



*Our goal is to provide care coordination services to help you take charge of your healthcare.*

*We provide services for primary care, maternity, and family planning for Alabama Medicaid Recipients in Cullman, Jackson, Limestone, Madison, Marshall, and Morgan Counties.*

## What can North Alabama Community Care Do for Your Patients?

We can help any child or adult on Medicaid to:

- Find a doctor who accepts Medicaid
- Understand your results from medical tests
- Schedule doctor appointments
- Attend doctor appointments and talk about your healthcare needs
- Help with your care while in the hospital
- Move from inpatient to outpatient care
- Follow up care when or after leaving the hospital
- Manage medications
- Find community resources
- Locate specialty care, including mental health and substance use services
- Use Non-Emergency Transportation (NET) services

## How Do I Refer a Patient to North Alabama Community Care?

You can call our toll free number at 1-855-640-8827, or you can visit our website [www.northalcc.org](http://www.northalcc.org) to complete a referral for your patient to receive our services.

North Alabama Community Care is committed to working with patients where they need us. We will visit in house, the doctor's office, the hospital, the Mental Health Center, other community facilities, or anywhere a patient feels comfortable.

# Spotlight on 1<sup>st</sup> Quarter 2020 Medical Management Meeting Topic: Improving Adolescent Care



Based on billing claims data, only 38% of adolescents had a preventative care visit in the past year.

Statistically, adolescents come 1-1.5 times a year for non-preventative care visits vs 0.15-0.28 times a year for preventative care visits.

*How do we increase well child visits/ adolescent preventative care visits?*

1. Integrate reminder systems and processes. Be proactive and send reminder calls, texts, letters, emails. Complete or schedule well visit when in clinic for other needs. Follow-up communication if an appointment is missed.
2. Couple well-care to other patient needs such as sports physicals and medication refills.
3. Capitalize on school/local/state policies
4. Make the most of every opportunity. Don't be afraid to think outside the box! Employ an "adolescent-champion" provider specifically for teens and have later office hours or weekend hours.

*Ways to Make your office an Adolescent-Friendly Environment:*

1. Send a Teen and Family "Welcome to Adolescence" letter
2. Teen-oriented magazines and posters
3. Appropriate size tables and chairs
4. Private areas to complete forms, check in/discuss reason for visit
5. Health education materials for teens
6. After-school hours
7. Employ an office staff that is non-judgmental, friendly, courteous, and enjoys working with teens and their families



## Medical Management Meeting Dates

6:00 PM on Thursday, February 6, 2020 at Decatur Morgan Hospital in the Camp Bluebird Meeting Room 1201 7<sup>th</sup> Street SE Decatur, AL 35601

6:00 PM on Thursday, March 5, 2020 at NACC Office 3304 Westmill Drive Huntsville, AL 35805

6:00 PM on Thursday, March 26, 2020 at Highlands Education Building (Harley Street) 380 Woods Cove Road Scottsboro, AL

**North Alabama  
Community Care**

**3304 Westmill Drive  
Huntsville, AL  
35805**

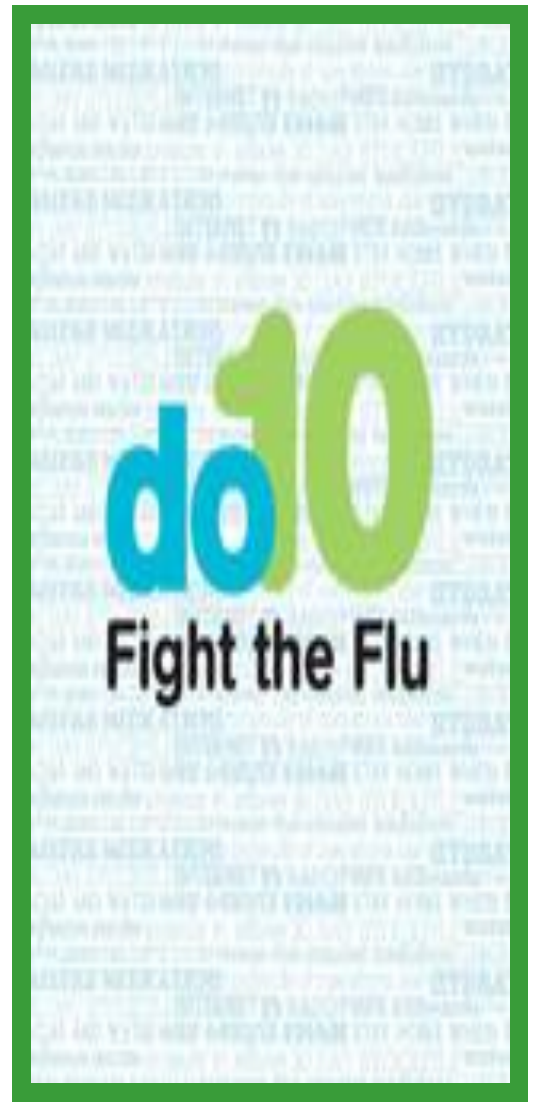
**Toll Free Phone:  
(855) 640-8827**

**Web Site:  
[www.northalcc.org](http://www.northalcc.org)**

## **do10 Fight the Flu**

Alabama Department of Public Health recommends that we do 10 things to help prevent the flu. Please encourage your patients to take these steps:

1. Get Vaccinated
2. Wash Your Hands
3. Cover Your Coughs and Sneezes
4. Stay Home with Fever
5. Stockpile Supplies
6. Clean and Disinfect
7. Know Your Office Emergency Plan
8. Learn Home Care
9. Call Your Doctor If Symptoms Get Worse
10. Stay Informed



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