

Well Visit Tip Sheet for Babies and Toddlers

The following highlights areas of opportunity and offers potential solutions to support improved patient outcomes and more efficient practice operations around W15* and W30** well-child visits for all ages.

❗ **Providers not using sick visits to complete well child exams when appropriate**

✔ **Potential Solutions:**

- Your office can submit claims for both a sick visit and a preventive well-child visit when services are provided on the same day, provided that the Modifier 25 is added to the claim if appropriate.
 - Refer to the [Well Child Visit Toolkit](#) for coding reminders and clarifications.
 - **Please note that providers must have proper medical record documentation to support the CPT codes and the E/M codes billed.**
- Develop a pre-visit prep process to review the daily schedule and identify members with a scheduled visit who are also due for a well-child visit.
- Utilize care gap alerts or health maintenance reminders in the EMR to flag when the next well visit or screenings, like developmental or lead screenings, are due.

❗ **Opportunities to improve scheduling workflows**

✔ **Potential Solutions:**

- Update scheduling protocols in the practice management system and/or EMR to allow staff to schedule multiple visits, rather than just the next visit.
- Schedule the next well visit in person when members/caregivers are checking out from a well visit.
 - **Remember:** there must be at least two weeks between each well-child visit in order to count for the HEDIS measure.
- Schedule members 2-4 weeks before their due dates so there is an opportunity to reschedule in the event of no-shows or cancellations.
- Make plans to do outreach campaigns when we distribute updated care gaps.
- Utilize our care gap reports for specific measures and prioritize scheduling members with upcoming due dates as soon as possible.
- For members in the W15 denominator, the well visit completion rate often decreases at the 2-month visit. If possible, set up a patient reminder system and/or outreach campaign for members who are 2 months old. Use our care gaps to identify members who are due.

Remember, your patients are eligible for a well-child visit once every year, even if 365 days have not yet passed since their last well-child visit in the prior calendar year. Providers will be reimbursed as long as it is a new calendar year.

Well-Child Visit	Next Well Visit	Reimbursable under Guidelines
January 1, 2026	December 30, 2026	No
February 1, 2026	January 15, 2027	Yes

⚠ **Schedules are full!**

✓ **Potential Solutions:**

- Host a well child visit block scheduling event with us. Provider groups block their schedule exclusively for our members, and we will assist with outreach and scheduling.
 - Contact Khalif Moore (khalif.moore@jeffersonhealthplans.com) if you are interested in learning more.
- Review schedules to explore adding extended weekday or weekend hours.

⚠ **Member engagement is a challenge**

✓ **Potential Solution:**

- Explore opportunities to communicate with members in different ways, including text messages, online scheduling, automated phone calls with the option to schedule with a live agent or get a call back at a more convenient time.



***W15** = Well-Child Visits in the First 15 Months of Life: 6 or More Visits. All children who turn 15 months old during the measure year are included in the denominator. Visit must occur before the child turns 15 months.

****W30** = Well-Child Visits for Ages 15-30 Months. Children who turn 30 months during the measurement period must have 2 or more well visits before they turn 30 months old.