

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** April 27, 2023

**Subject:** Behavioral Health Follow-up Appointments

**Summary:** Information for improving follow-up appointment attendance after inpatient hospitalization or emergency department visits for selected mental health and/or substance use conditions.

Providing follow-up care to members after inpatient hospitalization or emergency department visits for mental health diagnoses, intentional self-harm, and alcohol/other drug abuse or dependence is linked to improved patient outcomes and reduced likelihood of re-hospitalization. Follow-up visits should occur within 7 days after discharge from an inpatient hospital or emergency department, and no later than 30 days after discharge.<sup>(1)</sup>

The HEDIS measures below focus on Follow-Up Appointments after an Emergency Department visit or Inpatient discharge for Mental Illness or Substance Use. ACLA's Care Management team is dedicated to member outreach and care coordination for eligible members who may need assistance in treatment planning.

### What do you need to know?

Members who are eligible to be included in the measures below should complete a **follow-up appointment** with their primary care or behavioral health provider **within 7 days following the discharge and no later than 30 days after discharge**. Behavioral Health hospitals should make every effort to assist the patient with scheduling their follow-up appointment prior to discharge. Telehealth Visits using HIPAA compliant telecommunication systems and conducted by fully licensed mental health practitioners are HEDIS approved.

#### 1. Follow-Up After Hospitalization for Mental Illness (FUH)

1. Members 6 years of age and older
2. Principal diagnosis of mental illness or intentional self-harm
3. Visit **must** be performed by a mental health professional

#### 2. Follow-Up After Emergency Department Visit for Substance Abuse (FUA)

- Members 13 years of age and older
- Principal diagnosis of Substance Use Disorder (SUD) or any drug overdose
- Visit can be performed by a primary care provider **or** mental health professional
- A pharmacotherapy dispensing event also qualifies

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

- Members 6 years of age and older
- Principal diagnosis of mental illness or intentional self-harm
- Visit can be performed by a primary care provider or mental health professional

#### Providers can access patient information through NaviNet Provider Portal

Register as a New User –

<https://www.amerhealthcaritasla.com/provider/resources/navinet/index.aspx>

*How can I pull a Patient's Clinical Summary?*

Step 1: Log into NaviNet; Health Plans; Click on AmeriHealth Caritas Louisiana

Step 2: Workflows for this Plan; Click on Report Inquiry

Step 3: Click on *Member Clinical Summary Reports*

*How can I identify my patients who recently visited the ED?*

Step 1: Log into NaviNet; Workflows: Patient Clinical Documents

Step 2: Filter by: Document Tags; ADT

Step 3: Click on *Member* to view alert

*How can I pull a NaviNet Report to identify my patients who recently visited the ED or were discharged from an inpatient stay?*

Log into NaviNet; Workflows; Report Inquiry; Clinical Reports; ER Utilization Report

Log into NaviNet; Workflows; Report Inquiry; Clinical Reports; Discharge Report Rollup

For assistance with accessing the reports mentioned above, click [here](#) to view the **NaviNet Admission and Discharge (ADT) Alert User Guide**.

**Notifications must be turned on in order to see ADT and other alerts** – Click on the Activity Bell in the upper-right corner; Settings; Check “Incoming Documents” and “Patient updates when running an E&B”

**What if my patient needs Care Coordination services?**

Click the following link to locate the “Let Us Know” Care Management referral form:

<https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/member-intervention-request-form.pdf>

**Behavioral Health hospitals interested in participating with ADT reporting? Please contact:**

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#### References:

<sup>1</sup> National Committee for Quality Assurance (NCQA). *Follow-Up After Hospitalization for Mental Illness (FUH)*.

<https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>

**Questions:**

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

**Missed an alert?**

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com)

**Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.