

## Pediatric Preventive Health Care Program

The Pediatric Preventive Health Care (PPHC) Program is designed to improve the health of members under age 21. The program increases adherence to Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Program guidelines through the identification of growth and development needs and coordination of appropriate health care services. The PPHC combines scheduled written and telephonic outreach with state-of-the-art informatics. AmeriHealth Caritas Louisiana's Care Coordination program advocates provider and community program partnerships and creative outreach strategies to facilitate member access to required services.

AmeriHealth Caritas Louisiana educates members and caregivers on the screening and immunization recommendations outlined and approved by the Advisory Committee on Immunization Practices (<http://www.cdc.gov/vaccines/recs/acip>), and the American Academy of Pediatrics (<http://www.aap.org>). The goal of these activities is to educate, support and encourage members to become informed, responsible and active participants in their own health care and well-being. The core components of AmeriHealth Caritas Louisiana's EPSDT outreach program are described below.

Component	Activity
<p><b>EPSDT checkups include:</b></p>	<ul style="list-style-type: none"> <li>Medical history and physical exam</li> <li>Growth and development (social, personal, language and motor skills)</li> <li>Vision</li> <li>Hearing</li> <li>Dental</li> <li>Nutrition</li> <li>Immunizations</li> <li>Lead risk assessment</li> <li>Neonatal screening</li> <li>Lab tests, including blood lead level</li> <li>Urine and anemia screenings</li> <li>Health education</li> </ul>
<p><b>EPSDT Tracking System</b></p>	<ul style="list-style-type: none"> <li>Data sources – AmeriHealth Caritas Louisiana claims, historical claims, LINKS data</li> <li>Data outputs - Analysis of claim submissions, encounter data and available registry data identify compliant and non-compliant members with EPSDT services</li> <li>Data integration – Data on members' EPSDT service status is distributed through the AmeriHealth Caritas Louisiana ICM Information System, member service system and provider portal.</li> </ul>

## Outreach to Parents/Guardians

Reminder calls –AmeriHealth Caritas Louisiana makes routine EPSDT outreach calls to the parents/guardians of children under age 2 to remind them of EPSDT immunizations and screenings that are due in the next month and assist them with making an appointment with the child’s PCP/Medical Home. During the phone call, the care connector reviews the EPSDT information for members of the household and provides reminders and facilitates services for those children as well.

Automated reminder calls are made for well-child visits ages 2 to 21. Members are provided with the option to link to a care connector for assistance during the call.

Birthday cards –We mail birthday cards each year to the parent/guardian of members age one and older to wish the child a “Happy Birthday” and educate the parent/guardian on needed EPSDT services. In addition, each birthday card contains information on age-appropriate developmental milestones and safety tips, as well as important resource agencies and telephone numbers. We review the content of the birthday cards each year for accuracy.

Data integration – AmeriHealth Caritas Louisiana’s ICM information system and Member Service information system generate an alert for children missing EPSDT services when the child’s ID number is entered into the system. This allows AmeriHealth Caritas Louisiana staff to address missing/overdue services with the parent/guardian when the parent/guardian contacts AmeriHealth Caritas Louisiana.

Publications and messaging – In addition to the outreach described above, AmeriHealth Caritas Louisiana includes information on the importance of EPSDT screening and immunizations and mechanisms to access care in new member materials, member and provider handbooks, newsletters, website articles and on-hold messaging.

## PCP/Medical Home Notification

Eligibility alerts – AmeriHealth Caritas Louisiana’s Provider Portal generates an alert for children missing EPSDT services at the time eligibility is checked. The alert identifies the missing/overdue service and can be printed for inclusion with the child’s chart at the time of the PCP visit.

EPSDT clinical summary – The provider can access a complete record of EPSDT services by viewing, printing or downloading the EPSDT Clinical Summary (as a Continuity of Care Document – CCD) through the AmeriHealth Caritas Louisiana provider portal.

Provider portal reports – Panel reports are available for PCPs, identifying assigned members who are missing, due, or up-to-date with EPSDT services.

Provider education – Providers receive initial and ongoing education on

## Community Outreach

provider newsletter articles and focused outreach from provider representatives.

PCP profiles – Select EPSDT measures are included in PCP profile reports, providing the PCP with information on his/her performance compared to a representative peer group.

Community events – AmeriHealth Caritas Louisiana includes educational material and activities on EPSDT and other preventive health measures at numerous community events.

Community education – AmeriHealth Caritas Louisiana participates in public education activities and campaigns to promote adherence to recommended EPSDT services.

## Service Coordination

Care Managers assist parents/guardians of members with access and arrangements for needed services identified through EPSDT screens.

Children in Foster Care – AmeriHealth Caritas Louisiana works with the Department of Children

& Family Services to provide member-specific information on children in a foster care placement that the agency can provide to the foster parent. The EPSDT Clinical Summary will contain current information on EPSDT screenings and immunizations the member received and identify those that are due soon. AmeriHealth Caritas Louisiana provides a brochure describing services

available for children and the toll-free number for the Rapid Response

## Missed Service Strategy

“Make Every Member Contact Count” – Care Management and Contact Center staff who come in contact with an EPSDT-eligible member or family member are alerted to the member’s Care Gaps. Staff review the family link and identify any members in the household that may be “late” or have missed immunizations and/or screenings.

Members less than 1 year of age and greater than 3 months of age with no claims for physician services receive outreach from the Rapid Response Team.

Pediatric members (ages 3 to 10) with missed services receive an automated scripted message notifying the parent/guardian/member of missed services and how to contact AmeriHealth Caritas Louisiana for assistance to coordinate an office visit and/or transportation.

AmeriHealth Caritas Louisiana makes the following contacts to identify alternate contact information for those members who continue to be non-compliant and have not been located through the above outreach mechanisms:

- The Member’s PCP and any other treating practitioners/providers
- Pharmacies the member has used for prescription medications
- Schools and school-based health centers in the member’s zip code
- If we cannot make contact, we will work with the Community Outreach Team to locate the member.

