



IMPROVING HEALTH CARE QUALITY

Child and Adolescent Well-Care Visits

Blue Cross and Blue Shield of New Mexico (BCBSNM) collects quality data from our providers to measure and improve the quality of care our members receive. Child and Adolescent Well-Care Visits (WCV) is one aspect of care we measure in our quality programs. Quality measures evaluate a prior calendar year performance.

What We Measure

We capture the percentage of members in each age category who had at least one comprehensive well-care visit with a primary care provider (PCP) or an OB/GYN practitioner during the measurement year:

- 3-11 years
- 12-17 years
- 18-21 years
- Total

WCV is a Healthcare Effectiveness Data and Information Set (HEDIS®) measure. See the [National Committee for Quality Assurance \(NCQA\) website](#) for more details.

Why It Matters

Access to primary care is important for the health and well-being of children and adolescents. High-quality primary care services have been found to significantly reduce children's non-urgent emergency department visits. Consistent care from a PCP can deliver screening, appropriate treatment and preventative services. Learn more from [NCQA](#).



Eligible Population

Members ages 3 to 21 years within the measurement year are included in this measure.

Exclusions: Members receiving hospice care are excluded from this measure. Also exclude visits to specialists.

Tips to Consider

- Use gap lists to help manage your total population.
- Call and/or send letters to advise members and caregivers of the need for a visit.
- Explain why the preventive/ambulatory visit is important for assessing growth and development, and for providing immunizations and anticipatory guidance on diet, activity and safety.
- Consider caregivers' work schedule as a barrier to visits and offer extended evening or weekend hours.

How to Document

WCV data is collected through claims data only. There is no chart review.

For more information, see [NCQA's HEDIS Measures and Technical Resources](#).



Questions?

Contact your BCBSNM Network Representative.



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