

## UPMC High Value Care for Kids Process Flow: REMINDER NEEDED (Family does not respond in a timely manner) Version 5.29.14 Created by Alexis Miller Coordinator Care coordinator Care coordinator Care coordinator Care coordinator Care coordinator calls family to tell and patient/family calls family that card sends in calls UPMC for You them about High meet about High Participation Form is active w/I 2 biz to activate card Value program Value program on behalf of family days You **UPMC** for You July 31 & Sep 30 Final written verifies materials (A) shared UPMC for You runs UPMC for You UPMC for You sends for High Value member UPMC for You UPMC for You UPMC for You UPMC for You scans, with care WePay activity WePay card and notifies care materials (B) are major info is receives Purchase saves and enters coordinators and OR activates WePay emails care report and . DMMC coordinator of materials (D) to mailed to families missing, UPMC for History Form Form in spreadsheet care coordinators card coordinator compares to mailing Patient/Family notified to call You contacts care tracking families coordinator spreadsheet Patient/Family 30 days after Care coordinator 10 days after card 30 days after Patient/family has and patient/family Patient/Family DOES mailing: Patient, activation: Patient/ mailing: Patient/ Patient/Family NOT returned NOT receive High Family DOES NOT meet about High **Family DOES NOT** WePay card is lost amily DO NOT send Purchase History receives WePay Value mailing contact care Value program and call care coordinator or stolen in Participation Form by designated Card returned to sender coordinator to updates tracking to activate WePay Form dates schedule meeting spreadsheet card Care coordinator Care coordinator REMINDER Patient/family calls makes a reminder calls Atina to reissue Care coordinator UPMC for You If unable to contact Care coordinator call to family (2 800# to report lost/ a new WePay card calls family to Care coordinator calls family to see in investigates mailin by phone, care attempts, different stolen card AND with the balance. remind them to sends UTR letter (C) they received their coordinator sends days/times of day) steps for card calls care eturn the Purchase and resends letter UTR letter (C) WePay card to meet/talk about coordinator activation are History Form High Value program repeated