



**L.A. Care**  
HEALTH PLAN

**For All of L.A.**

Dear hospital administrators who serve L.A. Care Health Plan Members,

**We would like to thank you for serving our L.A. Care Health Plan members. We are requesting your support with ensuring birthing parents receive postpartum care by assisting the patient with scheduling their postpartum visit before they leave the hospital. Studies show<sup>1</sup> having a hospital help schedule an appointment or connect the person with their provider is a strong predictor for completing the visit.** Nationally, fewer than 60% of birthing parents enrolled in Medicaid attend their postpartum visit. This rate is particularly low for the Black/ African American community. Additionally, timely postpartum appointments can reduce emergency department visits and hospitalizations.

Please consider implementing the following recommendations:

1. Assign a scheduler, nurse or care coordinator for birthing parents whom they trust and feel comfortable asking questions and sharing concerns regarding their postpartum care.
2. Educate and train care coordinators, schedulers, nurses, and other health professionals involved in the discharge process to be knowledgeable on referral services and locations patients can receive care. If possible, physician continuity would be best.
3. Enforce protocol to schedule postpartum appointment visits before the birthing parent is discharged from the hospital
  - a. Explain to the birthing parent the benefits of attending postpartum visits, prior to or during the discharge process.
  - b. Provide patient records to the scheduled outpatient provider, which will assist the birthing parent. Notes should include information from delivery and inpatient stay.

Thank you again for taking care of L.A. Care members and the community you serve. We hope you take these recommendations into consideration. For further information or with questions reach out to [quality@lacare.org](mailto:quality@lacare.org).

James, Kyle MD  
Chief of Equity and Quality Medical Director  
L.A. Care Health Plan

<sup>1</sup>Tsai, P. J., Nakashima, L., Yamamoto, J., Ngo, L., & Kaneshiro, B. (2011). Postpartum follow-up rates before and after the postpartum follow-up initiative at Queen Emma Clinic. *Hawaii medical journal*, 70(3), 56–59.

