

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

Measure description

The percentage of emergency department (ED) visits for members six years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness. Two rates reported:

- Follow-up within seven days after ED visit.
- Follow-up within 30 days after ED visit.

Criteria for meeting the measure:

When the member attends a follow-up appointment with **any practitioner** after ED discharge within seven days or 30 days after emergency room discharge.

Note: to meet this metric, the member can attend a follow-up visit with any provider, it does not need to be a behavioral health provider.

Appointment types that meet criteria for a follow-up visit

- Outpatient visit.
- Intensive outpatient encounter or partial hospitalization.
- Community mental health center visit.
- Electroconvulsive therapy.
- Telehealth or telephone visit.
- E-visit or virtual check-in.

Note: To be compliant with the measure, the member must have a principal diagnosis mental illness or intentional self-harm.

Best practices and tips for providers to improve member outcomes

- Engage members in discharge planning, and schedule follow-up appointments prior to member being discharged from the ED.
- Educate members on the importance of treatment adherence and follow-up care.
- Offer telehealth appointments for follow-up visits when appropriate.
- Outreach out to members who do not attend their follow-up appointment and assist them with rescheduling.
- Communicate with other providers involved with the member's treatment to ensure continuity and coordination of care to support a whole person approach.
- Ensure appropriate documentation, accurate coding, and submit claims in a timely manner.

FUM is a Healthcare Effectiveness Data and Information Set (HEDIS®) measure. See the National Committee for Quality Assurance (NCQA) website for more details.
<https://www.ncqa.org/hedis/measures/follow-up-after-emergency-department-visit-for-mental-illness/>

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