

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Primary Care Physicians  
**From:** Provider Network Performance Management  
**Date:** June 26, 2020  
**Subject:** Catch up on missed/rescheduled well-child/well-care visits

---

Dear Primary Care Physicians,

Since the onset of the pandemic, there has been a significant drop in well-child visits that has resulted in delays in vaccinations, appropriate screenings and referrals, and anticipatory guidance to assure optimal health<sup>1</sup>. These delays may result in secondary outbreaks of vaccine-preventable illnesses.

As society reopens in the wake of diminishing new cases of COVID-19, we are interested in working with your practice to catch up on well-child/well-care visits for Santa Clara Family Health Plan (SCFHP) patients.

Completed well-care and well-child visits will help close HEDIS gaps and are eligible for additional compensation through Proposition 56 funding<sup>2</sup>. Proposition 56 payments to non-FQHC<sup>3</sup> providers include:

- \$30-\$83 per completed adolescent well-care visit
- \$72-\$80 per completed well-child visit in the third through sixth years of life
- \$75-\$80 per completed well-child visit in the first 15 months of life

In order to receive credit for HEDIS metrics and Proposition 56 supplemental payments, you must submit a claim to SCFHP, your delegated independent practice association (IPA), or health plan.

Sign into Provider Link ([providerportal.scfhp.com](http://providerportal.scfhp.com)) to access your Gaps in Care action items and download your patient list of children and adolescents who need a well-care/well-child visit in the 2020 calendar year, consistent with Bright Futures Guidelines for Health Supervision of Infants, Children and Adolescents, and the corresponding periodicity schedule. Some of the activities for a well-care/well-child visit may be done via telehealth while others require a face-to-face encounter to complete the visit. Telehealth services may include:

- Updating charts with patient history
- Developmental surveillance
- Staying Healthy Assessments (SHA)
- Psychosocial/behavioral assessments

We appreciate your efforts to adhere to the Bright Futures guidelines during this challenging time. If you have any questions about this memo, please contact SCFHP's Provider Performance Program Managers, Emily Schlothman and Stephanie Vielma, at [ProviderPerformance@scfhp.com](mailto:ProviderPerformance@scfhp.com).

---

<sup>1</sup> According to the American Academy of Pediatrics

<sup>2</sup> Note: Proposition 56 funding is not available to FQHCs for well-care/well-child visits.

<sup>3</sup> Federally Qualified Health Center

# Adolescent well-care visits

## Tip sheet

Use the following checklist to help the practice team easily and efficiently carry out adolescent well-care visits. Telehealth (T) components assist in preparing the medical record prior to scheduled face-to-face visit.

- Take advantage of every office visit (including sick visits & sports physicals) to provide a well-care visit, immunizations, and BMI value/percentile calculations.
- Schedule the next well-care visit at the end of each appointment.
- Note the date(s) that a health & developmental history and physical exam was performed in the patient's medical record, including what health education/anticipatory guidance was given.
- Use standardized templates in charts and in electronic medical records (EMRs) that allow checkboxes for standard counseling activities.

Ensure the minimum components of an adolescent well-care visit are included:

- Health history (T)
- Physical developmental history
- Mental developmental history: (T), PHQ2, or PHQ9
- Physical examination, including BMI
- Health education/anticipatory guidance (T)
- Staying healthy assessment (T)
- Immunizations
- Trauma screening (T)

## Adolescent well-care visits coding

Description	Age	CPT	Telehealth
Adolescent well-care visits – established patient (EP)	12-17	99394	N
Adolescent well-care visits – (EP)	18-21	99395	N
Adolescent well-care visits – new patient (NP)	12-17	99384	N
Adolescent well-care visits – (NP)	18-21	99385	N
Trauma screening – positive screen with patient score of 4 or greater	Any	G9919	Y
Trauma screening – negative screen with patient score of 0 to 3	Any	G9920	Y

## Member incentives

Santa Clara Family Health Plan (SCFHP) members ages 12-21 are offered a \$50 gift card when they complete a well-care visit. Provide proper coding when submitting claims to ensure the member receives credit for the incentive.

For more information:

[www.scfhp.com/rewards](http://www.scfhp.com/rewards)

## Scheduling the patient matters

- Close gaps in care by conducting and coding visit components.
- Improve Provider Performance Program and Healthcare Effectiveness Data and Information Set (HEDIS) quality rates by submitting the proper codes on your claims.
- Make sure teens are provided opportunities to discuss important issues with a health care professional in the absence of their parents or guardians.
- Educate teens in preventive health behaviors that will set them up for a healthy adulthood.
- Ensure teens get the preventive care they need, especially immunizations.



## Additional guidance

Well-care visits: <https://brightfutures.aap.org>

Trauma screenings: [www.acesaware.org](http://www.acesaware.org)

Provider training: [www.dhcs.ca.gov/provgovpart/Pages/TraumaCare.aspx](http://www.dhcs.ca.gov/provgovpart/Pages/TraumaCare.aspx)

Reimbursement for telehealth services: [www.scfhp.com/link/reimbursement-telehealth](http://www.scfhp.com/link/reimbursement-telehealth)

40408