

To: MDwise Hoosier Alliance PMPs and OB/GYNs

Subject: Timeliness of Prenatal and Postpartum Visits

From: Mark P. Rollins, MD, Medical Director, MDwise Hoosier Alliance

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You can begin setting the stage for timely prenatal visits before pregnancy occurs. Use non-pregnancy related appointments as a time to encourage your female patients to contact your office if they're planning to get pregnant, or as soon as they suspect they are pregnant. The earlier a pregnancy is planned for or confirmed, the earlier proper prenatal intervention – including any necessary lifestyle and nutrition changes – can occur.

Even if you're a PMP who's quite familiar with your pregnant patient, it's important to retake her social and medical history to ensure you have the most up-to-date information. This history should include all medications being taken (not just prescription and over-the-counter medications, but vitamins, minerals and herbal supplements too), vaccinations received, STDs contracted, past pregnancies and surgeries, tobacco use, drug and alcohol use, diet, exercise regimen, and home and work environments (to identify stressors such as domestic abuse or physically strenuous work).

Timely prenatal visits reduce complications and C-sections. HEDIS guidelines specify that a pregnant woman should receive her first prenatal visit during the first trimester, or within 42 days of enrollment in Medicaid Package B.

The American College of Obstetricians and Gynecologists (ACOG) recommends the following office visit schedule for a woman with an uncomplicated pregnancy:

- **Week 1 to Week 29:** One visit per month
- **Week 29 to Week 36:** One visit every 2 to 3 weeks
- **Week 36 to Delivery:** One visit each week

There are several steps you and your office staff can take to help ensure your pregnant patients follow the ACOG-recommended schedule.

- At the time of the pregnancy confirmation visit, have the patient make the appointment for her next prenatal visit.
- Institute a chart flagging system that prompts your staff to place appointment reminder calls to these patients. Your MDwise Hoosier Alliance Account Executive can show you how to institute the program in your office.

- If a pregnant patient misses an appointment, call her the same day to reschedule a make-up visit.

In addition to the steps you and your staff can take to ensure prenatal visit timeliness, our case managers also call pregnant members to remind them of upcoming appointments, or that it's time to make their next appointment. These reminder calls are part of our Perinatal Program. Through the program, case managers provide educational information, arrange rides to and from prenatal visits and connect women with community resources that can provide additional support such as breastfeeding classes and baby supplies.

Following peer-recommended timeliness guidelines can reduce your patient's risk of post-delivery complications, such as infections or wound healing issues. ACOG recommends the following postpartum exam schedule:

- **Uncomplicated pregnancy:** 4 to 6 weeks after delivery
- **Complicated pregnancy and/or C-section:** 7 to 14 days after delivery

Please note that if you feel your MDwise Hoosier Alliance postpartum patients require two exams to ensure their good health, those visits are covered. However, please remember that if you are striving to meet the HEDIS postpartum measurement for these patients, you'll need to conduct one of these visits between the 21st and 56th day after your patient has delivered. The other visit can be conducted when you feel it is most appropriate.

Your office staff can conduct the same type of outreach to your postpartum patients as you do your pregnant patients. Although most postpartum checkups are scheduled before a delivered mother leaves the hospital, the staff of the physician who will be conducting the exam should still place a reminder call to the patient, or a follow-up rescheduling call if the patient is a no-show.

If you're a PMP and your patient's pregnancy has been cared for by an OB/GYN, you should still outreach to the new mother soon after delivery to ensure she schedules her postpartum visit with either you or her OB/GYN within the ACOG-specified timeframes. Although you should receive a notice from the hospital soon after your patient has given birth, you can also track your patient's delivery date through the MDwise Hoosier Alliance Mommy Database.

In addition to your own outreach, our case managers send postpartum check-up reminders to new mothers and encourage them to call us or their doctor if they are feeling sad or depressed since giving birth.

Thank you for all you do to ensure our members' postpartum health. If you have any questions, or if I can be of assistance, please call 888-961-3100.