



Appointment Flipping



Encouraging your patients to have an annual wellness visit is important for several reasons:

- It is considered a “best practice” and helps move healthcare toward a focus on wellness, rather than illness.
- Performance is tracked by most payers
- Some payers/programs reimburse additional money

Reasons to Flip a Visit to a WCC

Quality Scores: All of our payers track well-child visits, and we typically score low in the 3-6 year old, 7-11 year old, and adolescent measures. It is recommended that SPORTS PHYSICALS and ACUTE visits be flipped to the appropriate well-child visit whenever possible.

Payment: Meeting the payer’s benchmark for well-child visits translates into a significant amount of additional money that can bring reimbursement rates closer to commercial.

How does this affect the clinical staff?

If you notice your patient has not had an annual wellness or well-child visit, consider asking the front desk to flip it from an acute visit to an annual. Or, if that is not feasible due to time/illness, ensure that the patient is educated on the importance of having an annual exam, and make the appointment before the patient leaves the office.

Reasons to Flip a Visit to an AWV

Quality Scores: While most of our payers/programs track annual wellness visits for adults, it is not an actual quality measure. However, the vast majority of measures that ARE tracked can be closed at an annual wellness visit, and are built into the Annual Wellness note.

Payment: While the AWV isn’t a quality measure, most of our payers DO pay additional money if it is done. Reimbursement ranges from an additional \$50 to \$225, depending on payer and time of year that the exam is performed. Some payers have a higher reimbursement rate if the exam is done earlier in the year.