

Our goal: Optimizing quality of care for Beacon members by joining with providers in the follow-up process after hospitalization for mental illness.

What we know: There is need for improvement.¹

- Approximately one in four adults in the U.S. suffers from mental illness in a given year and nearly half of U.S. adults will develop at least one mental illness in their lifetime.
- Mental health care costs the health care system \$113 billion annually.
- Approximately 3 percent of adults with mental illness receive treatment in inpatient settings, which constitutes the largest share of mental health spending (28 percent).
- It is estimated that 23 percent of readmissions are preventable.
- Post-discharge follow-up programs can reduce readmissions by 22 to 30 percent.

Follow-up after Hospitalization: Best practices.

- Effective discharge planning starts at the time of admission.
- Please make aftercare appointments with in-network providers, if experiencing barriers to scheduling, call Beacon for assistance.
- At the time of admission, ask for a list of in-network providers near the member's home.
- Schedule the member's aftercare appointment between 1 and 7 days of discharge. Make an appointment with a therapist even if you cannot secure a psychiatrist. **HEDIS measure change** – NCQA announced changes to the HEDIS® 2018 Follow-up After Hospitalization (FUH) measure for Mental Illness, effective on January 1, 2017. Same-day aftercare appointments cannot be counted toward the seven-day aftercare visit. This change includes same-day bridge visits or date of discharge visits, as well as all visit types provided on the day-of-discharge from inpatient treatment (including partial hospitalization program (PHP), intensive outpatient program (IOP), or electroconvulsive therapy ECT).
- If the member already has a therapist and/or psychiatrist, make the appointment with the existing mental health provider
- Make sure the member agrees to keep the appointment and that it is convenient for him/her, however requiring or relying on the member to schedule appointments is not appropriate.
- Aftercare appointments must be with a mental health professional.

Healthcare Effectiveness Data and Information Set (HEDIS): Measuring progress.

HEDIS tracks the aftercare follow-up appointments that are established for members using the following inclusion criteria:

- Members 6 years of age and older;
- Discharge from an inpatient hospital with a mental health diagnosis;
- Rate of follow-up appointment kept between 1 and 7 days of discharge and 30 days of discharge.

Meeting our goal: How we will work together.

Managers of Provider Partnerships will review your facility's performance on the Follow-up After Hospitalization rates on a quarterly basis, to assist you in developing strategies to improve member access to outpatient care after an acute admission. The one-to-seven-day and 30-day aftercare appointments for our members should be scheduled with a Beacon provider. If you need a list of in-network providers, please contact our member services department for assistance at 888-204-5581 or visit our website at www.beaconhealthoptions.com.

If you need assistance securing an aftercare appointment within seven days of a member's discharge, you may contact our aftercare department at 888-204-5581.

¹NCQA. (2014). The State of Health Care Quality. Retrieved from <http://www.ncqa.org/Portals/0/Newsroom/2014/SOHC-web.pdf>

