

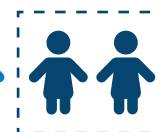
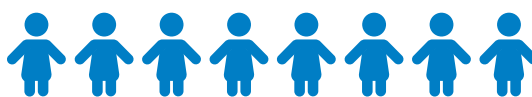
10 Million Children with Limited Access To Primary Care Could Receive Annual Checkups in Urgent Care Centers

As the health care delivery system strives to meet demand for essential services, urgent care centers are well positioned to leverage their existing clinical workforce and operational capacity to deliver high-quality primary care to children in low-income families.

Challenge: Poor Access to Primary Care

About 10 million Medicaid enrollees age 3 to 18, including 2 million in rural areas, do not receive an annual checkup by a primary care provider.¹ These well-child visits—which include a physical exam, screenings, immunizations, and cognitive and behavioral assessments—are important to maintaining children’s wellbeing and ensuring their healthy development.² Access to office-based primary care physicians remains a challenge for children enrolled in Medicaid,³ especially those living in medically underserved areas and rural communities,⁴ many of whom do not have a regular primary care provider.

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Convenient, On-Demand Primary Care

Located in convenient retail settings, open evenings and weekends, and offering walk-in visits on demand with short wait times, urgent care centers are well positioned to serve families whose children lack a regular primary care provider. Over 10,000 urgent care centers in the U.S.⁵ provide about 30 percent of the nation’s primary care, accounting for 90 million patient visits each year.⁶ These urgent care centers have an opportunity to serve the needs of their local communities in an innovative and impactful way: by leveraging their existing clinical workforce and operational capacity to deliver high-quality well-child visits that close gaps in primary care for children in low-income families.

Over 10,000
urgent care centers
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deliver



90 million
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Delivering Annual Checkups to an Additional 10 Million Children

By delivering well-child visits to Medicaid enrollees without regular primary care providers, urgent care centers can close gaps in care for up to 10 million children in low-income families each year, including 2 million in rural areas.⁷ Urgent care’s on-demand primary care model is broadly achievable and scalable.



1 well-child visit per urgent
care center per day would
close nearly **4 million gaps**
in care each year



An average of 3 well-child
visits per urgent care center
per day would close **10 million**
gaps in care each year

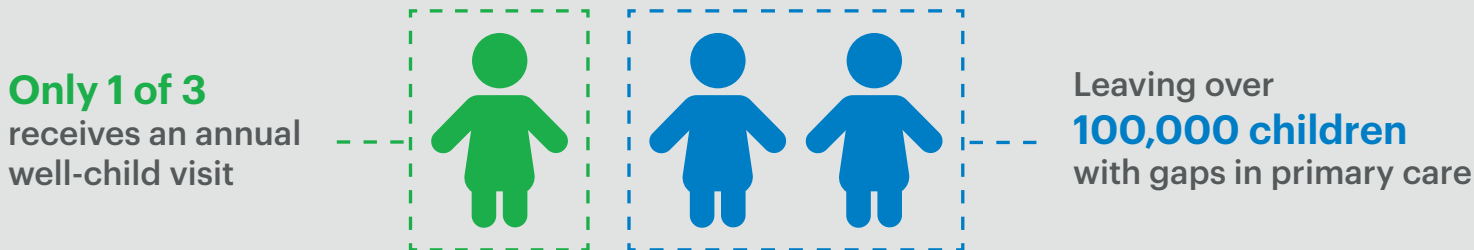
Partnering with Health Plans and Providers to Close Gaps in Care

UnitedHealth Group's MedExpress, which operates over 250 urgent care centers nationally, is partnering with Medicaid managed care plans in 11 states to deliver well-child visits and share the clinical information with plans and primary care providers. Under these partnerships, when a child presents to an urgent care center for a broad range of health care needs, in addition to addressing the original reason for the visit, MedExpress:

- Determines whether a child has had a well-child visit within the last year, using electronic communication with the Medicaid plan when possible;
- Performs an annual well-child visit, which is covered by Medicaid at no out-of-pocket cost to the family;
- Provides the family any recommendations for follow-up care with a primary care provider or specialist; and
- Sends an electronic health record, including a comprehensive visit summary and follow-up recommendations, to the Medicaid plan and, if applicable, to any regular primary care provider.

West Virginia Case Study

In West Virginia, only one of three Medicaid enrollees age 3 to 18 receives an annual well-child visit—one of the lowest rates of any state—leaving over 100,000 children with gaps in primary care each year.⁸



- In 2015, MedExpress began delivering well-child visits to members of Medicaid managed care plans.
- In 2019, in partnership with three Medicaid managed care plans, 26 MedExpress urgent care centers delivered more than 7,000 well-child visits to Medicaid enrollees, including 5,000 (70 percent) for children living in rural areas.⁹



Methodology and sources for citations are available at: www.unitedhealthgroup.com/urgent-care.