



### CHA wants to help you:



Identify and manage patient populations in need of care.



Measure and improve HEDIS performance.



Reduce no-shows.



Track and coordinate care.



Reduce administrative burden on office staff.

## Clear Health Alliance (CHA) clinic day



Offered by  Simply healthcare



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[www.clearhealthalliance.com/provider](http://www.clearhealthalliance.com/provider)

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Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

### What is clinic day?

A clinic day occurs when a provider agrees to hold open appointments, over the course of one or more days, for particular health services for our members.

## What are the benefits of hosting a clinic day event?

Clinic day events offer a fun way to encourage patients to obtain the health services they need, while improving your HEDIS® rates and decreasing no-shows. They also allow for open communication between everyone — you, members/patients and CHA. As a show of appreciation for hosting a clinic day, we provide lunch for your office on the day of the event.



## Why is CHA conducting clinic days?

Clinic days are valuable because they:

- Bolster member and provider satisfaction.
- Increase HEDIS scores.
- Improve the quality of life and health outcomes of our members, specifically in relation to certain health care needs.

## Where will the clinic day take place?

Health services will take place at the office of providers who agree to hold open appointments for our members. CHA also has a mobile clinic unit that is equipped to offer services.

## What are open appointments?

Open appointments are scheduled appointments for our members, held during the time a provider makes available for a clinic day event.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

## What support will CHA provide?

If you are interested in hosting a clinic day, we will:

- Distribute member invitations and appointment reminders.
- Work with your office to schedule appointments or provide independent outreach to members.
- Assist members with transportation needs to your office.
- Provide a display table for giveaways and health information.
- Provide lunch for our providers and their office staff.



## Clinic day background

CHA has launched a quality initiative designed to improve access to care, as well as improve health status and outcomes. HEDIS measures members' utilization of health care services. This new initiative engages members and providers to improve access to care. In partnership with our network providers, we will host a series of clinic days to treat members who have not completed specific recommended health services.



## What kinds of activities will be conducted during a clinic day?

While the clinic day event is underway, CHA associates will serve as staff support for the event, engaging with members to:

- Make sure members understand their benefits.
- Help members obtain resources such as social services, addresses or phone numbers.
- Provide members with our contact information for any issues that arise.
- Offer health education materials and giveaways.

## How are members identified to participate in a clinic day event?

Not all members in a practice's panel will be targeted for participation in a clinic day. Only the subset of members within a practice who have not completed specific recommended health services and HEDIS measures will be targeted for participation.

## Are measures taken to discourage no-shows during a clinic day?

Every effort is made to help prevent no-shows and ensure a successful clinic day. Prior to the event, Quality Management health outreach specialists will work with members to identify solutions to any barriers that may cause a no-show to occur. Transportation arrangements are available for qualifying members.