

# The Importance of Follow-Up Care for Mental Illness



Visiting the hospital for mental illness or intentional self-harm can be overwhelming. Research suggests that timely follow-up care after discharge can help the member transition back to home, work, or school, and can help providers detect early post-hospitalization reactions and medication concerns. Advancements in integrating behavioral healthcare with primary care have created opportunities with the Psychiatric Collaborative Care Model. With this model, non-behavioral health providers can utilize a psychiatric consultant to participate in care services.

## Provider Tips

- ▶ Offer telehealth and phone visits.
- ▶ Provide empathic listening and nonjudgmental discussions to engage the patient and caregivers in decision making.
- ▶ Reach out proactively to assist in (re)scheduling appointments within the required timeframes.
- ▶ Encourage coordination of care between physical and behavioral health providers, including transitions in care.
- ▶ Reinforce the treatment plan and evaluate any medication regimen considering presence/absence of side effects etc.
- ▶ Partner with the health plan to address social determinants, health equity, and quality care.
- ▶ Provide timely submission of claims and code related diagnosis and visits correctly.
- ▶ Address co-morbidities and integrate care with peer support and psychiatric collaborative care models.

## Measures

- ▶ Follow-Up After Hospitalization for Mental Illness (FUH)
- ▶ Follow-Up After Emergency Department Visit for Mental Illness (FUM)

## Additional Support

- ▶ Substance Abuse and Mental Health Service Administration: [www.samhsa.gov/](http://www.samhsa.gov/)
- ▶ National Alliance on Mental Illness: [www.nami.org](http://www.nami.org)
- ▶ SMI Adviser, A Clinical Support System for Serious Mental Illness: [www.smiadviser.org](http://www.smiadviser.org)
- ▶ Collaborative Care Model: [www.psychiatry.org](http://www.psychiatry.org)

Source:

<https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>