

Postpartum outreach initiative

Background: At Amerigroup Community Care, we recognize that the relationship between a patient and her health care provider can lead to improved compliance with routine postpartum care. With this in mind, we are requesting our network providers assist us in our postpartum outreach initiative. This initiative targets members who are due for postpartum follow-up appointments and their providers.

Why is this change necessary?

The goal of the postpartum outreach initiative is to increase patient compliance, improve health outcomes for our members and encourage our network providers to collaborate with us in maintaining the highest possible postpartum quality measures. HEDIS® identifies a postpartum appointment as one that takes place 21-56 days after delivery. Follow-up appointments that occur 1-2 weeks following a cesarean section or greater than 56 days after delivery are not recognized as reportable postpartum visits by HEDIS.

What is the impact of this change?

Amerigroup associates may contact your office to schedule and/or confirm members' postpartum appointments during the 21-56-day period. In addition, Amerigroup is working with MedXM to offer postpartum home visits to select members who are unable to make it to their delivering doctor for the postpartum visit within 56 days. Criteria for a postpartum home visit include but are not limited to unmet transportation needs to an appointment; limited or no availability to be seen prior to 56 days postpartum; and child care barriers that keep them from making or keeping an in-office, postpartum appointment.

If one of your members meets the criteria and receives a postpartum home visit, your office will receive a home visit summary, developed using patient-centered medical home principles, for your records. Please note that you can engage the MedXM team regarding these members in their panel. We look forward to working with you to improve health outcomes and quality of life for our postpartum members.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

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