

## Tips to Help Your Medicaid Patients Make and Keep Their Appointments

Even before COVID-19, some of your patients may have had obstacles preventing them from getting to your office and following your prescribed health plan. For many people, COVID-19 has exacerbated social determinants of health (SDoH), such as access to health care, safe and affordable housing, transportation, healthy food, health literacy and personal safety. When these social factors are challenged, they may impose significant barriers to your patient's health and wellness.

During the COVID-19 pandemic and afterward, you may want to use these tips to help your patients make and keep their appointments.

### Reach Out to Your Patients

Call, text, email and/or mail your patients to remind them that they are due or overdue for their preventive care appointment. Schedule follow-up appointments at check out.

**Address patient barriers to attending appointments** such as transportation, finances or health literacy.

- Blue Cross and Blue Shield of Illinois (BCBSIL) is working with LogistiCare Solutions, LLC (LogistiCare) to provide non-emergency medical [transportation services at no cost](#) for our Blue Cross Community Health Plans<sup>SM</sup> (BCCHP<sup>SM</sup>) and Blue Cross Community MMAI (Medicare-Medicaid Plan)<sup>SM</sup> members.
- Offer telehealth appointments if medically appropriate and educate your patients regarding the process.
- Make sure your BCCHP and MMAI patients know that they may order [over-the-counter \(OTC\) products](#) such as pain relievers, vitamins, blood pressure cuffs and digital scales at no cost. Encourage them to call Member Services at 877-860-2837 (TTY 711), 24 hours a day, seven days a week to find out the dollar amount and products available for them.
- Encourage your BCCHP and MMAI patients with complex health and social needs to learn more about the care coordination available for them.

### Help Patients Feel Safe and Comfortable Returning to Your Office

- Screen all employees and patients for COVID-19 symptoms upon entering the facility.
- Ensure proper use of patient protective equipment, including universal mask policy for all patients, health care providers and staff.
- Add accessible hand sanitizer stations.
- Space out appointments to allow time to clean exam rooms and equipment after each patient visit/procedure.
- Limit visitors in the office to promote physical distancing.
- Optimize telehealth services when available and appropriate.

To learn more about SDoH, including what BCBSIL is doing and a list of resources, visit our [Health Equity and Social Determinants of Health](#) section.

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