



## Behavioral Health Care after an Emergency Department Visit or Inpatient Hospitalization A Guide for Care Providers

We know how busy you are – and we want to help. This handout gives you at-a-glance information designed to help you address care opportunities for patients who were recently discharged from the Emergency Department or an inpatient hospital stay with a mental health or substance use diagnosis. The recommendations below are based on multiple Healthcare Effectiveness Data and Information Set (HEDIS®) measures.

**Patients with mental health or substance use disorders should attend follow-up treatment within 7 days of discharge**

### Helping Patients Get the Care They Need

If you are aware of your patients who have recently been discharged from an Emergency Department or an inpatient hospital stay with a substance use or mental health disorder, you play an important role in ensuring that they receive appropriate follow-up care. The table below outlines how the HEDIS® measures stipulate when Primary care providers can and cannot provide the post discharge follow-up treatment.

Patient Diagnosis	Discharge from Inpatient Hospital	Discharge from Emergency Department
Mental Health	PCP to <b>refer patient to a mental health practitioner</b> to be seen within 7 days of discharge	PCP to see patient within 7 days and bill with a <u>mental health</u> diagnosis.
Substance Use	PCP to see patient within 7 days and bill with a <u>substance use</u> diagnosis.	PCP to see patient within 7 days and bill with a <u>substance use</u> diagnosis.

You can support your patients by referring them to behavioral health treatment for continued care. Even patients receiving medication from their Primary Care Provider still need post-discharge supportive therapy with a behavioral health clinician. Refer your patients to behavioral health treatment and emphasize the importance of supportive therapy as a supplement to medication. A licensed master's level clinician, such as a therapist or social worker, can provide supportive therapy. If a situation arises where a patient is unable to be seen within 7 days, then they need to have an appointment within 30 days of discharge.

### How to Make a Referral for Behavioral Health Treatment

- Call the mental health/substance use phone number on the back of the patient's health plan ID card.
- Search [liveandworkwell.com](https://www.liveandworkwell.com) to find behavioral health or substance use providers in the Optum network.

For patients with substance use disorders, you can call the Optum Substance Use Disorder Helpline: **855-780-5955**.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). The above information is based on the following measures: Follow-Up After Hospitalization for Mental Illness, Follow-up After Emergency Department Visit for Mental Illness, Follow-up After Emergency Department Visit for Alcohol and Other Drug Dependence, Follow-Up After High-Intensity Care for Substance Use Disorder