Improving Preventive Visits for Children

Humana Healthy Horizons in Kentucky
March 9, 2022
Does DMS have data around this?

Humana tracks the data on preventive visits for children and submit the data to DMS.

- QM-03 KY Statuary Report, quarterly (last submission 2/2022)
- NCQA HEDIS report, annually (last submission 8/2021)
- CMS-416 report, annually (last submission 3/2022)
Case Management, Moms First, and EPSDT Initiatives

1. Identification and outreach of pediatric enrollees via an Omni-channel approach including calls/text/email
2. Pediatric Comprehensive and HEDIS Assessments assess for preventative visits with children.
3. Education and Goal Planning completed when pediatric wellness gaps are identified.
4. Identification of Moms First participating members with well child visit gaps for targeted education
5. Member rewards leveraged with children and families to incentivize adherence to well child visits.
6. Promotion of Pacify app enrollments for push notification reminders of appointments and vaccines for both mother and baby
7. Promotion of Text 4 Baby app with additional text reminders for well child visits
8. Targeted outreach to at-risk enrollees with pediatric vaccination gaps
9. Enhanced provider collaboration pilot to identify and engage at-risk families to improve adherence to scheduled visits and care plan
10. Targeted Social Media campaigns to encourage well child visit completion
11. Enhanced provider collaboration with case management
12. Educational flyers on well child visits and vaccines for prenatal and postpartum member packet e-mails
13. Community Baby Showers scheduled throughout 2022
Provider Interventions

1. Provider education / flyers available in the provider portal
2. Provider Incentive Program
3. Provider Value Based Program
4. Member level care gap reports to assist providers to identify members in need of well visits
5. Collaboration meetings with providers to review rates, trending, and outcomes