

# HEDIS® News You Can Use

Aetna Better Health® of West Virginia

June 2025



**Let's Improve Behavioral Health Follow-Up Opportunities Together!**

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

### Measure Requirements:

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 are reported:

1. The percentage of ED visits for which the member received follow-up within 30 days of the ED visit (31 total days).
2. The percentage of ED visits for which the member received follow-up within 7 days of the ED visit (8 total days).

**\*\*Follow-up visits may be with any practitioner, with a principal diagnosis of a mental health disorder OR with a principal diagnosis of intentional self-harm and any diagnosis of a mental health disorder within 7 and 30 days after the ED visit.**

## Follow-Up after High-Intensity Care for Substance Use Disorder (FUI)

### Measure Requirements:

The percentage of acute inpatient hospitalizations, residential treatment or withdrawal management visits for a diagnosis of substance use disorder among members 13 years of age and older that result in a follow-up visit or service for substance use disorder. Two rates are reported:

1. The percentage of visits or discharges for which the member received follow-up for substance use disorder within the 30 days after the visit or discharge.
2. The percentage of visits or discharges for which the member received follow-up for substance use disorder within the 7 days after the visit or discharge.

## Follow-Up after Emergency Department Visit for Substance Use (FUA)

### Measure Requirements:

The percentage of emergency department visits for members 13 years of age and older with a principal diagnosis of Substance Use Disorder (SUD) or any diagnosis of drug overdose, who had a follow-up visit. Two rates are reported:

1. The percentage of ED visits for which the member received follow-up within 30 days of the ED visit (31 total days).
2. The percentage of ED visits for which the member received follow-up within 7 days of the ED visit (8 total days).

The diagnosis for SUD can be a principal or secondary diagnosis on the follow-up visit.



### **Patients trust you:**

Patients consider you their most trusted source of information when it comes to their health. When talking to patients, encourage and allow time for questions.



# Follow-Up after Hospitalization for Mental Illness (FUH)

## Measure Requirements:

Members 6 years of age and older in the measurement year discharged after hospitalization for treatment of selected mental illness or intentional self-harm diagnoses who had a follow-up visit with a **mental health provider**.

The measurement period for this measure is January 1 of the measurement year through December 1 of the measurement year. Two rates are reported:

1. Members who received a follow-up visit within 7 days of discharge.
2. Members who received a follow-up visit within 30 days of discharge.

## Recommendations for key success

Follow up after hospitalization for mental illness requires a visit in an outpatient or partial hospital setting with a mental health provider. As a PCP you play a vital role in coordination of care in helping members receive timely follow-up visits after discharge from a hospital.

- When appropriate refer members to Aetna Better Health of West Virginia (ABHWV) Case Management to assist with coordination of care. Providers can refer by fax to 844-330-1001 or members can call ABHWV at 888-348-2922.
- Ensure your practice has a process in place to quickly identify hospitalizations to initiate coordination of care.
- Encourage and assist patients to schedule follow-up appointments with a mental health provider.
- Reinforce the discharge instructions and treatment strategy with members.

## Common Reasons for Gaps in Care:

- Appointment availability due to short timeframes.
- Transportation barriers for members to get to and from appointments.
- Members may experience stigma for seeking additional care for their mental health.
- Facilities and/or provider offices may be unaware of the timeframe members need to receive their follow up appointments.

## Member Incentives Program:

Be sure to call our office at **888-348-2922** for more details and the most up-to-date information.

**\$50.00 Reward** Members ages 6 and older who complete a follow-up visit within 7 days after a behavioral health ED visit.

**\$50.00 Reward:** Members who complete a follow-up visit after discharge for treatment of substance use within 7 days or \$25 for follow-up within 30 days (ages 13 and older)

## Here for you!

**Thank you for the care you provide to our members!**

For questions or for more information, please contact Aetna Better Health Quality at **ABHWVHEDIS@aetna.com**.



## Best Practices

- Schedule follow-up visit within 7 days – timeframe includes weekends.
- Educate members on the importance of follow-up treatment.
- Where possible, schedule follow-up appointments **BEFORE** discharge from hospital.
- Reach out to members that cancel or no show to appointments right away and reschedule as soon as possible.
- Telephone visits and e-visits or virtual check-ins are included in follow-up visit types.
- Refer member to an appropriate behavioral health provider as indicated. Please call provider services if assistance is needed at **1-888-348-2922**.
- Screen patients for a personal or family history of dependence disorders.
- When substance use is identified, it's very important to schedule appropriate follow-up treatment.
- **FUM/FUA:** Follow-up visits that occur *on the date of the ED visit* do count towards compliance.
- **FUH:** Follow-up visits that occur *on the day of discharge* do NOT count towards compliance.
- ABHWV Case Management can assist with finding a provider, resources for housing, workforce, food, transportation, etc.