

Follow-Up Appointments Post-Hospitalization

Coordination between hospitals and outpatient providers

NCQA HEDIS® Measure

HEDIS is a long-standing industry tool used to measure performance on a wide range of care and service domains. Within mental health, one of those measures looks at the percentage of discharges for individuals (6 years of age and older who were hospitalized for treatment of selected mental health disorders) who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner within specified time parameters. Two rates are reported:

- Percentage of discharges for which the member received follow-up within 30 days of discharge
- Percentage of discharges for which the member received follow-up within 7 days of discharge

Why 7 day follow-up?

Effective discharge planning enables safe and timely transition from one level of care to another. The risk of relapse can be mitigated by arranging a timely first post-discharge appointment and confirming that the Member understands and agrees with the discharge plan.

Facility Responsibilities

Optum supports the 7 day follow-up initiative through the Bridge-on-Discharge (BOD) program which covers services provided by facility-based staff as a bridge between levels of care. A brief description of the program is available on Provider Express.

- Plan for the discharge from the onset of services
- Communicate the importance of follow-up care to consumers and appropriate support network
- Schedule the outpatient appointment prior to discharge
- Include the appointment information on the discharge instructions
- If you are having difficulty obtaining an appointment within 7 days, discuss with the Care Advocate during clinical reviews or call the number on the back of the member's insurance card

Outpatient Provider Responsibilities

You may be contacted to assist in arranging a timely appointment for an existing or new client. In either case, providing quick access to outpatient services strengthens the individual's recovery plan. There are no special processes required – your claim submission for the services provided is used to measure the time from date of discharge to date of outpatient service.

- Offer appointment within 7 days
- File claim
- Coordinate care with other treating providers as appropriate
- Provide information about kept appointments, if requested

Resources

- NCQA: www.ncqa.org > HEDIS and Quality Measurement for more information about HEDIS measures
- National Quality Measures Clearinghouse: www.qualitymeasures.ahrq.gov, enter the number 0576 in the Search box to locate information about both follow-up after hospitalization measures (7 and 30 days)
- Provider Express: www.providerexpress.com > Clinical Resources > Recovery & Resiliency Toolkit