

Provider Guide: Follow-Up After Emergency Department Visit for Mental Health



Vaya Health (Vaya) collects quality data from our providers to measure and improve the care our members receive. The Healthcare Effectiveness Data Information Set (HEDIS) measure “Follow-up after Emergency Department Visit for Mental Illness” (FUM) is one aspect of care we measure to drive these efforts.

What We Measure

We capture information about emergency department (ED) visits for members ages 6 and older with a mental health diagnosis or intentional self-harm, who received a follow-up visit for mental health. Two percentages are measured and 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 (eight total days)

Why It Matters

One in five adults in the United States has a diagnosed mental health disorder. However, these individuals often do not receive adequate follow-up care. Providing follow-up care to patients after an ED visit for mental health can improve patient outcomes, decrease repeat ED visits, improved physical and mental function, and increase compliance with discharge/follow-up instructions.

Tips to Consider for EDs

- Help our members schedule an in-person or telehealth visit within seven days.
- Educate members about the importance of following up with treatment.
- Focus on member preference for treatment.
- When possible, send discharge paperwork to the appropriate outpatient provider within 24 hours of discharge.
- Enter thorough and detailed member hospitalization information into the Admission, Discharge, and Transfer (ADT) feed that is supported by NC HealthConnex. Visit the NC Department of Information Technology’s [How NC*Notify Works](#) webpage to learn more about the ADT feed and to access training and resources.
- For members with a Vaya services, collaborate and share information with Vaya to ensure effective coordination of care.

Tips to Consider for Providers

- Encourage members to bring their discharge paperwork to their first appointment.
- Educate members about the importance of following up and adhering with treatment recommendations.
- Use the same diagnosis for mental illness at follow-up visits. A non-mental illness diagnosis code will not fulfill this measure.
- Reach out to patients that cancel appointments or do not keep initial follow-up appointments and reschedule them as soon as possible.
- Coordinate care between behavioral health and primary care physicians:
- Share progress notes and updates in a timely manner.
- Include the diagnosis for mental illness.

Questions?

Contact Vaya Quality Management at qualitymanagement@vayahealth.com.