 1-year partnership with Alameda Alliance for Health, HMG will be able to continue to support Alameda Alliance for Health network practice's screening efforts through the following:

- Conducting a Quality Improvement Project around ACEs, Developmental Screening, and/or Referring to HMG, including a financial incentive of \$4800 (maximum 10 participating clinics)
- Support around ACEs Aware Training attestation
- Medi-Cal Billing support for maximized reimbursement surrounding screenings
- Site-specific training on ACEs screening with PEARLS and implementation

Join the HMG Pediatric Screening Quality Improvement Project in one or more of the following elements:

ACEs Screening Support

Attestation Support:

- Assessment of who at your clinic has attested and relevant claims data
- On-site or virtual walk-through training on how to attest for all relevant staff plus a recording of the steps
- Group attestation party
- Follow up on eligible claims data and attestation data to ensure all billing staff are in the system and identifying any billing issues

ACEs screening technical assistance and training customized for your site and staff:

- Training on ACEs screening and implementation
- Walk-through of ACEs Aware step guides and pilot planning
- Training on mitigating staff re-traumatization and coping exercises
- Support around screening implementation and developing a post-screening referral algorithm

Pediatric Quality Improvement Project

Set Improvement Goal for ASQ Screening, ACEs Screening, or Referring to HMG

Project Activities Include:

- Establish a screening or referral goal based on your site's needs and priorities
- Participate in planning calls/meetings to establish the PDSA cycle, review project requirements and data collection
- Complete 3 PDSA cycles over a 3-month period to measure success
- Receive an incentive for participation of \$4800 per participating clinic upon completion

Contact Zulema Rubalcava at HMG Alameda County directly with questions related to this opportunity at zulema.rubalcava@first5alameda.org

Linkage to Supports and Services

Help Me Grow & First 5-Alameda Alliance Partnership

- Early Intervention System Referrals
- Developmental Referrals and Services
- Mental Health Referrals
- Developmental Screening
- Parent or Child Community Activities
- Parent Education
- Domestic Violence Support
- Basic Needs
- Food
- Financial Assistance
- Health Insurance
- Preventive Care
- Dental Health
- Health Education
- Well Child Visits

Thank you!

Laura Otero, MA
First 5 Alameda County
Services Program Administrator
510-227-6952
laura.otero@First5Alameda.org

Sharing Best Practices

Bay Area Community Health (BACH)



BACH-Alameda Alliance for Health CIS 10 Presentation Update

May 15, 2024

**Dr. Reema Menezes, BACH Medical Director
Beant Kaur, BACH Clinic Manager
Michelle Sheene, BACH Quality Program Management Coordinator**

BACH Alameda Alliance for Health

CIS 10 Updates

- BACH has been selected by Alameda Alliance for Health to discuss Best Practices related to being a top provider in CIS 10 Childhood Immunizations for the calendar year 2023.
- The following measures exceeded the Minimum Performance Level (MPL), 75th Percentiles and/or 90th Percentiles:
 - 1) Childhood Immunization Status Combo 10 (CIS 10)
 - 2) Chicken Pox Vaccine
 - 3) DTAP
 - 4) HepA
 - 5) HiB
 - 6) Influenza
 - 7) IVP
 - 8) MMR
- The following vaccines met the MPL, yet there is room for improvement: 1) Rotavirus, 2) Pneumococcal & HepB

BACH Alameda Alliance for Health CIS 10 Updates

Measure	EP	Numerator	Rate	MPL	75 th Percentile	90 th Percentile
★ Chicken Pox	98	92	93.88%	84.18%	86.86%	89.29%
★ Childhood Immunization Status - Combo 10	98	50	51.02%	30.90%	37.64%	45.26%
★ DTaP	98	81	82.65%	70.32%	75.67%	79.77%
★ HepA	98	90	91.84%	81.75%	84.43%	86.86%
→ HepB	98	86	87.76%	86.62%	89.54%	91.73%
★ HiB	98	91	92.86%	83.70%	87.10%	89.55%
★ Influenza	98	69	70.41%	41.12%	48.48%	54.74%
★ IVP	98	93	94.90%	85.16%	88.99%	90.75%
★ MMR	98	93	94.90%	84.38%	87.35%	89.29%
→ Pneumococcal	98	75	76.53%	71.23%	76.40%	80.40%
→ Rotavirus	98	72	73.47%	69.10%	74.28%	77.61%

Legend

- ★ -Met the MPL, 75th Percentile &/or 90th Percentile; topmost rates
- -Met the MPL however there is room for improvement; 3 lowest rates with regards to percentile

BACH Alameda Alliance for Health

CIS 10 Best Practices

- 1) Access to direct scheduling through EPIC's MyChart for BACH pts to schedule well child check appointments directly
- 2) Sent out Care Messages to BACH pediatric pts
- 3) Well Child Check appt clinic days were added on Tuesdays with our Pediatric Clinical Champion since August 2023 in order to improve pt access to immunizations and well child appointments
- 4) BACH opened additional clinic days on Sundays at Irvington Clinic

BACH Alameda Alliance for Health

CIS 10 Best Practices (Cont'd)

- 5) Mobile clinic options in Newark and Fremont
- 6) Additional Medical Assistant to scribe vaccine records and administer vaccines to BACH pediatric patients
- 7) Second vaccine doses are scheduled with the Immunization Nurse or BACH provider, prior to pediatric pts leaving the office
- 8) The Immunization Nurse is available Mondays through Fridays and one Saturday per month, in order to improve immunization needs for BACH pts

BACH Alameda Alliance for Health

CIS 10 Best Practices (Cont'd)



Influenza Vaccine Consent Form 2023-2024

Label	<u>Vaccine Funding Source</u> <input type="checkbox"/> Purchased <input type="checkbox"/> Vaccine For Children <input type="checkbox"/> State Grant Fund
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Provider Fill out the Following:

Age	Dosage	Provider Initial
Child 6 months - 35 months old (2 doses 4 weeks apart if they are receiving the Flu vaccine for the first time)	0.25 mL	
Children 6 months to 8 years old (2 doses 4 weeks apart if they are receiving the Flu vaccine for the first time)	0.5 mL	
Children 9 years and older receive 1 dose	0.5 mL	
Pregnant Patients- preservative FREE	0.5 mL	

Second dose recommended Yes No

ICD 10: Z 23

Ordering Provider: _____ Date: _____



BACH Alameda Alliance for Health

CIS 10 Updates: Additional Best Practices

Vigilance Outreach

- In addition to Chronic Care Management, BACH has also hired Vigilance as a contractor for GIC outreach efforts to improve HEDIS compliance performance rates starting in early October 2023. This contributed positively to improve access to scheduled appointments across BACH.
- Quality team held weekly follow-up meetings with Vigilance GIC outreach staff oversight from October 2023 through April 2024.
- Created a weekly and monthly report that closely monitors GIC outreach efforts and scheduled appointment outcomes including HEDIS measures, including CIS-10.

BACH Alameda Alliance for Health

CIS 10 Updates: Additional Best Practices

VAK's Reminder Recall Program by Pfizer

BACH collaborates with Pfizer in the VAK's program that sends out postcards along with phone calls to pediatric pts who need to complete their 12-month well check appointments and/or schedule any missed vaccinations prior to their first and second birthdays.

BACH Alameda Alliance for Health CIS 10 Updates: Additional Best Practices



Dear Parent/Guardian,

Your child's first birthday is time for celebration—and it's also time for an important checkup at the doctor's office.

Our records show that it is time to schedule your child's 12-month checkup.

If your child does not have a checkup scheduled, please contact your child's doctor soon.

At this milestone appointment, your child will get weighed and measured, have a full physical exam, and may receive CDC-recommended vaccinations.

Your child may receive shots at the 12-month visit to help protect against the following vaccine-preventable diseases:

Hepatitis B
Haemophilus influenzae type b
Invasive pneumococcal disease
Polio
Influenza
Measles, Mumps, and Rubella
Chickenpox
Hepatitis A

Source: Centers for Disease Control and Prevention.

This postcard is being sent by your child's health plan, health clinic, or health department. Financial support for this communication has been provided by Pfizer Inc. No patient-identifiable information has been or will be provided to Pfizer.



Dear Parent/Guardian,

You can help prevent potentially life-threatening childhood diseases—wherever they may be hiding—by making sure your child gets CDC-recommended vaccinations.

Records show that your child may have missed a vaccination.

Please contact your child's doctor to find out if you need to schedule an appointment.

It's important to keep your child up to date on CDC-recommended vaccinations.

Did you know?

Should an outbreak happen, babies who haven't received all their immunization shots could be at higher risk of developing a disease that could lead to hospitalization, disability, or even death.

This postcard is being sent by your child's health plan, health clinic, or health department. Financial support for this communication has been provided by Pfizer Inc. No patient-identifiable information has been or will be provided to Pfizer.



Thank you

Survey for Feedback

We would appreciate your
feedback on today's webinar:

<https://www.surveymonkey.com/r/DMW3KJG>



Open Discussion & Questions

- ▶ Barriers: What barriers are you facing with these measures?
- ▶ Support: How can the Alliance support your clinic's barriers?
- ▶ Sharing: Are there any best and promising practices you'd like to add?

[Survey QR Code:](#)



Thanks!

Questions?

You can contact us at:

✉ DeptQITeam@alamedaalliance.org

Survey QR Code:



Resources

Resources from the Alliance

Equity Approaches

Approaches to Increase Access

- ▶ Review well-visit measure completion rate factors.
- ▶ Screen for health-related social needs.
- ▶ Design patient information to be culturally/linguistically appropriate.
- ▶ Involve patients and their family members in decision-making.
- ▶ Leverage shared decision-making, teach-back and motivational interviewing tools.
- ▶ Partner with local community resources.
- ▶ Utilize Community Health Workers (CHW).

Access Standards

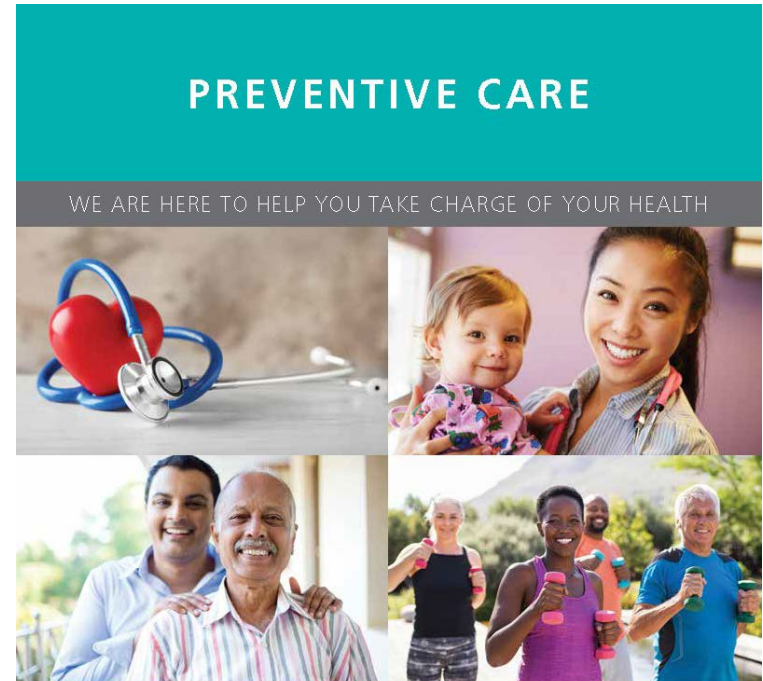
PRIMARY CARE PHYSICIAN (PCP) APPOINTMENT	
Appointment Type:	Appointment Within:
Non-Urgent Appointment	10 Business Days of Request
OB/GYN Appointment	10 Business Days of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of Request
SPECIALTY/OTHER APPOINTMENT	
Appointment Type:	Appointment Within:
Non-Urgent Appointment with a Specialist Physician	15 Business Days of Request
Non-Urgent Appointment with a Behavioral Health Provider	10 Business Days of Request
Non-Urgent Appointment with an Ancillary Service Provider	15 Business Days of Request
OB/GYN Appointment	15 Business Days of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of Request
ALL PROVIDERS WAIT TIME/TELEPHONE/LANGUAGE PRACTICES	
Appointment Type:	Appointment Within:
In-Office Wait Time	60 Minutes
Call Return Time	1 Business Day
Time to Answer Call	10 Minutes
Telephone Access – Provide coverage 24 hours a day, 7 days a week.	
Telephone Triage and Screening – Wait time not to exceed 30 minutes.	
Emergency Instructions – Ensure proper emergency instructions.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	

* Per DMHC and DHCS Regulations, and NCQA HP Standards and Guidelines PA = Prior Authorization

Health Education

Patient Health & Wellness Education

- ▶ **Live Healthy Library:** online materials and links
- ▶ **Provider Resource Guide:** health programs and community resources
- ▶ **Wellness Program & Materials Request Form:** request mailed materials



PREVENTIVE CARE

WE ARE HERE TO HELP YOU TAKE CHARGE OF YOUR HEALTH

Request mailed care books like this one via the Wellness Program & Materials Request Form.

Patient Outreach

Help Me Grow First 5, Alameda County

- ▶ Ages: Birth – 5 years
- ▶ Measures: W30, WCV (ages 0-5 y/o)
- ▶ Services:
 - Outreach to families
 - Promote importance of well-visits
 - Support scheduling appointments

Contact: DeptQITeam@alamedaalliance.org

Reports

Gap in Care Lists

- ▶ HEDIS Measures
- ▶ Initial Health Appointment (IHA)
- ▶ Emergency Department Utilization

Project Support

Quality Improvement Team

- ▶ Project Management
 - Contact: DeptQITeam@alamedaalliance.org