



Well-child visit recommendations

UnitedHealthcare Community Plan of Arizona

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.



Make every office visit count

Every office visit, including sick visits and visits not covered specifically by Arizona Health Care Cost Containment System (AHCCCS), is an opportunity to provide a well-child visit including:

- Developmental screenings
- Dental sealants
- Immunizations
- Body mass index (BMI) 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

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.



Scheduling

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

Please also 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
- 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 **888-700-6822** or **602-889-1777**, TTY/TDD 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
- Ask if your patient has provided demographic data to AHCCCS
- If a patient is seeing a different care provider for preventive care, have your patient call UnitedHealthcare Member Services at **800-348-4058** to update their care provider information



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 AHCCCS Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Tracking forms available at [UHCprovider.com/AZcommunityplan > Provider Forms, Programs and References](https://www.ahcccs.gov/ProviderForms) > General Forms, or at [azahcccs.gov](https://www.azahcccs.gov) > Plans/Providers > [Guides and Manuals for Health Plans and Providers](#) > AHCCCS Medical Policy Manual (AMPM) > Appendix B
- 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



Other

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 (VFC) and use the Arizona State Immunization Information System (ASIIS) 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 AHCCCS. Areas where there have been opportunities for improvement include care coordination, annual flu shots and getting needed care.

We’re Here to Help

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal [Contact Us](#) page. You can also contact UnitedHealthcare Provider Services at **800-445-1638**, 8 a.m.–5 p.m. CT, Monday–Friday.