

# HEDIS Tip Sheet

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



HEDIS measures are one of health care's most widely used performance improvement tools, offering insight on important aspects of clinical care and service. These best practices and tips can aid your practice in optimizing HEDIS scores by ensuring that the data reported accurately reflects your practice's performance and identifying 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 can be with any practitioner, as long as there is a principal diagnosis of a behavioral health disorder or intentional self-harm. Note that telehealth visits with the appropriate principal diagnosis also meet the follow-up criteria.



### 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.

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