



Pennsylvania's Children's  
Health Insurance Program  
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# Make Preventive Care Easier

*Practical ways to support timely child and adolescent well-care visits:*

Preventive services change from infancy through adolescence. Looking beyond the appointment itself and supporting each step before, during, and after the visit, concerns can be identified earlier, supporting healthier outcomes.

## BEFORE THE VISIT

Use available care gap information to identify CHIP enrollees who may be due. Contact families early and help schedule the appropriate preventive visit.

## DURING THE VISIT

Complete age-appropriate preventive services, screenings, assessments, and anticipatory guidance based on the child's needs.

## AFTER THE VISIT

Document the services and results clearly. Track referrals and follow-up needs so the next step does not get lost.



## Reduce Missed Opportunities

- **Review care-gap reports regularly** and build outreach into existing workflows.
- **When a child is seen for another reason**, check whether preventive care is due and arrange the appropriate well-care visit.
- **Use reminders and follow-up outreach** to help families complete scheduled visits and referrals.
- **Make documentation part of the workflow** so completed services are reflected in the medical record and quality reporting.



## Keep the Preventive Visit Distinct

The W30 and WCV measures apply to preventive well-care visits, not sick or episodic visits. Well-child visit timing is age-specific, so scheduling and documentation processes should reflect the applicable guidance for each age group.

**PRACTICE ACTION:** Choose one point in your current workflow where preventive care needs can be identified earlier, then assign a consistent next step for outreach, scheduling, or follow-up.



## PHW is Here to Help

PHW's Provider Relations and Care Management teams can support providers with quality measure education, documentation and coding guidance, screening resources, and care-gap reporting tools.

**For more information, call 1-855-445-1920 (TTY 711) or visit PAWellKids.com.**