



BlueCross BlueShield  
of Texas



WELLNESS  
CAN'T  WAIT. 

PROVIDER  
TOOLKIT



# Wellness Can't Wait Provider Toolkit

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## Letter Template

*TIP: Use this letter to encourage patients to make an appointment. Take the opportunity to share the steps you are taking to help them access health care in a comfortable, safe way. Edit and make it your own.*

[Your Name]  
[Street Address]  
[City, ST ZIP Code]

[Recipient Name]  
[Street Address]  
[City, ST ZIP Code]

Dear [Patient Name]:

Our offices are open and it's easy to make an appointment for your health care needs. We offer in-office and telehealth appointments to ensure you can access care in a comfortable, safe way that works for you. We know you may have questions and concerns about going to a doctor's office during the COVID-19 pandemic. Our staff wants to assure you we are doing everything we can to keep you healthy, now and in the future.

Steps we are taking to keep you safe:

- For office appointments, we have enhanced our already stringent disinfectant and cleaning protocols. We require masks, temperature checks and physical distancing. Hand sanitizer and disposable masks are available upon request.
- We can address many health concerns, order or refill medications and even order lab work through telehealth appointments. The visit is managed with the same level of privacy on our end as an in-office visit.

Our promise to provide the highest quality and most effective care possible remains unchanged.

**If you have any questions, concerns, or want to schedule an appointment, please call our office at [Enter Phone Number].**

Sincerely,  
[Your Name]  
[Title]

## Email Template

*TIP: Use this email template to encourage patients to make an appointment. Take the opportunity to share the steps you are taking to help them access health care in a comfortable, safe way. Edit and make it your own.*

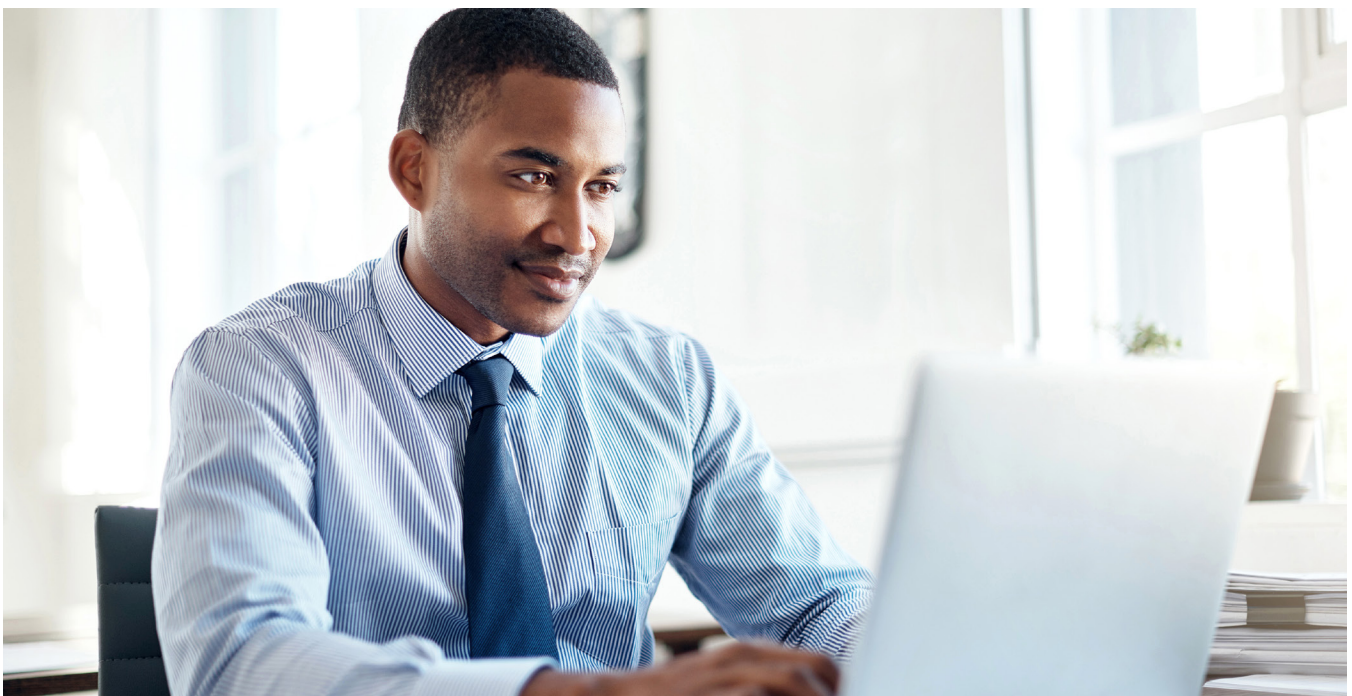
Whether you're managing a chronic condition like diabetes or experiencing new health concerns, your health is important to us. We offer appointments in the office, or by phone or video chat to ensure you can access care in a comfortable, safe way that works for you.

### Keeping you safe

We are doing everything we can to keep you healthy now and in the future.

- **In-office:** We have enhanced our already stringent disinfectant and cleaning protocols. We require masks, temperature checks and physical distancing. Hand sanitizer and disposable masks are available upon request.
- **Telehealth:** We can address many health concerns, order or refill medications and order lab work through telehealth appointments. The visit is managed with the same level of privacy on our end as an in-office visit.

**If you have any questions or want to schedule an appointment, please call us [Enter Phone Number] or [Enter Link to Make an Appointment].**



## Text Message Template

*TIP: Use this text message template to encourage patients to make an appointment. Edit and make it your own.*

In-office, phone or video chat appointments are available to ensure you can access care in a safe way. To schedule an appointment, reply with Y [OR call us at [Enter Phone Number] OR [Enter Link to Make an Appointment].



# Telehealth Tips Template

*Tip: Share these tips with your patients to ensure they get the most of their telehealth appointment.*

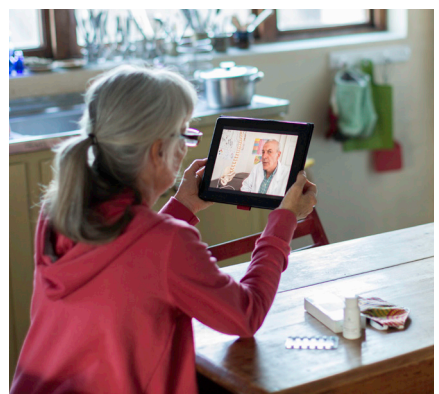
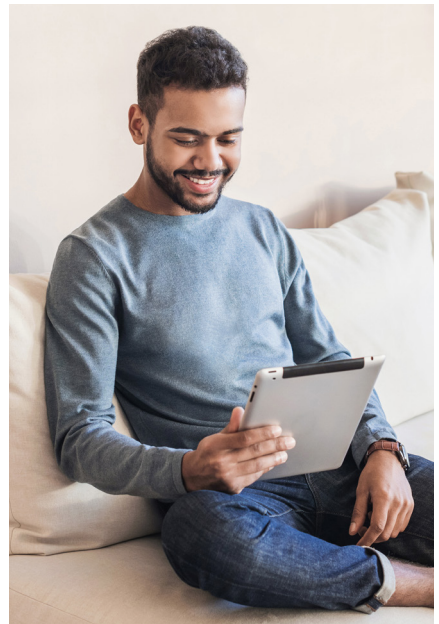
## Telehealth Tips for you

### Prepare For the Visit

- Ensure your phone, computer, or tablet is charged and ready.
- Make sure you have a reliable internet connection.
- Join the meeting at least 10 minutes early to allow your device to connect and to allow for trouble shooting.
- Sit in a comfortable, quiet, well-lit area where you can have a private conversation and you're free to talk.
- If you're in a shared space, consider moving to a private space or using headphones for your visit.
- Make sure your camera provides a clear view of you for your doctor.
- Have a pen and paper ready to take notes.

### Make a List

- Have your information ready:
  - What is your temperature, blood pressure, height and weight?
- Be prepared with a list of questions for your doctor.
- Write down a list of your symptoms (how you feel), when your symptoms started and their severity.
  - Specifically, where are you experiencing pain or discomfort?
  - Are you having difficulty making specific movements?
  - On a scale of 1-10, with 1 being the least and 10 being the most severe, how would you rate your pain?
  - What relieves your pain?
- Make a list of your current medications, dosages and frequency.
- Write down your medical conditions such as diabetes, heart condition or asthma.



## Best Practices

Have your patients put off their office visits during the COVID-19 pandemic? Their wellness can't wait. Now is the time to encourage your patients to get caught up on their health — including needed vaccinations. Below are several best practices to keep top-of-mind.

### Vaccinations

- Encourage your patients to get the COVID-19 vaccine as soon as it is available to them
- All adults need a flu vaccine every year, especially important when tied with the effects of COVID-19
- Other vaccines like pneumonia, shingles or Tdap vaccine, a booster vaccine for tetanus, diphtheria and pertussis may be needed based on their age, health conditions, job, lifestyle, or travel habits
- Review the [routine vaccination schedule guidelines](#) for infants and children from birth to age six
- Administer adolescent immunizations including meningococcal, Tdap and the HPV vaccine series by age 13

### Best Practices

- Share [material](#) with parents that give solid evidence for the efficacy and safety of vaccines
- Share our immunizations [flier](#) with your patients for further education
- Ensure your patients are up to date on all vaccinations
- Encourage parents with children under two years old to make appointments to vaccinate their children
- Share your pandemic safety protocol to ease patients' concerns and increase their comfort in visiting your office
- Discuss options for vaccinations with the parents of your patients

### Diabetes

Document all the following annually for comprehensive diabetes care for patients ages 18 to 75 with type 1 or type 2 diabetes:

- Hemoglobin A1c (HgbA1c) results
- Retinal eye exam
- Medical attention for nephropathy
- Blood pressure control (< 140/90 mmHg)

### Best Practices

- Evaluate and document HgbA1c every three to six months
- The last HgbA1c result of the year counts toward the HEDIS score
  - Re-evaluate your patient's care plan and repeat testing as needed
- Order labs prior to your patient's appointment
- Adjust therapy to improve HgbA1c; follow up with your patient to monitor change
- Coordinate care with specialists (e.g., ophthalmologist, endocrinologist)
- Review diabetes services at each visit
- Provide an after-visit summary to ensure your patient understands the care plan
- Build care gap "alerts" into your electronic medical records
- Utilize BCBSTX coding tips to accurately reflect the care your office provides
- Share our [wellness visits flier](#) with your patients for further education

## Best Practices

### High Blood Pressure

- Patients who are 18 to 85 years old with a diagnosis of hypertension and whose blood pressure during the measurement year in the outpatient setting is counted as controlled when:
  - Systolic blood pressure (SBP) < 140 mmHg
  - Diastolic blood pressure (DBP) < 90 mmHg
- Note: if no blood pressure is recorded or if the reading is incomplete (systolic or diastolic documentation is missing) during the measurement year, the patient is counted as not controlled
- Telephone visits, e-visits and virtual check-ins are now acceptable settings for blood pressure (BP) readings
- BP readings may now be taken by any digital device

### Best Practices

- Discuss with your patients the importance of taking medications as prescribed, smoking cessation, increased physical activity and eating a low-sodium diet
- Discuss with your patients the importance of returning for follow-up visits
- Reach out to patients who cancel or miss appointments and assist them with rescheduling as soon as possible
- Share our [wellness visits flier](#) with your patients for further education

### Mammograms

- Women ages 50 to 74 should have a screening mammogram at least every two years
- Biopsies, breast ultrasounds or MRIs may be indicated for higher risk patients or for diagnostic purposes (as an adjunct to mammography) but not as a substitute for mammography

### Best Practices

- Educate your patients about the importance of early detection and encourage testing
- Document a bilateral mastectomy in the medical record when applicable
  - Document ICD-10 exclusion codes that indicate why screening mammography to both breasts was not performed, such as bilateral mastectomy, or absence of the left or right breast
  - Have a list of in-network mammogram facilities available to share with your patients
  - Discuss possible fears your patients may have about mammograms
  - Assure your patients that current testing methods are less uncomfortable and require less radiation than past methods
  - Include the month and year of the date of service when documenting a mammogram
- Use reminder systems in your electronic medical record for screenings and checkups
- Share our [screenings flier](#) with your patients for further education



# Best Practices

## Cervical Cancer Screening

- Women age 21-64 years of age who had cervical cytology performed within the last three years
- Women age 30-65 years of age who had cervical high-risk human papillomavirus (hrHPV) testing performed within the last five years
- Women age 30-64 years of age who had cervical cytology/high risk human papillomavirus (hrHPV) co-testing within the last five years

## Best Practices

- Document the results of most recent vaginal Pap screening and the date the screening was performed
- Educate your patients on the importance of Pap test to detect cervical cancer in its early stages
- The Pap test looks for changes in the cervix that may lead to cancer. Routine Pap smears are encouraged to locate cancer early, which makes the cancer easier to treat
- Share our [screenings flier](#) with your patients for further education


## Colorectal Cancer Screening

- Patients who are 45-75 years of age who had appropriate screening for colorectal cancer with any of the following tests:
  - Fecal immunochemical test (FIT) kit annually
  - Fecal occult blood test (FOBT) in the past year
  - Stool DNA (FIT-DNA) test in past three years
  - Flexible sigmoidoscopy in past five years
  - Computed Tomography (CT) colonography in past five years
  - Colonoscopy in past 10 years
- Record the date of the test and the result in the medical record

## Best Practices

- Document the date the colorectal cancer screening was performed or the pathology report indicating the type and date of screening
- Discuss with your patients the importance of returning for follow-up visits
- Reach out to your patients who cancel appointments and assist them with rescheduling as soon as possible
- Share our [screenings flier](#) with your patients for further education





This material is for informational purposes only and is not a substitute for the independent medical judgment of a physician or other health care provider. Physicians and other health care providers are encouraged to use their own medical judgment based upon all available information and the condition of the patient in determining the appropriate course of treatment. The fact that a service or treatment is described in this material is not a guarantee that the service or treatment is a covered benefit and members should refer to their certificate of coverage for more details, including benefits, limitations and exclusions. Regardless of benefits, the final decision about any service or treatment is between the member and their health care provider.

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