



IMPROVING HEALTH CARE QUALITY

## Follow-Up After Hospitalization for Mental Illness

Blue Cross and Blue Shield of New Mexico (BCBSNM) collects quality data from our providers to measure and improve the care our members receive. Follow-up after Hospitalization for Mental Illness (FUH) is one aspect of care we measure in our quality programs. Quality measures evaluate a prior calendar year performance.

### What We Measure

We capture the percentage of discharges for members ages 6 and older who were hospitalized for the treatment of selected mental illness or intentional self-harm and who had a follow-up visit with a mental health provider. **The follow-up visit must be on a different date than the discharge date.** Two percentages are measured and reported:

- Discharges for which members had a follow-up visit within 30 days after discharge
- Discharges for which members had a follow-up visit within 7 days after discharge

FUH is a Healthcare Effectiveness Data and Information Set (HEDIS®) measure. See the [National Committee for Quality Assurance \(NCQA\) website](#) for more details.

### Why It Matters

About 1 in 5 Americans experience mental illness in a given year, according to the [Centers for Disease Control and Prevention \(CDC\)](#). Mental illnesses are the **third most common cause of hospitalization** in the U.S. for those ages 18 to 44. According to [NCQA](#), individuals hospitalized for mental illness are vulnerable after discharge. Timely follow-up visits with qualified mental health providers are critical for their well-being.



## Eligible Population

Members ages 6 and older as of the discharge date are included in this measure.

**Note:** This measure is based on the number of discharges, not number of members. Members with multiple discharges can be included in the measure multiple times.

## Tips to Consider

- Check that the member has a plan for a follow-up visit with a mental health practitioner within 7 and 30 days after discharge. This may include an intensive outpatient program, partial hospitalization program, community mental health center, electroconvulsive therapy or a telehealth visit.
- Before discharging the member, schedule a follow-up appointment. Contact the member before the visit to remind them.
- Educate inpatient and outpatient providers about clinical practice guidelines and this measure.
- Submit claims and encounter data in a timely manner.

## How to Document

FUH data is collected from claims data. Hybrid chart review doesn't apply.

For more information, see [NCQA's HEDIS Measures and Technical Resources](#).



## Questions?

Contact your BCBSNM Network Representative.



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