

Department Response: PIAC Recommendation on Well Child Visits

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PIAC Recommendations

1. Improve Education about Well Child Visits
2. Improve Non-Emergent Medical Transportation (NEMT)
3. Extend Office Hours for Well Child Visits
4. Partner With Schools
5. Support State Well Child Visit Legislation

Improve Education About Well Child Visits

PIAC Recommendation

- Use communications about Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) as an opportunity to improve education about well child visits.

Department Response

- Regional Accountable Entities (RAEs) promote well child visits through Key Performance Indicator (KPI) incentives.
- RAEs are responsible for providing info about EPSDT:
 - Annual EPSDT Outreach Plan and Quarterly Reports.
 - The Department will explore revising deliverables to track dissemination of well child visit information.
- The Department will improve the well child visit metric in ACC Phase III.

Non-Emergent Medical Transportation (NEMT)

PIAC Recommendations

- Direct RAEs to help members access NEMT.
- Track NEMT vendor reliability.

Department Response

- Section 10.2.13. requires RAEs to establish relationships with NEMT entities and implement initiatives to improve efficiency.
- Contract requires RAEs to provide NEMT information to members and providers.
- The Department contracts directly with NEMT vendors and monitors performance.
- <https://www.healthfirstcolorado.com/nemt/>

Extended Office Hours for Well Child Visits

PIAC Recommendation

- Require RAEs to ensure that a certain percentage of primary care medical providers (PCMPs) in their network offer extended office hours reserved for well child visits.

Department Response

- RAE contracts currently contain many standards and considerations for RAE PCMP networks including number of members, expected utilization, provider specialty, geographic location, provider quality, diversity and cultural responsiveness.
- Individual PCMPs must provide care coordination, 24/7 phone coverage, availability for appointments on weekends or outside of typical work or school hours (section 9.2.1.10.).
- The Department will not development mandatory requirements related to scheduling of after-hours appointments.

Partner With Schools to Support Well Child Visits

PIAC Recommendations

- Add a section to one of the RAE deliverables to collect specific actions taken by the RAEs to partner with schools regarding well child visits.

Department Response

- The Department requires RAEs to form relationships with the Health Neighborhood.
- RAEs report on community partnerships in the Health Neighborhood deliverable.
- The Department will update the Health Neighborhood deliverable for RAE reporting on specific partnerships and collaboration efforts with schools.

Support Well Child Visit Legislation

PIAC Recommendation

- If legislation is introduced regarding a requirement for a well child visit at age-appropriate intervals, the Department supports the legislation.

Department Response

- The Department has a standard review process for any proposed legislation. If legislation is introduced relative to well child visits, it will be subject to the same process.