

## **L. HOME VISITS**

The Health Check Program promotes direct client contact as an effective tool to educate recipients. To accomplish this task, some Networks have HCCs making home visits to clients who cannot otherwise be reached.

DMA allows flexibility in Networks to decide how best to accomplish patient education and participation goals. DMA does not require HCCs to make home visits. It is solely at the discretion of the Network as to whether home visits will be utilized for recipient education and outreach.

If home visits are made the following activities are **appropriate** when visiting with the parent or guardian:

1. Explaining the benefits of the Health Check or Health Choice Programs, including the schedule of age appropriate checkups, importance of preventive health care and client rights.
2. Provision of brochures on the Health Check or Health Choice Programs.
3. Encouragement regarding the importance of developing a relationship with the client's primary care provider.
4. Providing Medicaid and Managed Care education on such things as having a Medicaid ID card for appointments and the importance of keeping medical appointments.
5. Assisting in the coordination of transportation through DSS for clients when necessary.

The following activities are **inappropriate** during home visits:

1. Transporting Health Check clients for any reason.
2. Family, financial or religious counseling.
3. Medical and nutritional advice; clients should be referred to their PCP for all medical and nutritional advice.
4. Providing childcare services.
5. Any form of verbal/written communication that is not Health Check or Health Choice related.

The above lists are not to be considered a complete list of activities. Please keep in mind that the objective is to provide appropriate program information.