



One in a series of tip sheets that look at key Healthcare Effectiveness Data and Information Set measures, commonly referred to as HEDIS® measures.

Follow-up after hospitalization for mental illness (seven-day rate)

This measure examines the percentage of patients ages 6 and older who were hospitalized for treatment of select mental illness diagnoses and who followed up with a mental health practitioner within seven days.

- Outpatient visit
- Intensive outpatient encounter
- Partial hospitalization

Discharge planning and outpatient provider support are critical to achieving a successful follow-up after an acute hospitalization.

Did you know?

- Patients discharged after hospitalization for mental illness who do not receive follow-up are more likely to be readmitted.
- More than one-third of initial appointments after hospitalization are kept.
- According to the CDC, the national suicide rate reached 13 per 100,000 people in 2014, the highest since 1986.

Improving HEDIS scores

Here are some best practices we've identified:

- Discharge planning beginning upon admission, with discharge planners ensuring that appointments are scheduled within seven days of discharge.
- Case management outreach to patients for assessment of possible barriers to a follow-up appointment and assistance, if needed.
- Reminder phone calls placed to patients before visits.
- Providers working with hospitals to ensure access to visits within a specified timeframe.

Exclusion: Members in hospice are excluded from this measure.

Tip:

Coordination and member outreach are key to improving follow-up visit rates after hospitalization, lessening the chance of readmittance.

Helpful HEDIS hints

- A visit with a mental health practitioner can be with or without a telehealth modifier.
- Discharge planning and outpatient provider support are critical to achieving a successful follow-up after an acute hospitalization.
- Visits occurring on the date of discharge will not count towards this measure.

This measure
applies to both
commercial and
Medicare members.

HEDIS®, which stands for *Healthcare Effectiveness Data and Information Set*, is a registered trademark of the *National Committee for Quality Assurance*, or *NCQA*.

No portion of this document may be copied without the express written permission of Blue Cross Blue Shield of Michigan, except that BCBSM participating health care providers may make copies for their personal use. In no event may any portion of this publication be copied or reprinted and used for commercial purposes by any party other than BCBSM. None of the information included herein is intended to be legal advice and, as such, it remains the provider's responsibility to ensure that all coding and documentation are done in accordance with all applicable state and federal laws and regulations.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

R076924