



**Select
Health**

Select Health Quality Overview

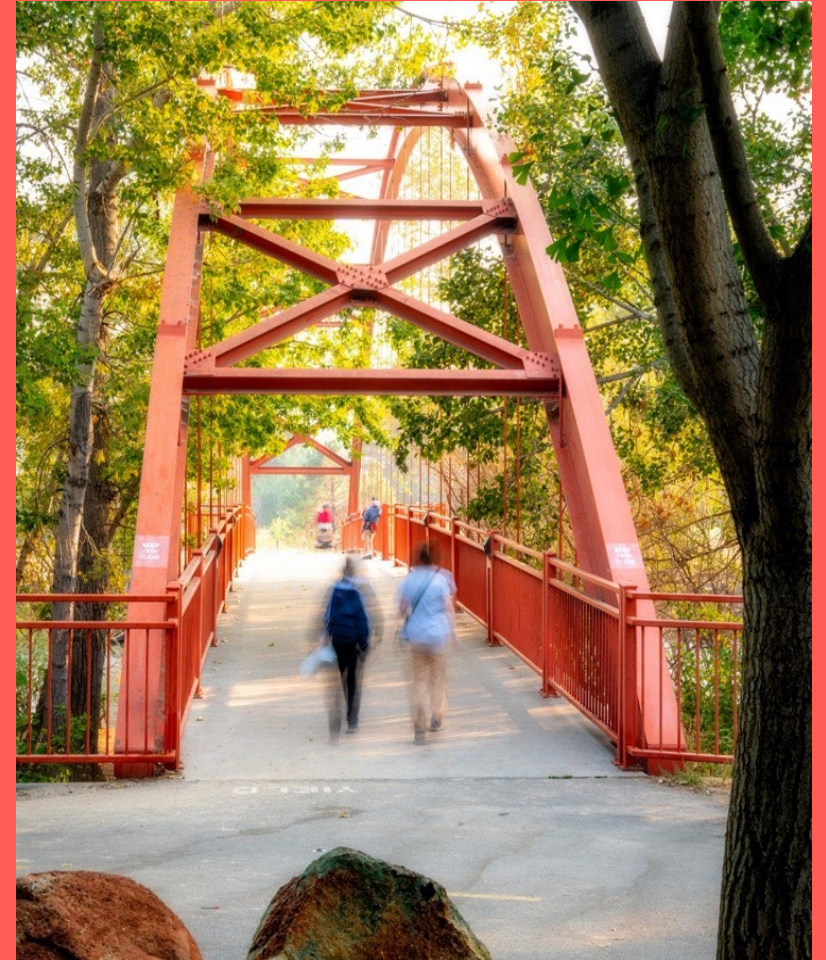
Medicaid Advisory Committee
March 26, 2026

Anita L. Sachs, MS, RN
Quality Consultant II

Confidential and property of Select Health

Select Health Quality Overview

- Interventions to Reach Members
- What Members Have Told Us
- What Providers Have Told Us



How We Reach Members

Targeted Multi-Channel Outreach

- Email, text, automated calls, and mailed outreach based on age and consent
- English and Spanish communications
- Repeated follow-up for open care gaps
- Focus on preventive care and continuity of care



Examples of Member Engagement Materials




Protect your child's health with a well-child visit.

Well-child visits are essential checkups with a doctor. Help your kids stay healthy with recommended immunizations and screenings. Plus, they're covered at 100% on most [Select Health plans](#).

Recommended Care

Protect your health with a Wellness Visit.

Did you know? Seeing your doctor when you're healthy is just as important as visiting them when you're sick. Known as a Wellness Visit, these checkups are essential to maintain your health and stay up to date on recommended immunizations. They're **also covered at 100%* on most Select Health plans.**

Recommended Care

Well-child visits help kids stay healthy.



Schedule today!

Don't have a pediatrician?
Find one near you:
selecthealth.org/find-care




Is it time for your annual Wellness Visit?



Schedule today!

Don't have a doctor?
Find one near you:
selecthealth.org/find-care




Is your child due for a well-child visit?

Schedule an appointment today:

- 1 See your child's [recommended care](#) based on their age.
- 2 Call your child's [Primary Care Doctor](#) or use our [provider search tool](#) to find a pediatrician near you.
- 3 Schedule recommended visits at the same time and well in advance.



Track your child's growth and development



Connect with a trusted partner for your child's health



Get proactive care for illness prevention

[Learn more](#) about well-child visits.

© 2024 Select Health. All rights reserved. #335515 8/24 [View in browser](#)

What to expect at a Wellness Visit?

- A physical exam and health screening
- Immunizations as needed
- Conversation about your nutrition and health needs
- Treatment for any illnesses or injuries
- A referral to additional health specialists, if required

Learn more

Call your Primary Care Doctor and schedule your Wellness Visit today!

Don't have a doctor? Use our [provider search tool](#) to find a Primary Care Doctor near you.

© 2024 Select Health. All rights reserved. #3385950 8/24 [View in browser](#)

- Covered at 100% on most Select Health plans
- Track your child's growth and development
- Get proactive care for illness prevention
- Connect with a trusted partner for your child's health
- Get immunizations as recommended

Review your child's recommended care:
selecthealth.org/kidcare






P.O. Box 30192
Salt Lake City, UT 84130

Nonprofit Organization
US Postage
PAID
Salt Lake City, UT
Permit No. 4547

Select Health always federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.
This information is available for free in other languages and alternate formats by contacting Select Health Medicine: 855-442-9900 (TTY: 711) / Select Health: 800-538-9038.
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
注意: 如需使用其他語言中文, 您可以免費獲得語音及文字服務。請致電
©2024 Select Health. All rights reserved. 337349 08/24

- Covered at 100% on most Select Health plans
- Get answers to your health questions
- Receive immunizations as recommended

Review your recommended care:
selecthealth.org/adultcare

P.O. Box 30192
Salt Lake City, UT 84130

Nonprofit Organization
US Postage
PAID
Salt Lake City, UT
Permit No. 4547

Select Health always federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.
This information is available for free in other languages and alternate formats by contacting Select Health Medicine: 855-442-9900 (TTY: 711) / Select Health: 800-538-9038.
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
注意: 如需使用其他語言中文, 您可以免費獲得語音及文字服務。請致電
©2024 Select Health. All rights reserved. 337700 08/24

Special Needs Outreach-CHIP & ACO Members

Connecting High-Risk Members to Primary Care

- Targeted CHIP & ACO Members ages 3-18
- Chronic conditions and no recent PCP visit
- Outreach in English & Spanish
- Local clinic information provided

Results

- 236 members outreached
- 46 gaps closed (19.5%)





What Our Members Have Told Us

Mental Health Follow-Up: Member Feedback

Barriers Identified

- Not feeling well enough
- Competing life demands
- Limited appointment availability
- Uncertainty about need for follow-up

Actions Taken

- Partnership with vendor
- Assessing Behavioral Health Connect Care
- Expanded education beyond Intermountain Behavioral Facilities



Medicaid Handbook: Focus Group Findings

Member Feedback Highlighted

- Confusion around ambulance coverage
- Difficulty knowing which handbook applies
- Desire for easier access to hard copies

Actions Taken

- Clarified ambulance coverage language
- Website enhancements
- Alignment with new state-provided template



Redetermination Outreach: What We Learned

Helping Members Maintain Coverage

- Outreach via text, email, and postcards
- Survey responses from ACO, UMIC, and CHIP members

Key Takeaways

- Majority found outreach helpful
- Roughly half reported successfully maintaining Medicaid coverage

Actions Taken

- Revised website content
- Short social media videos
- Updated outreach messaging

What is Redetermination?

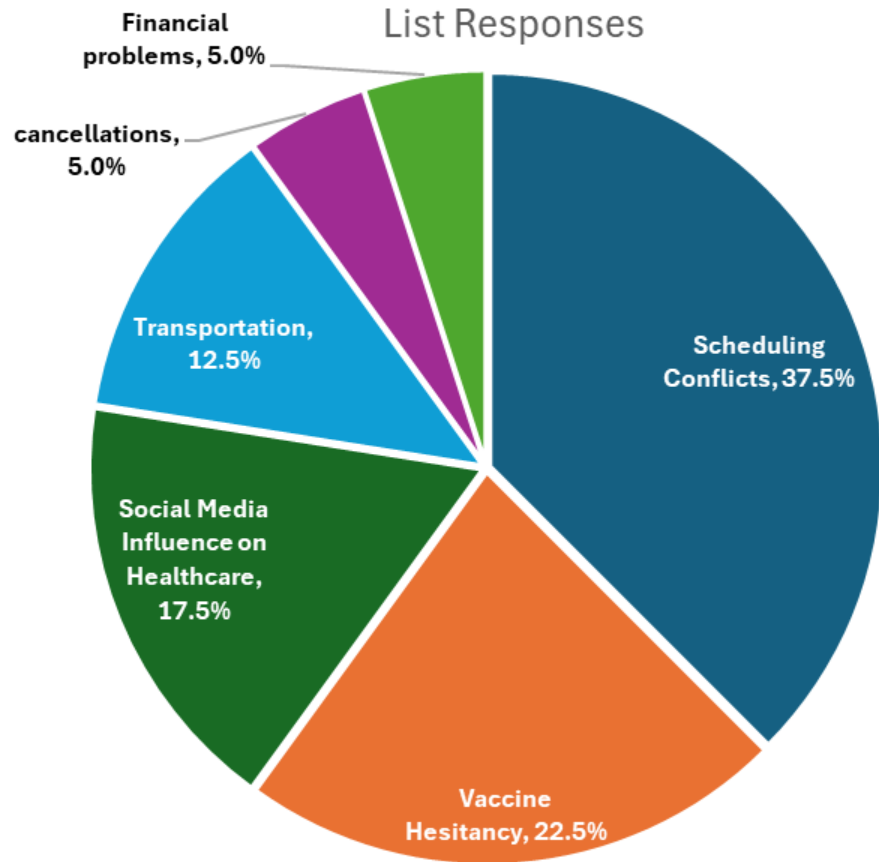
Medicaid is a temporary healthcare situation. You have to apply to renew your coverage every year.





What Our Providers Have Told Us

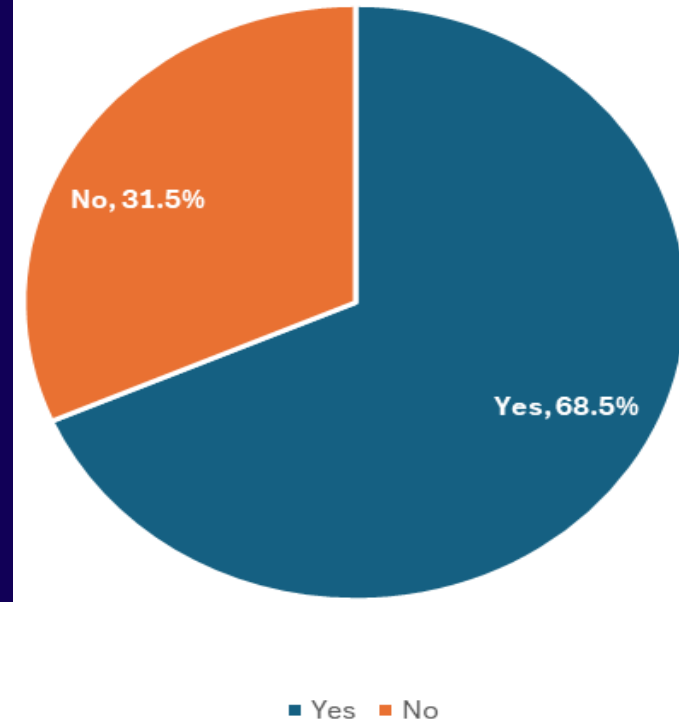
Provider Survey on Child Well Care & Immunization Barriers



Actions:

- SDOH Pilot
- Looking at Social Media Options
- Community Collaboration

Attempt to schedule next visit?



What is the prevalent barrier to patients successfully completing well-care visits?

Does your clinic/office attempt to schedule the next well-care visit prior to the patient leaving?

QUESTIONS?

THANK YOU!