

MONTHLY NEWSLETTER

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This month's newsletter is packed with updates on network activities, and valuable resources for your practice.



Board of Managers

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Vibha Sanwal - Primary Care, Rainbow Pediatrics
Karla Nicholas Swatski- Bryn Mawr Pediatrics

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KidWell Resources Updates:

DMAP Notification– Rite Aid Closure Information

Rite Aid Closures: Important Information for Your Practice

As Rite Aid Pharmacies continue to close across the region, we know this can present challenges for both healthcare providers and patients.

To assist your practice, on the next page is a copy of the email notification from the Delaware Medical Assistance Program.

This includes helpful information specifically for prescribers and patients navigating these changes.

Questions or concerns?

Please reach out directly to the KidWell Pharmacy Team for support.

VBSOPharmacy@nemours.org



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KidWell Resources Updates: DMAP Notification– Rite Aid Closure Information

Delaware Medical Assistance Program (DMAP) E-mail Notification System

July 18, 2025

E-MAIL NOTIFICATIONS

Attention: All Providers

Rite Aid Closure Information

With the closure of many Rite Aid pharmacies, healthcare providers can play a key role in helping patients maintain access to their medications and essential services. For patients, the impact can be immediate and deeply personal. Many rely on their local Rite Aid not only for prescriptions, but also for vaccines, health screenings, and trusted relationships with pharmacists. For elderly individuals or those without reliable transportation, even a short trip to a new pharmacy can become a significant barrier to care.

Timely and clear communication– whether in person, via patient portals, or by phone can help patients understand how to transfer their prescriptions and locate nearby alternatives. This support is important for individuals managing chronic conditions or facing transportation challenges, who may feel overwhelmed by the change.

Rite Aid has arranged to transfer pharmacy profiles and prescriptions to nearby pharmacies; however, these may not align with the patient preferences. A list of closed Rite Aid locations and where prescriptions have been transferred is available at: <https://www.riteaid.com/new-pharmacy-location>.

Rite Aid has also indicated that their customer service phone lines remain open to assist with store closure information and prescription transfers. Patients can call 1-800-RITE-AID (1-800-748-3243 TTY 711) for support.

Need Assistance?

- Call Us: Pharmacy Provider Services at 1-800-999-3371; Option 0, then Option 1
- Message Us: Secure Correspondence: Log in to the [Provider Portal](#)
- Email* Us: delawarepret@gainwelltechnologies.com – *Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.

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KidWell Resources Updates:

Avoidable ED Utilization Posters

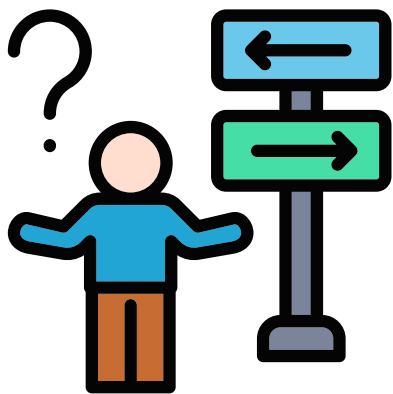
Action Required: Order Your Custom "Know What to Do" Posters!

Attention Community Partners,

This is a timely reminder about our practice-customized 11x17 "Know What To Do" posters. These bilingual (English/Spanish) posters are an excellent tool to reduce avoidable ED utilization by reminding patients to call your practice first.



Each poster is customized with your practice's branding and phone number. They are designed to be prominently displayed on exam room doors, in patient waiting rooms, and other common areas to ensure patients can easily see them.



Ready to boost patient guidance?

This is your opportunity to request your customized posters!

Please reply ASAP with:

1. Your practice's **phone number** (for patient calls).
2. Your practice's **logo** (optional, if you're comfortable).
3. Your **quantity**.

Prefer them without your logo/number? Just let us know your quantity!

Act now to equip your patients with clear guidance!

Please send your information to:

Asya.Richardson@Nemours.org or Nicole.Schwegler@Nemours.org

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KidWell Resources Updates:

Important Update:

Centralized Referral Number and Physician Priority Line have been Combined!

Effective September 2, 2025, the Centralized Referral Number and Physician Priority Line have been combined for your convenience.

Please begin using this single, easy-to-remember number for all your needs: **800-829-KIDS (5437)**

Here's how the new line works:

Prompt 1: Physician Priority Line

- **24/7 access** to Nemours Children's specialists.
- Speak directly with an on-call provider for in-the-moment patient care questions.
- Get real-time support with clinical questions and patient referrals.

Prompt 2: Scheduling

- Assistance with appointments.
- Available Monday-Friday, 8:00 a.m. to 5:00 p.m.

Other Convenient Ways to Refer:

- **Electronic:** [Nemours.org/NemoursLink](https://nemours.org/NemoursLink)
- **Fax:** 302.295.0718
- **Email:** ReferPatientDV@nemours.org



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KidWell Resource Updates:

Second Service Tip Sheet for Clinic Staff

Efficient Billing for Comprehensive Patient Encounters

In your practice, it's common for preventive visits to evolve into discussions and management of additional patient concerns. Accurately billing for these combined services is crucial for your practice's financial health.

We are pleased to share our "Second Service" Quick Guide, a practical tool designed to clarify billing procedures for those instances where a preventive medicine evaluation and a problem-oriented E/M service are performed during the same visit.

This guide offers:

- Precise instructions on when it's appropriate to bill for both a preventive code and an additional problem-oriented E/M code.
- A detailed decision chart outlining specific clinical scenarios, HPI elements, exam findings, and assessment/plan considerations that justify dual billing.
- Actionable insights to ensure your clinical documentation aligns with billing requirements.

Benefit to your practice: This resource aims to simplify complex billing decisions, enhance compliance, and optimize reimbursement for the thorough care you provide.

Explore the full details: Please find the complete guide on the following two pages.





Second Service Tip Sheet for Clinic Staff

1. Should one or two services be billed?

CPT instructs "If an abnormality is encountered or a preexisting problem is addressed in the process of performing this preventive medicine evaluation and management service, and if the problem or abnormality is significant enough to require additional work to perform the key components of a problem-oriented E/M service, then the appropriate Office/Outpatient code 99201-99215 should also be reported."

2. Example:

A baby is seen for a 2 month well visit. The baby is spitting up frequently and parents report the baby looks uncomfortable while spitting up. After further assessment, the baby is diagnosed with reflux. If the provider believes it is significant enough to address as a separate issue and provide some additional work-up/exam (and appropriately document), then the provider may bill for the sick visit with the office visit.

3. Resources?

aafp.org/pubs/fpm/issues/2022/0100/p15/jcr:content/root/aafp-article-primary-content-container/aafp_article_main_par/aafp_boxed_text_1767843815/aafp_nested_content_par/aafp_tables_content.enlarge.html (see chart on page 2)

4. Questions about billing or creating a flyer to post and educate your patients?

Billing questions: Tabitha.Laverty@Nemours.org

Educational flyer for patients: Asya.Richardson@Nemours.org, Nicole.Schwegler@Nemours.org



ONE VISIT OR TWO?

In many cases, a 99213 or 99214 can be billed with a Medicare wellness visit or preventive medicine visit as long as the physician or billing clinician documents the extra work done for the evaluation and management service. (If patients are sick enough to justify a 99215, it's unlikely clinicians can also fit in a wellness or preventive medicine visit.)

	Patient's status or medical history includes:	The HPI says things like:	Exam findings indicate:	Assessment and plan include:
Bill only preventive or wellness code	<ul style="list-style-type: none"> • In good health, with no chronic problems (basically "well"). • Stable chronic illnesses (not addressed during visit). • Would not have come in based on their symptoms, except that they had an annual exam scheduled. 	<ul style="list-style-type: none"> • Patient is well at home and has no complaints. • Patient needs prescription refills. • Chronic illness listed but not described, or described only in a few words. 	<ul style="list-style-type: none"> • Exam findings are normal or unchanged from previous exams. 	<ul style="list-style-type: none"> • No change in treatment; scheduled screenings; refilled prescriptions. • Conditions listed but not evaluated or managed.
Bill 99213 (or 99203 for new patients) with preventive or wellness code	<ul style="list-style-type: none"> • An acute, uncomplicated illness at time of visit. • An active, stable medical problem. • Two minor problems. <p><i>Remember to document significant, additional work beyond wellness visit requirements.</i></p>	<ul style="list-style-type: none"> • Patient describes onset of acute, uncomplicated problem, or two minor problems. <p>OR</p> <ul style="list-style-type: none"> • Status of existing chronic conditions significantly reviewed, not just listed. 	<ul style="list-style-type: none"> • Exam findings are normal or unchanged from previous exams. <p>OR</p> <ul style="list-style-type: none"> • There may be an unexpected abnormal finding on exam. 	<ul style="list-style-type: none"> • Order labs; refill existing prescriptions. • Follow up in 3-6 months or less. • Treatment for acute problem. <p><i>Remember to show management of chronic problem.</i></p>
Bill 99214 (or 99204 for new patients) with preventive or wellness code	<ul style="list-style-type: none"> • New problem with an uncertain prognosis, e.g., acute complicated illness. • A significant exacerbation of one or more chronic illnesses. • Scheduled follow-up visit for multiple significant but stable problems. <p><i>Remember to show extra work to justify 99214 vs. 99213.</i></p>	<ul style="list-style-type: none"> • New headache, dizziness, abdominal pain, or dyspnea on exertion. • Multiple stable chronic problems significantly reviewed (current problems — not medical history). <p><i>Remember to review status of stable problems and describe symptoms of poorly controlled problems.</i></p>	<ul style="list-style-type: none"> • Exam findings are normal or unchanged from previous exams. <p>OR</p> <ul style="list-style-type: none"> • There may be an unexpected abnormal finding on exam. <p>OR</p> <ul style="list-style-type: none"> • Patient's physical condition may have deteriorated since previous visits. 	<ul style="list-style-type: none"> • Changes to treatment; x-ray or lab tests for diagnosis (not screening); referral to a consultant. • Review of treatment plan for multiple problems with no changes <i>if</i> complex, multiple medications, and moderate risk of morbidity. • Follow up on findings/patient's condition may be scheduled in following weeks.
Bill E/M office visit only	<ul style="list-style-type: none"> • So acutely ill or with so many exacerbated chronic medical problems that you do not have time to also do a wellness visit. 	<ul style="list-style-type: none"> • Patient has had a severe increase in symptoms. 	<ul style="list-style-type: none"> • Markedly abnormal exam. 	<ul style="list-style-type: none"> • Reschedule physical exam; initiating treatment changes or ordering immediate diagnostic tests; close follow up scheduled.

KidWell Resources Updates: Vax Vibes Central: Get Ready to Rumble (with the Flu!)



Alright, dynamic docs and phenomenal practice teams! Can you believe it? Flu season is just around the corner, and before we know it, those sniffles and shivers will be making their annual rounds. We all know the drill: vaccination is our best offense.

But here's the fun part: **how are YOU getting your staff motivated and your patients pumped for their flu shots this year?!** We heard a rumor about some nurses sporting "Baby Got Vacc!" shirts – and we absolutely LOVE that kind of creative energy!

This isn't just about sticking needles; it's about building confidence, answering questions, and creating a positive, proactive vibe around prevention.

Looking to sharpen your team's game-changing communication skills?

Consider this your golden ticket! 📅 **The 8/6 KidWell Lunch Time Lecture Series** is a fantastic opportunity to ensure your practice's motivational interviewing skills are perfectly on point. It's all about empowering those hesitant patients (and maybe even a few hesitant staff members!) to choose protection.

Let's make this flu season our most vaccinated one yet! Share your creative motivation ideas with us – we might just feature them in our next issue!

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KidWell Annoucements:

Reminder: Upcoming Meetings & Events



Don't
Forget!

✦ **Next QCMC Meeting**
Wednesday August 6, 2025
5 PM-6 PM

✦ **KidWell Lunch Time Lecture Series**
Next Series:
Wednesday August 6, 2025
12 PM -1 PM

✦ **KidWell Annual Dinner**
RSVP
Wednesday August 20TH 2025
Maple Dale Country Club



Important Date Note:

This month, both the QCMC meeting and the KidWell Lunch Time Lecture are scheduled for August 6th. Maximize your day for learning!



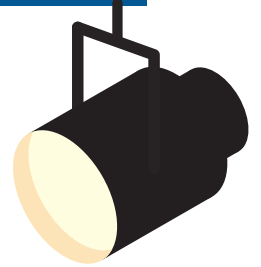
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KidWell Meeting Details

SPOTLIGHT FEATURE



KidWell Lunch Time Lecture Series

Join us on **August 6, 2025 (12pm-1pm)!**

Motivational Interviewing in the Immunization Space

Speaker: Kate Smith, MD, MPH, Program Manager, Immunization Coalition of Delaware

Key Discussions:

- Medical Communication
- Child/Teen Immunization Status
- Vaccine Hesitancy & Disinformation
- Motivational Interviewing Techniques
- Approaching Vaccine Hesitant Families



**Enhance your communication skills for better immunization outcomes!*

QCMC Meeting

Healthy Weight & Wellness Program Preview

Join us for a key feature at the **August 6th QCMC meeting (5pm-6pm)**

- **What:** Introductory preview of the new Healthy Weight and Wellness clinic pilot program.
- **Who:** Presented by **Anthony Gannon, MD, Endocrinologist.**
- **Why Attend:** Gain early insights into this innovative initiative and its impact on patient care.



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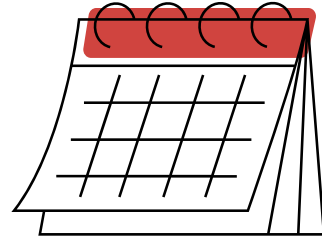
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Announcements

Save the Date: September 23, 2025

A Deeper Dive into Chronic Asthma Management

KWN Lunch Time Lecture Series



Chronic asthma management is a critical component of pediatric care, and staying ahead of the latest pathways can significantly improve patient outcomes. We invite you to join us for an engaging and informative session that will provide valuable insights to enhance your practice.

We are thrilled to welcome our guest speaker, **Heather Ammirata, DMSc, PA-C**, who brings a wealth of expertise as an Advanced Clinical Pathways Data Specialist and a Pediatric Neurology Physician Assistant. Heather will be presenting on the **Chronic Asthma Pathway**, sharing key strategies and data-driven insights.

This is more than just a lecture—it's an opportunity to optimize your clinical approach. The session will include a dedicated Q&A period, allowing you to ask questions directly to a subject matter expert.

Save the Date:

- **What:** Chronic Asthma Pathway Lecture
- **Who:** Heather Ammirata, DMSc, PA-C
- **When:** September 23, 2025, at noon
- **Where:** [Click here to join the meeting](#)
- **Bonus:** This lecture will offer CME credit!



Mark your calendars for this can't-miss professional development opportunity.

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Announcements

You're invited

Join us for the KidWell Annual Dinner—an unforgettable evening of connection, collaboration, and celebration.

Come mingle with fellow network members, reflect on the year's achievements, and be part of the energy that powers our shared mission.

It's more than a dinner—it's a moment to recharge, recognize, and reignite our collective impact.

RSVP here – we can't wait to see you there!

RSVP Link: Annual Dinner



Wednesday August 20TH 2025
Maple Dale Country Club
180 Mapledale Rd, Dover, DE 19904



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KidWell Resources Updates: Announcements



Join "The KidWell Krew!" for Nemours Run & Walk!

Ready to move for a great cause? Be part of "The KidWell Krew!" at the **inaugural Nemours Children's Health Run & Walk!**

- **When:** Saturday, September 20th, 8 a.m.
- **Where:** Nemours Estate, Wilmington, DE
- **Why:** Support the Compassionate Care Fund for Nemours kids.

This is a fantastic opportunity for **team building** and making a real impact. We're aiming for a **\$5,000 goal** – let's crush it!

Ready to be a hero?

[Click here to Join Our Team!](#) (Lace up & participate!)

Can't make it? You can still be a champion by clicking 'Donate Now!' on our team page!

Let's make a difference, together!





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KidWell Resources Updates:

Check out our newly upgraded website

[KidWellnetwork.org](https://kidwellnetwork.org)

Direct Access to KidWell Clinical Pathways

<https://kidwellnetwork.org/clinical-pathways.html>

VISIT OUR WEBSITE

