


Network NewsBrief

A publication for **AvMed**
Providers and Staff



**TALK TO YOUR PATIENTS
ABOUT COLON CANCER**

**THE IMPORTANCE OF
POSTPARTUM VISITS**

**TRANSITION OF CARE:
MAINTAINING CONTINUITY**

**TALK TO YOUR PATIENTS ABOUT
ANNUAL WELLNESS VISITS**

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For complete details on all the current news you need to know and to download forms, please visit our website at **AvMed.org**.

Submit New Claims:

P.O. Box 569000
Miami, FL 33256

Claims Correspondence, Reviews, and Appeals:

P.O. Box 569004
Miami, FL 33256
Fax: **1-800-452-3847**

THANK YOU FOR ENCOURAGING PATIENTS TO GET THEIR FLU SHOTS!

We want to thank our providers for continuing to encourage patients to get their flu shot.

Your conversations, reminders, and trusted guidance play a critical role in protecting patients and strengthening the health of our entire community.

By helping patients understand the importance of vaccination, you reduce preventable illness, ease strain on healthcare systems, and reinforce the power of proactive care. Your commitment makes a meaningful difference. Thank you for leading the way in flu prevention!



Talk to Your Patients About Annual Wellness Visits



As a provider, you know that a patient who is proactive about their well-being is the best way for them to stay healthy, avoid serious medical issues, and keep healthcare costs to a minimum.

Springtime is a great time to encourage your patients to schedule an annual wellness visit with a focus on prevention, immunizations, and health screenings. Please remind your patients that AvMed offers comprehensive preventive care services as part of their coverage options.



For more help on improving the patient experience, contact **AvMed's Provider Service Center** at **1-800-452-8633**.

TALK TO YOUR PATIENTS ABOUT COLON CANCER

Colon cancer is the third most common cancer diagnosed in the United States. The American Cancer Society estimates that more than 100,000 new cases of colon cancer will be diagnosed this year. Preventive screenings are important for improving the chances of successful treatment. Certain lifestyle changes can also lower one's chance of disease. Proactively talking to your patients about colon cancer can help minimize their risk, as well as ensure the best outcome possible in the event of a diagnosis.

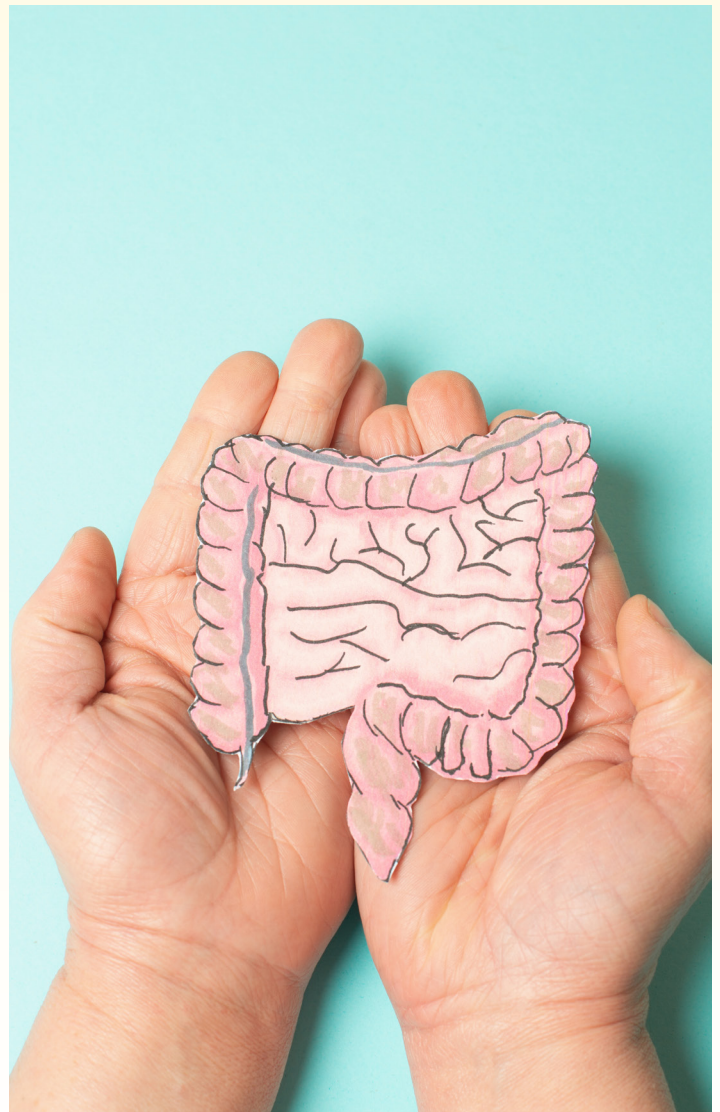
Discussing Risk Factors

The risk factors for colon cancer vary. Some may be out of a patient's control, such as family history. But many colon cancer risk factors can be addressed by lifestyle changes your patients can make, including:

1. Becoming more active. Patients who lead a sedentary lifestyle are at a greater risk of colon cancer. Encourage your patients to exercise more, even if that means simple activities like walking.
2. Minimizing red meat intake. A diet high in red meats or processed meats has been linked to colon cancer. Talk to your patients about their diet – they may need to limit their red meat intake or replace it with healthier proteins like fish and chicken.
3. Stopping smoking. Smoking is linked to a number of health problems, including colon cancer. AvMed offers smoking cessation resources that can help your patients finally kick the habit.

Screening Recommendations

Colonoscopy is the gold standard for cancer screening. If your patient is not willing to have a colonoscopy and is a low-risk individual, talk to them about less invasive alternative screening tests like Quest at-home test kits.



THE IMPORTANCE OF POSTPARTUM VISITS

Welcoming a new life into the world is a momentous occasion, and providers play a pivotal role in ensuring the well-being of both the mother and newborn. While prenatal care is widely recognized for its importance, the significance of postpartum visits should not be underestimated. These follow-up appointments are integral to monitoring and supporting the physical and emotional health of mothers after childbirth.

Postpartum visits, typically scheduled within the first six weeks after delivery, provide a valuable opportunity for you to assess a mother's physical recovery process and address any potential complications. You can evaluate the healing of the perineum, incision sites from cesarean sections, and overall reproductive health. This allows the early detection and management of postpartum complications such as infections, hemorrhage, or issues related to cesarean incisions.

Additionally, the postpartum period is a time of significant emotional adjustment, and mothers may experience a range of emotions, from joy and fulfillment to anxiety and postpartum depression. Postpartum visits play a crucial role in assessing and addressing the mental health and emotional well-being of new mothers; providing guidance on managing stressors; and offering resources or referrals for mental health support when needed.

Moreover, postpartum visits serve as an educational platform to provide new mothers with advice and counseling



on breastfeeding, postpartum nutrition, contraception options, and pelvic floor exercises, among other topics that ultimately contribute to the overall well-being of both the mother and child.

TRANSITION OF CARE: MAINTAINING CONTINUITY



When all providers are on the same page, the patient wins. Care continuity and coordination among a patient's cadre of providers has been linked to improved care outcomes, lower costs, and a better overall patient experience.

Building an ongoing patient-provider relationship requires active involvement and a two-way street of constant communication. Here are four proven ways to continuously improve the continuity of care with your patient:

Ask about other providers/changes in care. If your patient is seeing other providers, you need to know to help ensure you're able to coordinate and provide safe, quality medical care. Not all patients communicate this information – sometimes, they forget or are embarrassed to mention it.

You should also ask about changes in care, such as any hospital admissions as well as emergency or urgent care visits.

Keep good records. Make sure you and your staff members are documenting any and all changes in care and following protocol. A breakdown in any part of the communication process within your practice can lead to items slipping through the cracks. This is especially true when dealing with complex conditions, which can involve many specialist visits and ordering tests.

Be accessible. Patients value access; they trust that they'll be able to see you in a timely fashion. If they have to wait weeks for an appointment or spend hours in a reception area, they are likelier to seek care elsewhere – thus resulting in fragmented care. Put safeguards in place to ensure the time

spent waiting in your reception area for their appointment is kept to a minimum.

Be clear about follow-up care. If your patients require follow-up observation or care, make sure they have clear instructions and information about any relevant resources, including scheduling future appointments. That way, you make it easier for them to follow through with continued care. You may want to consider reaching out to the patient to ensure that they follow through with any referrals to specialists or other providers.

Contact the **AvMed Provider Service Center at 1-800-452-8633** for more information on transition of care.

The Provider Service Center is open Monday-Friday (excluding holidays) from 8:30 am – 5:00 pm. You can also get in touch with the Center by sending an email to **Providers@AvMed.org**. More resources can be found at **AvMed.org** under the *Provider* section.



We welcome your feedback.

It's SURVEY time again and members are being surveyed to assess their experiences with health plans, providers, and our ability to maintain or improve their physical and mental health. Remember, these surveys are used to assess the patient experience focusing on how patients perceive key aspects of their care. Some of those aspects include: office access and wait times for all members; care coordination between the PCP and the specialists; and whether providers assess fall risk and provide a fall risk reduction plan to their members.

If you would like to participate more directly in our Quality Improvement Program or would like information about the program, including progress toward our goals, email us at **Providers@AvMed.org** or call the Provider Service Center at **1-800-452-8633**, Monday-Friday, 8:30 am-5 pm, excluding holidays.

AVMED'S WEBSITE: AvMed.org

ONLINE PROVIDER SERVICES:

Claims Inquiry, Member Eligibility, Referral Inquiry, Provider Directory, Physician Reference Guide, Clinical Guidelines, Preferred Drug List

Please note our email address:

Providers@AvMed.org

Use our centralized toll-free number to reach several key departments at AvMed.

PROVIDER SERVICE CENTER

**1-800-452-8633, Monday-Friday,
8:30 am-5 pm, excluding holidays**

- AvMed Link Line, press one (1).
Use this option to verify member eligibility and limited benefit information, or confirm and request authorizations.
- Claims Service Department, press two (2).
Use this option to verify status of claims payment, reviews, and appeals.
- Provider Service Center, press three (3).
Use this option for questions about policies and procedures, to report or request a change in your panel status, address/phone, covering physicians, hospital privileges, Tax ID and licensure, or any other service issue.
- Clinical Pharmacy Management, press four (4).

AUDIT SERVICES AND INVESTIGATIONS UNIT

1-877-286-3889

(To refer suspect issues, anonymously if preferred)

CARE MANAGEMENT

1-800-972-8633

CLINICAL COORDINATION

1-888-372-8633

(For authorizations that originate in the ER or direct admits from the doctor's office)