

# Provider Bulletin

## HEDIS® News You Can Use

### Child and Adolescent Well-Care Visits (WCV)



#### Importance of well-care visits

Well-care visits are essential for promoting healthy growth and development in children and adolescents. They provide opportunities for comprehensive assessments, preventative care, and early identification of emerging health concerns.

This bulletin offers information on any measure changes, best practice suggestions, links to codes and free resources.



#### Measure requirement and coding information

Persons 3-21 years old who had at least one comprehensive well-care visit with a PCP or OB/GYN in the measurement year.

- **Apply well-care visit and encounter for well-care codes.**
- **Telehealth visits are not included.**

For detailed measure information and up-to-date codes to use, go to:

[MC Gap Closure Reference Guide](#)



#### Common reasons for Gaps in Care

1. Lack of established care with a provider.
2. Missed appointments.

For members assigned but choosing not to establish care, go to [MC PCP Change Request Form](#)



## How Mercy Care helps

1. Well-care visit **outreach calls** with emphasis on importance of assessments and preventative care.
2. Well-care **missed visit calls**: Reminds members of missed well visits and assists with rescheduling needs.
3. Provider information and education on screening guidelines and lists of members needing care.



## Great resources

[Mercy Care Provider Manuals](#)

[Well Child Care A Check-Up for Success](#)

[Bright futures in clinical practice](#)

**Thank you for the care you provide  
to our members**



## Best Practices Tips to improve results

1. **Use electronic medical record (EMR) prompts:** Embed reminders in the EMR to flag overdue well-care visits.
2. **Provide education:** Emphasize the importance of assessments and preventative care to encourage visit completion.
3. **Missed visit follow-up:** Conduct outreach and assist with rescheduling to close care gaps.
4. **Leverage other visits:** When clinically appropriate, perform well-care exams during follow up visits, sick visits, or physicals (sports/school). Provide guidance beyond the immediate reason for the visit.

[mercycareaz.org](http://mercycareaz.org)