



# HEDIS<sup>®</sup> measure – *Follow-up After Hospitalization for Mental Illness (FUH)*

Diane J. Felder, MD

Spring 2021



# Agenda

## 1 What is HEDIS?

---

## 2 *Follow-up After Hospitalization for Mental Illness (FUH)*

- What's included
  - How implementing FUH can improve effectiveness
  - Why it matters to your practice
-

# What is HEDIS?



✓ Full name: Healthcare Effectiveness Data and Information Set (HEDIS®)

---

- ✓ Includes more than 90 measures across six domains of care
- Effectiveness of Care
  - Access/Availability of Care
  - Experience of Care
  - Utilization and Risk-Adjusted Utilization
  - Health Plan Descriptive Information
  - Measures Collected Using Electronic Clinical Data Systems

✓ NCQA collects HEDIS data from health plans and other healthcare organizations

---

✓ Performance in these measures may be incorporated into pay-for-performance contracts

---

✓ Of the more than 90 measures, 13 relate to behavioral health



# Follow-up After Hospitalization for Mental Illness (FUH)

# Follow-up After Hospitalization for Mental Illness



Assesses both adults and children, six years of age or older

Measures an outpatient visit, intensive outpatient visit or partial hospital visit



# Follow-up After Hospitalization for Mental Illness



Visit must be with a mental health provider: psychiatrist, psychologist, clinical social worker, other therapist, or community mental health clinic

Visit cannot be on the day of discharge

Measures percentage of members who have visits 7 days and 30 days post discharge



# How **inpatient facilities** can use the FUH measure to improve effectiveness



## The facility's role

You play a vital role in helping members receive **timely ambulatory follow-up appointments after hospitalization** from an acute care setting:

- Begin discharge planning on the day of admission and include the utilization review staff, Magellan's team, discharge planner, member's family, significant others, guardian, or others as desired by the member.

# How **Magellan** supports inpatient facilities



On intake, Magellan provides essential case related information, including:

- Authorized dates of service and authorization number
- Contact information for assigned Magellan team member
- Discussion about the importance of seven-day appointment
- Assistance with finding aftercare appointments
- Referral to case management (CM) if the patient's clinical situation indicates the need.



# How **inpatient facilities** can use the FUH measure to improve effectiveness, cont'd



## The facility's role

- Provide members with follow-up appointments with a **behavioral health provider to occur within seven days of discharge** from an acute inpatient setting, even when discharging on a weekend.
- The seven-day appointment can be with a behavioral health therapist and does not need to be with a psychiatrist.
- Ensure members have an *actual verified* appointment, not a walk-in appointment.

If you need assistance in identifying post-hospital support to which you can refer your patients, please call the number on the back of the patient's benefits ID card.

# How **inpatient facilities** can use the FUH measure to improve effectiveness, cont'd



## The facility's role

- Note that appointments with PCPs do not count as behavioral health appointments, even if the PCP has prescribed the member's psychotropic medication in the past.
- Schedule a telehealth appointment with a behavioral health practitioner if that's a desired option. Magellan can assist you with scheduling. *Confirm member benefits/authorization requirements prior to scheduling.*

If you need assistance in identifying post-hospital support to which you can refer your patients, please call the number on the back of the patient's benefits ID card.

# How **inpatient facilities** can use the FUH measure to improve effectiveness, cont'd



## The facility's role

- Engage the member by having them call the provider while still in inpatient care.
- Do not instruct the member at discharge to set their own appointment, as doing this puts members who aren't able to schedule on their own at risk for not getting the follow-up services they need.
- Explain the benefits of aftercare, including the benefit of staying on medication, so the member understands the importance of keeping follow-up appointments.

# How **inpatient facilities** can use the FUH measure to improve effectiveness, cont'd



## The facility's role

- Verify that the aftercare plan is a good fit for the member
  - Does the member have transportation for the appointment date/time?
  - Is the provider's office located in a convenient location for the member?
  - If telehealth, does the member know how to use the technology to complete the appointment?
- Involve and educate the member's family/support system to encourage the aftercare plan.

# Remember to coordinate with Magellan



## The facility's role

**Share the discharge plan with Magellan as soon as possible following discharge**, as this assists the ambulatory follow-up team in making outreach to confirm the member's attendance at their aftercare appointment and/or assisting the member with rescheduling aftercare appointments.

Have you updated the member's demographic information?

- Home phone number
- Cell phone number
- Address



# How **outpatient providers** can use the FUH measure to improve effectiveness



## The outpatient provider's role

- See members either in person or via telehealth (when this is a covered method of service) **within seven days** of discharge from an inpatient facility related to mental illness.
- Reach out proactively within 24 hours if the patient does not keep scheduled appointment and schedule another appointment within seven days of discharge from the inpatient facility.



# How **outpatient providers** can use the FUH measure to improve effectiveness



## The outpatient provider's role

- Reinforce the treatment plan and evaluate the medication regimen in light of presence/absence of side effects, etc.
- Remind patients of the need for follow-up mental health treatment.
- Discuss resistance to treatment, if encountered.
- Submit your claims in a timely manner for all services provided (within 30 days of the encounter).

# How Magellan supports the outpatient provider



## Magellan's role

- Magellan may contact the follow-up provider within one business day of the member's scheduled aftercare appointment.
  - During this outreach, Magellan will confirm with the provider whether the member kept their appointment or not.\*
- Magellan will document the outcome for reporting and tracking purposes.
- If the member did not attend the appointment or the provider is unable to confirm, Magellan may attempt to reach the member and assist in rescheduling their aftercare appointment.

\*Allowing authorized Magellan staff to access patient information for appropriate quality assessment, case management and care coordination purposes complies with HIPAA.



# Why it matters

- » One in four adults suffers from mental illness in a given year
- » Follow-up care by a behavioral health provider is critical for their health and well-being
- » Over 2 million hospitalizations occur each year for mental illness in the U.S.
- » Patients who are hospitalized for mental illness are vulnerable after discharge
- » Nearly half of adults will develop at least one mental illness in their lifetime
- » Medical literature shows that aftercare reduces the rate of avoidable readmissions
- » Close follow-up reduces incidents of suicidal ideation, suicide attempts and completed suicide

# References



1. National Alliance on Mental Illness. 2011. Mental Illness: What is Mental Illness: Mental Illness Facts. Retrieved from <https://www.nami.org/Search?searchtext=about+mental+illness&searchmode>
2. Centers for Disease Control and Prevention. Updated Sept. 1, 2011. CDC Mental Illness Surveillance. CDC Report: Mental Illness Surveillance Among Adults in the United States. Retrieved from [http://www.cdc.gov/mentalhealthsurveillance/fact\\_sheet.html](http://www.cdc.gov/mentalhealthsurveillance/fact_sheet.html)
3. Centers for Disease Control and Prevention. 2010. Health Data Interactive. Retrieved from <http://www.cdc.gov/nchs/hdi.htm>
4. Follow-up After Hospitalization for Mental Illness (FUH). Retrieved from [www.ncqa.org/hedis/measures/follow-up-after-hospitalization.pdf](http://www.ncqa.org/hedis/measures/follow-up-after-hospitalization.pdf)
5. Brown, GK, Green, KL. 2014. A Review of Evidence-Based Follow-up Care for Suicide Prevention. *American Journal of Preventive Medicine*. 2014; 47(3S2):S209-S215.
6. Croake, S., Brown, JD, Miller, D., et al. Follow-up Care After Emergency Department Visits for Mental and Substance Use Disorders Among Medicaid Beneficiaries. *Psychiatric Services*. 2017; 68:566-572.

# Online resources



Magellan Provider Website –  
[www.magellanprovider.com](http://www.magellanprovider.com)

## Includes:

- » Tip sheet for facilities on follow-up after hospitalization (From *Providing Care*, select *Clinical Guidelines* and choose *Follow-Up After Hospitalization*.)
- » Online provider training (From *Education*, select *Online Training*.)
- » Links to information you can share with members (From *Education*, select *Member Education*.)



Leading humanity  
to healthy,  
vibrant lives



**Magellan**  
HEALTHCARE®

# Educational/legal statement



*The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.*

*The information contained in this presentation should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.*