

Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)

Measure description

Measures the number of members (13 years and older) with a primary diagnosis of alcohol use disorder or other drug (AOD) abuse or dependence, who attended a follow-up appointment with any provider after discharge from the emergency department (ED). Two rates are 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 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 have to be a behavioral health provider.

Best practices and tips for providers to improve member outcomes

- With member consent, involve member, and family or other supports, in the discharge planning and follow-up care.
- 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.
- Outreach to members who do not attend their follow-up appointment and assist them with rescheduling.
- Encourage the member to sign a release of information for all treating providers.
- Communicate with primary care physicians and 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.

FUA 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-substance-use/>

Capital Blue Cross is an Independent Licensee of the Blue Cross Blue Shield Association.