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TO: HealthSpring/CIGNA MA PCPs
FROM: Betsy Wagon on behalf of Jim Caskey MD
DATE: April 13, 2020

HEALTHSPRING 360s and Wellness Exams Suggestions from Dr. Caskey

Dr. Caskey has asked for POET to distribute the below information to HealthSpring PCPs.

Angela and I have begun doing health Springs wellness exams and the 360s via telemedicine. Most of our patients were already scheduled for some time this next month as we generally try to finish by the end of May.

Our process is:

#1. We call the patient and confirm that they are willing to do this via tele-visit.

#2. If so, we set up an 2 appointments with the patient for a time that my staff can contact them to ask all the appropriate questions and gap closures that need to addressed as well as set up a tele-visit time.

#3. The staff member will call from a remote location (our phones have been busy with the length of time it takes to get some of these individuals online and therefore the lines get full and patients cannot call in). Half of my staff is staying home. Those staff members call the patient using their cell phones and *67 their home phone number. We make sure that the patient knows that they will be getting a phone call at the first scheduled time from an anonymous number. Almost all the information can be obtained on that call. The patient is asked to have vital signs ready at the time of the next phone call.

#4. A member of the staff from the office will call them a few minutes before they're scheduled appointment and walk them through the mechanism of getting online and recording vital signs. We are currently using a link sent by text message which has been very successful.

#5. The patient then has the tele-visit.

I have found this to be very successful. By the time the patient calls I have pulled up all the old diagnosis and able to review them with the patient. Gaps can be addressed. I have had some very good conversations each patient- generally lasting up to 35 minutes on my more complex patients.