



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

HEDIS® Measurement Year 2020 & 2021 Measures

Measure Description: This measure looks at the percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness. Two rates are reported:

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

Eligible Population

Members 6 years of age and older with medical and mental health benefits.

Strategies for Improving Conditions and Increasing Rate of Follow-Up Care

- Outpatient treatment received prior to ED visits to the hospital can be a predictor of follow-up care and how patients recover post discharge – encourage medication and treatment regimen adherence.
- Provide culturally competent care – be aware that a patient’s culture and belief system can influence if they will seek help, what type of help they want, what coping styles and supports they have and what treatments might prove to be successful.
- Provide credible resources to patients in order to address any fears and stigma related to mental illness.
- Improvement in care coordination during the patient’s transition out of the ED.
- Prepare patient for discharge.
 - Appropriate discharge planning and scheduled follow up with their PCP prior to discharge.
 - Refer patient to behavioral health supports such as a community health worker.

- Refer members with behavioral health diagnoses to Aetna Better Health’s Special Needs Unit for additional support.
 - Call the Special Needs Unit at **1-855-346-9828**.

Numerator Codes

There is a large list of approved NCQA codes used to identify the diagnosis and services included in the FUM measure.

The following are just a few of the approved codes. For a complete list please refer to the NCQA website at [NCQA.org](https://www.ncqa.org).

A mental health diagnosis must be combined with one of the following codes to count towards compliance.

Code Class	Codes	Description
CPT	99217-99220	Observation
CPT	98960-98962; 99201-99205	Behavioral Health Outpatient Visit
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