

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

Measure Description

The percentage of emergency department (ED) visits for members 6 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 7 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 7 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 to parents of members who do not attend their follow up appointment and assist them with rescheduling.
- 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.

FUM is a Healthcare Effectiveness Data and Information Set (HEDIS®) measure. See the National Committee for Quality Assurance (NCQA) website for more details.