

# Important Facts About the Keys to Your Care® Healthy Baby Program



**The Keys to Your Care Healthy Baby Program is a voluntary texting and member outreach program for AmeriHealth Caritas Pennsylvania (the Plan) members ages 0 to 15 months.**

Both texting and non-texting members will receive telephonic appointment reminders. The goal of this program is to provide information and resources to help our members stay on track with their immunizations and preventive health measures.

Your members who enroll in the program and have text messaging capabilities on their mobile devices will receive helpful messages every week up to baby's 15th month of life.

We hope you will encourage the parents and guardians of Plan-eligible children ages 0 to 15 months to enroll in this exciting, innovative program.

As part of the program, members may earn incentive gifts for attending their milestone visits, such as:

- Gift card upon successful enrollment into the program.
- Up to six gift cards for baby's well-child visits through 15 months.

## Frequently asked questions

**Q.** How does a child get enrolled into the Keys to Your Care Healthy Baby Program?

**A.** Parents/guardians can enroll any Plan-eligible child(ren) age 0 to 15 months into the program by texting one of the following codes:

- AmeriHealth Caritas Pennsylvania members text **GROW** to **85886**.
- Non-texting parents/guardians can call **1-800-910-2959** to enroll.

**Q.** How is the Plan tracking the well-child visits for the pediatric offices?

**A.** Well-child visits are tracked by the Plan through the routine billing and claims analysis that takes place when a well-child visit is submitted to the Plan for payment. Any milestone visit and accompanying earned incentive will have to be authenticated via claims analysis completed by the respective plan.

**Q.** How soon after a well-child appointment takes place does an incentive get issued to the member?

**A.** The Plan reviews claims submitted by your practice on a monthly basis to determine a member's eligibility for respective milestone incentives. It may take up to two to three months following the completion of a well-child visit and the billing of that visit for a member to receive the incentive in the mail.

**For more information on this program, please visit our website:**

[www.amerihealthcaritaspa.com/member/eng/programs/pregnancy/index.aspx](http://www.amerihealthcaritaspa.com/member/eng/programs/pregnancy/index.aspx)

HEDIS® Child Documentation and Coding Guidelines 2019\*

HEDIS measure/ coding tips	Measure description	Documentation required	Coding
Well-Child Visits in the First 15 Months of Life (W15)	Members who turned 15 months old during the measurement year and who had six or more well-child visits with a primary care practitioner (PCP) during their first 15 months of life.	<p>Documentation from the medical record must include a note indicating a visit with a PCP, the date the well-child visit occurred, and evidence of all of the following:</p> <ul style="list-style-type: none"> <li>• A health history.</li> <li>• A physical developmental history.</li> <li>• A mental developmental history.</li> <li>• A physical exam.</li> <li>• Health education/anticipatory guidance.</li> </ul> <p><b>Common chart deficiencies</b></p> <ul style="list-style-type: none"> <li>• Lack of documentation of education and anticipatory guidance.</li> <li>• Children being seen for sick visits only and no documentation related to well visits.</li> </ul> <p><b>Note:</b> Preventive services may be rendered on visits other than well-child visits. Medical records must include documentation of preventive services. Chronic or acute condition assessment and treatment are excluded from this provision.</p> <p><b>The following notations or examples of documentation do not count as numerator compliant:</b></p> <ul style="list-style-type: none"> <li>• Health history: Notation of allergies, medications, or immunization status alone. If all three (allergies, medications, immunization status) are documented, it meets criteria. Physical developmental history: Notation of Tanner Stage/Scale; notation of “appropriate for age” without specific mention of development; notation of “well-developed/nourished/appearing.” Mental developmental history: Notation of “appropriately responsive for age”; notation of “neurological exam.” Physical exam: Vital signs alone. Health education/anticipatory guidance: Information regarding medications or immunizations or their side effects.</li> </ul>	<p>Use age-appropriate preventive E&amp;M <b>CPT:</b> 99381 – 99385, 99391 – 99395, 99461</p> <p><b>ICD-10:</b> Z00.00, Z00.01, Z00.110, Z00.111, Z00.121, Z00.129, Z00.5, Z00.8, Z02.0 – Z02.6, Z02.71, Z02.79, Z02.81 – Z02.83, Z02.89, Z02.9 (Any doctor’s office or outpatient visit procedure code meets requirements when billed with ICD-10 codes listed.)</p> <p><b>HCPCS:</b> G0438, G0439</p>

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