

Follow Up After Hospitalization for Mental Illness



Providers play an important role to members with behavioral health needs, better health outcomes are positive for everyone. Studies have shown that it is important to provide follow-up visits to patients with a mental health provider after they have been hospitalized for mental illness. Visits made within **7 days** of discharge are recommended to support the gains made during the hospitalization.

Why is it so important?

Timely follow-up with a mental health provider helps lower the risk of repeat trips to the hospital.

- The period immediately following discharge from inpatient care is recognized as a time of increased vulnerability.
- Transition back to the home and work environment is supported and barriers more quickly identified.
- Provides an opportunity to reconcile medications and monitor for side effects or incorrect dosing.

What can you do?

- When notified of a patient's discharge, make sure a follow-up appointment is scheduled with a Mental Health Provider.*
- Educate your patients on the importance of follow-up appointments.
- For children and adolescents, engage parents and/or caregivers in the treatment plan.
- Reassure your patient that they are not alone – an estimated 50% of all Americans are diagnosed with a mental illness or disorder at some point in their lifetime.¹

If you are unable to see our members within 7 calendar days of discharge, contact Iowa Total Care at 1-833-404-1061 and ask to speak to a Behavioral Health Case Manager. The Behavioral Case Manager can assist the member in scheduling a telehealth visit.

¹Centers for Disease Control

Types of Visits That Count

- With a Mental Health Provider (in person, telehealth and new for 2021, telephone visits)
- Transitional Care
- Partial Hospitalization service with a facility

Mental Health Providers*

- Psychiatrist
- Psychologist
- Clinical Social Worker
- Licensed Therapist/Counselor
- Psychiatric nurse or mental health clinical nurse specialist

Identify Barriers for Follow-Up Care

- Transportation
- Interpreter needs
- Incorrect provider name, address, phone number
- Lack of equipment needed for telehealth visit

ITC has resources available to you and your patients to address these barriers. Visit our website at IowaTotalCare.com to access these important documents.



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Meeting the HEDIS® Measure

This measure is for members six years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health provider. Two rates are reported:

1. The percentage of discharges for which the member received follow-up within seven calendar days after discharge (visits that occur on the date of discharge will not count toward compliance).
2. The percentage of discharges for which the member received follow-up within thirty calendar days after discharge.

Ensure appropriate coding* to capture services provided within the appropriate timeframe.

DESCRIPTION	CODES
Visit Setting Unspecified Value Set with Outpatient POS with Mental Health Provider	CPT®/CPT® II: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 (Iowa Medicaid recognizes Modifier 95 for telehealth visits). Telephonic Visits: 99441, 99442, 99443 POS: 03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72
BH Outpatient Visit with Mental Health Provider	CPT: 98960 - 98962, 99078, 99201 - 99205, 99211 - 99215, 99241 - 99245, 99341 - 99345, 99347 - 99350, 99381 - 99387, 99391 - 99397, 99401 - 99404, 99411, 99412, 99510, 99483 HCPCS: G0155, G0176, G0177, G0409, G0463, H0002, H0004, H0031, H0034, H0036, H0037, H0039, H0040, H2000, H2010, H2011, H2013, H2014, H2015, H2016, H2017, H2018, H2019, H2020, M0064, T1015
Visit Setting Unspecified Value Set with Partial Hospitalization POS with Mental Health Provider	CPT: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 POS: 52
Partial Hospitalization/Intensive Outpatient	HCPCS: G0410, G0411, H0035, H2001, H2012, S0201, S9480, S9484, S9485

*Codes subject to change

If you have any questions, please contact your Clinical Quality Consultant or call Provider Relations at 1-833-404-1061.