



POTENTIALLY **PREVENTABLE ADMISSIONS** (PPAs)

The demand for healthcare is increasing due to an aging population, more people living with chronic diseases and medical comorbidities. Thus, efficient interventions are needed to respond to the care needs in the population.

How can our providers help reduce PPAs?

- Have a trustful relationship between you and your patients
- Inform and educate patients on their chronic conditions.
- Ensure they understand their treatment plans and medications.
- Offer After Hours availability. Providing 24/7 access to advice about urgent and emergent care.
- Offer alternatives to regular face to face visits with physician, such as telehealth.

What is El Paso Health doing to support members?

- Supportive Case Management Program to include Disease Management.
- Transportation services
- 24-hour, 7-days-a-week access to Behavioral Health Crisis line.
- 24-hour, 7-days-a-week access to FIRSTCALL, a bilingual Medical Advice Infoline staffed by nurses, pharmacists, and a Medical Director on call.



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.