

Follow-Up After Hospitalization (FUH) for Mental Illness: Provider Billing Tip Sheet

Sunflower Health Plan is committed to improving mental health outcomes.

The FUH measure is defined as:

- Members who are six years of age and older who were hospitalized for treatment of selected mental illness,
or
- Intentional self-harm diagnoses and who had a follow-up visit with a mental health provider.

Two rates are reported:

- Percentage of discharges in which the member received follow-up within 7 days.
- Percentage of discharges in which the member received follow-up within 30 days.

Updates to FUH:

- Modified the denominator criteria to allow intentional self-harm diagnoses to take any position on the acute inpatient discharge claim (potential to increase the denominator).
- Added new diagnoses including phobia, anxiety, intentional self-harm X-chapter codes, and the R45.851 suicidal ideation code to the denominator in the event/diagnosis (potential to increase the denominator).
- Added more provider type visits (i.e., PCP) with any diagnosis of a mental health disorder to meet the mental health follow-up numerator (potential to increase the numerator).
- Added peer support and residential treatment services to the numerator (potential to increase the numerator).

Exclusions

- Discharges followed by readmission or direct transfer to non-acute inpatient care setting within 30-day follow-up period, regardless of the readmission principal diagnosis.
- Discharges followed by readmission or direct transfer to an acute inpatient care setting within the 30-day follow-up period if the principal diagnosis was for non-mental health.
- Members in hospice or using hospice services at any time during the measurement year.
- Members who died at any time during the measurement year.
- Follow-up visits that occur on the date of discharge.

HEDIS® Improvement Tips

- Schedule member's 7-day or 30-day follow-up appointment prior to the member being discharged from the hospital.
- Maintain appointment availability in your office for patients with recent hospital discharges.
- Complete appointment reminder calls 24 hours prior to the scheduled follow-up appointment.
- Offer in-person, virtual, telehealth and phone visits when applicable.

Sunflower Health Plan Resources

- **Provider Resources - HEDIS** www.sunflowerhealthplan.com/providers/quality-improvement/hedis.html
- **Behavioral Health Measure Toolkit:**
www.sunflowerhealthplan.com/content/dam/centene/sunflower/pdfs/hedis-bh-toolkit.pdf
- **Language Access Services:** Access to interpreters over the phone, face-to-face, or via video remote interpretation. You can also get interpreters for American Sign Language. Please call Sunflower Health Plan at **1-877-644-4623** (TTY: 711) for help
- **Care Coordination:** Sunflower offers a team of nurses, behavioral health specialists and social workers who assist members with services upon discharge. Contact member services **1-877-644-4623** (TTY:711).
- **Transportation:** Non-emergency medical transportation to appointments at no cost. Please call SafeRide Health at **1-877-917-8162**.
- **Teladoc Digital Mental Health:** Our Teladoc Digital Mental Health program offers eLearning to help members overcome depression and anxiety. This online program includes simple tools, weekly exercises, mood trackers and daily inspirational quotes and videos.