

Date: July 31, 2024

To: All WellSense Providers

From: WellSense Health Plan

Subject: **HEDIS Follow-Up After Emergency Department for Mental Illness (FUM) measure tips**

Product:  MassHealth  Clarity plans (formerly QHP)  Senior Care Options

## HEDIS Follow-Up After Emergency Department for Mental Illness (FUM) measure tips

The HEDIS Follow-Up After Emergency Department for Mental Illness (FUM) measure tracks follow-up visits for mental illness after an emergency department (ED) visit for MassHealth members 6 years of age and older. Two percentages are measured and reported within the measure:

- ED visits for which the member received follow up within 7 days of the ED visit (8 total days)
- ED visits for which the member received follow up within 30 days of the ED visit (31 total days)

A follow-up visit within 7 days after discharge automatically meets the HEDIS measure. If there isn't a follow-up visit within 7 days after discharge, then the NCQA encourages a visit within 30 days to meet the HEDIS measure.

### What you can do to help improve HEDIS FUM rates

- Encourage members to bring their discharge paperwork to their first appointment.
- Educate members on the importance of post-ED follow-up before an incident occurs.
- Use the same diagnosis code for mental illness at each follow-up appointment (don't use a non-mental illness diagnosis code). See our [HEDIS tip sheet](#) for suggested codes.
- Coordinate care between behavioral health and primary care physicians.

# Provider Communications

Massachusetts

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- Contact members proactively to remind them of their scheduled appointment, when possible.
- Reach out to members to help them reschedule their appointment if they've cancelled.

For more information and best practices on this and other HEDIS measures, please visit [here](#).

## Questions?

Please contact us at [QualityDept@wellsense.org](mailto:QualityDept@wellsense.org) with any questions.