

# HEDIS® Tip Sheet

## Follow Up After Emergency Department Visit for Mental Illness (FUM)



CarePartners of Connecticut's HEDIS Tip Sheets offer insights into specific HEDIS measures. These best practices and tips can optimize HEDIS scores and identify opportunities to improve patient care.

This HEDIS measure assesses emergency department (ED) visits for adults and children 6 years of age and older with a diagnosis of mental illness and who received a follow-up visit for mental illness.

Two rates are reported:

- ED visits for which the member received **follow up within 30 days of the ED visit (31 total days)**.
- ED visits for which the member received **follow up within 7 days of the ED visit (8 total days)**.



### Follow-Up Care

Follow up may include an outpatient visit, intensive outpatient visit, or partial hospital visit, and must be with a behavioral health provider\* such as a:

- psychologist
- psychiatrist
- clinical social worker
- mental health occupational therapist
- psychiatric/mental health nurse practitioner/clinical nurse specialist
- neuropsychologist
- psychoanalyst
- professional counselor, marriage and family therapist


\* Telehealth visits with the appropriate principal diagnosis also meet the follow-up criteria and are highly recommended.



### Provider Best Practices

- **Discuss** with the patient the importance of seeking follow up with a behavioral health provider.
- **Emphasize** the importance of consistency and adherence to the medication regimen.
- **Submit** claims and encounter data in a timely manner and ensure accurate and complete coding.
- **Coordinate** care between PCP and behavioral health specialists via care transition plans and by sharing progress notes and updates.
- **Identify** and address any barriers to the patient attending the appointment.
- **Provide** reminder calls to confirm appointments and reach out within 24 hours to patients who cancel appointments to reschedule as soon as possible.

### Did You Know?

- > In the United States, **18% of adults** and **13%-20% of children** under 18 years of age experience mental illness. 
- > Research suggests that follow-up care for people with mental illness is linked to fewer repeat ED visits, improved physical and mental function, and increased compliance with follow-up instructions.