



August 29, 2022

Dear Valued Provider Partner:

REDUCING AVOIDABLE READMISSIONS

As you know, hospital readmissions impact Members and their families. Patients who are seen by their PCPs within seven days of discharge are statistically proven to experience significantly reduced readmissions.

Often times, when a recently discharged Member calls to schedule a post-discharge appointment, he/she is offered an appointment several weeks to months out.

There are initiatives you can put in place to help Members have a visit with you within seven days of post discharge.

- Have your scheduler inquire:
 - "Are you currently in a hospital or facility?" (We encourage our Members to call to schedule an appointment while they are still in the hospital/facility.)
 - If the Member is not currently in a facility, the scheduler can ask "Were you recently discharged from a hospital or other facility?"
- It's a good idea to hold a few appointments open each day so that your scheduler can meet the seven-day post-discharge visit requirement.

Post-hospitalization discussion should include:

- Reason for admission
- How to avoid readmissions (discuss your office hours and when to contact your office)
- Services prescribed post discharge – have they been arranged and received?
- Needed referrals to specialists
- Medication reconciliation
- Agreement on treatment plan and next visit

Additional Resources:

AvMed offers a Nurse On Call resource that provides confidential health advice 24/7 with a Registered Nurse. The toll-free number is 1-888-866-5432 (TTY 711).

Case Management Programs – if your patients need extra support, we offer a variety of care support programs, including:

- **Transitional Care:** For patients who have been discharged from a hospital and are transitioning back home or to a skilled nursing facility
- **Complex Care:** For patients who are experiencing a catastrophic medical diagnosis or who have multiple diagnoses requiring coordination and support
- **Chronic Condition Management Programs:** For your patients with chronic illnesses including:
 - Asthma
 - Diabetes
 - COPD
 - CHF
 - CAD
- **Short-Term Care:** For patients who could benefit from extra support following a health issue
- **Specialty Care:** For patients who have specialized health issues such as high-risk pregnancy or a transplant
- **Behavioral Health/Substance Use Disorder:** For patients experiencing a behavioral health or substance use disorder, referrals may be made to our BH/SUD partner, Optum Behavioral Health, by calling 1-800-888-2998.

For more information on how our Case Management programs may be able to assist your patients or to make a referral by phone, please call **AvMed's Case Management Department at 1-800-972-8633**. Referrals can also be submitted to our secure email address at **CM@AvMed.org**. For referrals via secure email, please include: Member name, AvMed ID number and reason/ diagnosis for the referral and the best phone number to reach the Member.

Sincerely,

Your AvMed Case Management Team