



## Clinic Day process

### Background

Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) is launching a quality initiative designed to improve compliance rates for various health services and HEDIS<sup>®</sup> measures for Nevada Medicaid members. This initiative engages members and providers to improve access to care and patient compliance.

### Description

Clinic days are an Anthem Healthy Connections (AHC) initiative where providers commit a four- or eight-hour block of time to examine Nevada Medicaid members.

Clinic days:

- Bolster collaboration between providers, members and Anthem.
- Offer educational opportunities for members as well as provider offices and staff in relation to HEDIS.
- Help decrease gaps in care (GIC) and increase quality scores.

### Setting up a Clinic Day:

- Providers can request to participate in an AHC Clinic Day by submitting an *AHC Scheduling Form*. To request an *AHC Scheduling Form*, email:
  - Outreach Lead David Osman at David.Osman@anthem.com.
  - HEDIS Manager Amy McTeir at Amy.McTeir@anthem.com.
- Note, the more detail included on the *AHC Scheduling Form*, the better outreach staff can schedule members.
- A point person at the provider office must be assigned to field scheduling questions. Please include the point person's email and phone number on the form.
- The date and time for the Clinic Day are determined by the provider, and providers need to agree to see all members that arrive.
- The member focus is provider preference. For instance, providers can choose to focus on:
  - Members with diabetes, hypertension, women's care, etc.
  - Members who need a well visit.
  - Provider Quality Incentive Program (PQIP) measures.
  - Adults, children or both.
- Upon receipt of the *AHC Scheduling Form*, Anthem works with providers to schedule a four- or eight-hour event. Note, a two-week period for calling and scheduling interested members is preferred for Quality Management outreach.
- Then our outreach staff contacts members and schedules appointments. If you already have a list of members requiring a visit, the list will be used. Otherwise, a list will be created through the GIC report.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

<https://mediproviders.anthem.com/nv>

**Anthem forms:**

- *HEDIS Measure Compliance Member Visit Guide* (rainbow sheet):
  - Informs providers what HEDIS measure needs to be captured during the visit
  - Aids in office staff HEDIS education and awareness
  - Is returned to Anthem for collection of claims data to determine if the GIC was closed
  - Is used as a tool during the visit to document findings needed to be entered into electronic medical records (EMRs) after a visit is complete
- *AHC Thank You Questionnaire*:
  - Reviews the process for AHC Clinic Day events
  - Provides feedback on improvement and streamlines processes

**AHC orientation**

For providers hosting an AHC Clinic Day for the first time, the HEDIS manager, outreach lead or clinical quality program administrator will schedule a visit prior to the AHC day to:

- Review the process and forms.
- Review the roles of all participants.
- Provide HEDIS education, tools and handouts.

**AHC participant roles:**

<b>AHC coordinator</b>	<ul style="list-style-type: none"> <li>• Coordinates with the provider office on the specifics of the AHC Clinic Day</li> <li>• Creates the communication with the outreach staff member assigned to the event</li> <li>• May complete the AHC orientation with the clinic</li> <li>• May perform a medical record review (MRR) during the event if provider is willing</li> <li>• Sends final schedule via secure email to the office point person 1 to 2 days prior to event</li> <li>• Meets with patient after visit to explain any required testing or to clarify members' understanding</li> </ul>
<b>Outreach staff (one or two individuals)</b>	<ul style="list-style-type: none"> <li>• May be involved on busy AHC days or extended days</li> <li>• Contacts members to participate in the event</li> <li>• Schedules and educates members</li> <li>• Communicates with clinic point person regarding scheduling issues and will request schedule review from point person to be sure member qualifies for the visit (Patient360<sup>o</sup> has a lag time with claims and may require the clinic's input with scheduling a member.)</li> <li>• On the day of the event, arrives to the clinic 30 minutes ahead of the first scheduled appointment and:           <ul style="list-style-type: none"> <li>○ Brings the completed rainbow sheet and a printed copy of the schedule</li> <li>○ Assists the AHC coordinator with setting up a table (if area is available) for meeting with members</li> <li>○ Meets members after they are checked in</li> <li>○ Provides education on benefits, health maintenance, LiveHealth Online, 24/7 NurseLine, ER versus urgent care visits and Healthy Rewards</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>application           <ul style="list-style-type: none"> <li>○ Meets members after their visit to reinforce what the provider spoke with them about</li> <li>○ Contacts no-shows to reschedule with provider</li> <li>○ Collects the rainbow sheet when provider and staff are finished using them</li> </ul> </li> </ul>
<p><b>Provider/          medical          assistant</b></p>	<ul style="list-style-type: none"> <li>● Uses the rainbow sheet to review the member’s EMR and note if the information checked on the sheet is accurate or if member needs something ordered that has not yet been identified</li> <li>● Completes the <i>Patient Summary Sheet</i> with any required item and gives it to the patient (This document will be reviewed and reinforced by the outreach staff.)</li> <li>● Gives the completed rainbow sheets to the outreach staff</li> <li>● Reviews rainbow sheet to ensure member compliance</li> </ul>



### Healthy Connections Scheduling Form

Please complete the information below and email to david.osman@anthem.com or amy.mcteir@anthem.com. We will contact you to confirm the details for this event.

<b>Clinic information</b>
Name of clinic:
Address of event:
Provider(s) name:
Point-of-contact name:
Point-of-contact number/email:
<b>Event logistics</b>
Date requested:
Hours: <input type="checkbox"/> 4-hour <input type="checkbox"/> 8-hour <i>To be effective, we suggest scheduling 10-16 members in a 4-hour time slot.</i>
Double-booking/overbooking permitted: <input type="checkbox"/> Yes <input type="checkbox"/> No If <b>Yes</b> , please specify how many or how often (for example, double-book first and last appointments only):  <i>Please note: Members have a high rate of canceling or not showing for appointments. If this is a concern at your location, we suggest you double-book members.</i>
Willing to see multiple family members? <input type="checkbox"/> Husband/wife <input type="checkbox"/> Parent and child <input type="checkbox"/> Multiple children Max number of children:
Check any of the following your facility provides: <input type="checkbox"/> Urine testing <input type="checkbox"/> HgbA1c machine <input type="checkbox"/> On-site labs <input type="checkbox"/> Pap smears <input type="checkbox"/> Other (please specify):
Does the clinic have a list of members you would like us to schedule? <input type="checkbox"/> Yes <input type="checkbox"/> No

Thank you for your time and attention with providing this information for Anthem Blue Cross and Blue Shield Healthcare Solutions. Please contact me with any questions at amy.mcteir@anthem.com. We look forward to this collaboration in caring for our members.

Sincerely,

Amy McTeir, RN  
HEDIS® Manager  
Anthem Blue Cross and Blue Shield Healthcare Solutions

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).*

<https://mediproviders.anthem.com/nv>