

## Why Are Post Discharge Appointments Important?

The attendance of timely post-discharge appointments is vital to patient success with increasing community tenure and reducing readmissions. The appointments must be scheduled with an appropriate provider and must be kept to meet the HEDIS® measures below.

- **Follow-Up After Hospitalization for Mental Illness or FUH** (measures attendance to a qualified post discharge psychiatric appointment within 7 days of discharge for members 6 years of age or older).
- **Follow-up after High-Intensity Care for Substance Use Disorders or FUI** (measures direct transfers, and follow-up appointments within 7 days for members aged 13 and above).

**Appointments by virtual visit/ telemental health qualify for FUH and FUI**

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

**It is essential the patient attend a follow-up visit within 7 days of discharge. The claim for the follow-up visit *MUST* have a principal diagnosis of mental health disorder.**

### Which providers and services qualify as a post-discharge appointment?

	Qualifies	Does Not Qualify
License types	<ul style="list-style-type: none"> <li>• Licensed social workers</li> <li>• Licensed counselors</li> <li>• Licensed therapists</li> <li>• Psychiatrists</li> <li>• Psychologists</li> <li>• Psychiatric nurses</li> </ul>	<ul style="list-style-type: none"> <li>• Primary care physicians</li> <li>• Drug and alcohol counselors</li> <li>• Non-licensed clinicians <i>(Exception: onsite at a CMHC)</i></li> </ul>
Services	<ul style="list-style-type: none"> <li>• Individual outpatient treatment for mental health</li> <li>• Group/family treatment for mental health</li> <li>• Intensive outpatient treatment for mental health</li> <li>• Partial hospitalization for mental health</li> <li>• Outpatient ECT</li> <li>• Home health services with a mental health provider</li> </ul>	<ul style="list-style-type: none"> <li>• Appointments with a primary care physician (even if for medication management)</li> <li>• Appointments primarily for substance use disorder</li> <li>• School counseling</li> <li>• Pastoral counseling</li> </ul>

## Follow-Up After High-Intensity Care for Substance Use Disorders (FUI)

**An acute inpatient discharge, residential treatment, or withdrawal management event for a principal diagnosis of substance use disorder, or a withdrawal management visit with a principal diagnosis of substance use disorder.**

Qualifies	Does Not Qualify
<p><b>Direct Transfer:</b></p> <ul style="list-style-type: none"> <li>■ A discharge date from the first acute inpatient or residential care setting precedes the admission date to a second acute inpatient or residential care setting by one calendar day or less.</li> </ul>	<ul style="list-style-type: none"> <li>■ Appointment with a primary care physician</li> <li>■ Non-licensed clinicians</li> <li>■ Members in hospice or using hospice services any time.</li> </ul>
<p><b>7-Day Follow-Up:</b></p> <ul style="list-style-type: none"> <li>■ A follow-up visit or event with any practitioner for a principal diagnosis of substance use disorder within the 7 days after an episode for substance use disorder. <b>All the visit types below require a principal diagnosis of substance use disorder:</b> <ul style="list-style-type: none"> <li>■ Acute or nonacute inpatient admission or residential behavioral health</li> <li>■ Intensive outpatient encounter or partial hospitalization</li> <li>■ Outpatient visit</li> <li>■ Non-residential substance abuse treatment facility visit</li> <li>■ Community mental health center visit</li> <li>■ Opioid treatment service that bills monthly or weekly</li> <li>■ Pharmacotherapy dispensing event or medication treatment event</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Appointment where there is no substance abuse program or treatment.</li> <li>■ Non-licensed clinicians</li> <li>■ Follow-up does not include withdrawal management.</li> </ul>

**The day of discharge is day Zero. This day does not count as a qualified appointment date. To count towards the FUH measure, the aftercare follow-up visit must occur between Days 1 and 7.**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
13	14 <b>Discharged</b>	15 Day 1	16 Day 2	17 Day 3	18 Day 4	19 Day 5
20 Day 6	21 Day 7	22 Day 8	23 Day 9	24 Day 10	25 Day 11	26 Day 12

Appointments by virtual visit/telemental health qualify for FUH and FUI.

## Use Optum Express Access Providers

Express Access Network is a network of Optum-credentialed providers (solo and group practices) who have agreed to offer Optum members, on all lines of business including EAP, a routine appointment within 5 business days of a member's request. Providers enrolled in Express Access will have a notation next to their name on our provider directory, [liveandworkwell.com](https://liveandworkwell.com), as well as having its own separate filter on the left side of the page so that users can quickly filter for Express Access providers.

### Instructions for Finding Express Access Providers

- Select the Area Search
- Select People
- Select Area of Expertise Type
- Use the More Filter under Availability
- Select Express Access Network Providers
- See Results



#### Provider Name

Master's-Level Clinician

#### Address

Los Angeles, CA 90027

4 Miles Away | [Get Directions](#)

Phone

TTY

Virtual Care Offered

Accepting All Patients

Express Access Provider

In-Network Provider

★★★★★ (184)

