Non Utilizer PC and CHW vendor process

Primary Care

Start

Identify NU population Medicaid Patients that have not received care in the previous 12 mo and do not have a scheduled appointment

→ PC contacts non-utilizer via new phone call or letter to attempt to schedule preventive appointment

→ **Sucessful Outreach**
- YES → Continue care
- NO → **Health Home Enrolled?**
  - Yes → HH process
  - NO → Provide NU list to vendor through secure PHI process

Accept Non-Utilizer referral from MCC contracted CBO and schedule appointment within 30 days (expectation ≥90%)

→ PCP confirm appointment and updates the information on the NU list provided to the vendor

→ **Appointment successfully completed**
- Yes → Feedback loop with PCP/Vendor and MCC

End is successful re-engagement to primary care services

CHW- vendor program

Work the list (from identified PCP practice they are partnered with)

→ Outreach to make contact with client (phone and outreach)

→ **Successful outreach?**
- Yes → Identify barriers to care and complete PAM survey
- No →
  - Not interested
  - Seeing different PCP
  - Deceased
  - Unable to find
  → **End**

Identify barriers to care and complete PAM survey → Assist and referr as appropiate to overcome the identified barriers → Schedule an appointment → Assist them with appointment as necessary Reminders Transporation Additional needs

Follow up with client on satisfaction with process and assure barriers are addressed

No 2nd outreach attempt

Gray: steps not in the pilot process