Why Are Post Discharge Appointments Important?

The attendance of timely psychiatric post discharge appointments is vital to member success with community tenure and the reduction of re-hospitalization. As a Health Plan holding National Committee for Quality Assurance (NCQA) accreditation, UnitedHealthcare Community Plan utilizes Health Plan Effectiveness Data and Information Set (HEDIS®); a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans. These set of standardized performance measures were created by NCQA to measure processes and outcomes. One specific HEDIS® measure, *Follow-Up After Hospitalization for Mental Illness*, is used to measure attendance to a qualified post discharge psychiatric appointments within 7 days of discharge.

Follow-Up After Hospitalization for Mental Illness (FUH):

HEDIS Measure Description:
- Percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses, and who had a follow-up visit with a mental health practitioner within 7 days after discharge

Key Aspects of the Measure:
- What types of appointments qualify as a post-discharge appointment?

Qualifies	Does Not Qualify
Outpatient appointment for mental health services with a mental health provider	Appointment with a primary care physician
Partial hospitalization for mental health treatment	Appointment primarily for substance use treatment
Intensive outpatient for mental health treatment	Pastoral counseling
Group/family mental health treatment with a mental health provider	Care coordination/Health Home activities
Outpatient ECT	School counseling

*Appointments by virtual visit (telemental health) qualify for FUH

What type of practitioners can provide a qualified post-discharge appointment?
- A HEDIS® qualified appointment is an outpatient appointment with a licensed mental health practitioner. The chart below shows which license types do and do not qualify under the HEDIS® FUH measure:

License types	
Qualifies	**Does Not Qualify**
Psychiatrists	Primary care physicians
Psychologists	Drug and alcohol counselors
Licensed social workers	Non-licensed clinicians
Licensed counselors	
Licensed therapists	
Psychiatric nurses	

7 Day Calendar:
- The day of discharge is Day Zero
- To count towards the FUH measure, the aftercare follow-up visit must occur any time between Days 1 and 7

Sun	Mon	Tue	Wed	Thu	Fri	Sat
13	14	15 Discharged	16 Day 1	17 Day 2	18 Day 3	19 Day 4
20 Day 5	21 Day 6	22 Day 7	23 Day 8	24 Day 9	25 Day 10	26 Day 11

Resources to assist with appointment adherence

- **Transportation:**
  - UnitedHealthcare Community Plan_Member Services Line: **1-844-525-3085**

Members/providers are encouraged to reserve three business days in advance for routine trips. Members are able to utilize the transportation benefit for picking up medication at the pharmacy and are encouraged to schedule the medication pick up at the time they schedule their follow-up outpatient appointment if possible.

Care Coordination Program/Behavioral Health Advocates

Help promote and support wellness, recovery, and resiliency for your patients:

- **Benefits of the Program:**
  - Provide outreach and support to members post-discharge
  - Offer referrals and assist with appointment searches
  - Assist with setting up transportation to follow-up appointments
  - Help overcome barriers to treatment
  - Facilitate connections with important community resources
  - Review plan benefits and programs
  - Offer support in the recovery process
  - Leverage members' strengths
  - Encourage wellness and recovery planning
  - Member is assigned their own Care Coordination Advocate
  - Facilitate Relapse Prevention Plans for members with substance use disorder and other behavioral health conditions

For information regarding this program, members and providers may call **1-877-743-8731**.