



**iowa total care**<sup>™</sup>



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## Follow-Up to Hospitalization for Mental Illness – Eliminating Barriers

*Why we're in business*

**OUR PURPOSE**

Transforming the health of the community, one person at a time

*What we do*

**OUR MISSION**

Better health outcomes at lower costs

*What we represent*

**OUR PILLARS**



Focus on the Individual



Whole Health



Active Local Involvement

*What drives our activity*

**OUR BELIEFS**

We believe healthier individuals create more vibrant families and communities.

We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

# Agenda

- Purpose
- Follow-Up After Hospitalization for Mental Illness
  - Why is it important?
- Eliminating Barriers
  - What Iowa Total Care is doing?
  - What can you do?
- Closing Thoughts
- Resources

# Mental Illness in America

- **1 in 5** U.S. adults experience mental illness.
- Mental illness accounts for more than **15 percent** of the overall disease burden in the United States.
  - This is greater than the burden associated with all forms of cancer<sup>1</sup>.
- Only **44.8%** of adults with any mental illness reported receiving treatment in the past year<sup>2</sup>.

<sup>1</sup> Substance Abuse and Mental Health Services Administration (SAMHSA), Key Substance Use and Mental Health Indicators in the United States: Results from the 2018 National Survey on Drug Use and Health; <https://www.samhsa.gov/>

<sup>2</sup> Association for Psychological Science, Stigma as a Barrier to Mental Health Care, accessed 7/8/2020; <https://www.psychologicalscience.org/news/releases/stigma-as-a-barrier-to-mental-health-care.html>

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In Iowa, **1 in 5** (roughly 600,000) adults live with some form of mental illness.

**37,000** grapple with serious mental illness daily.

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<https://namiiowa.org/about-mental-illness/facts-figures/>

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# Follow-Up After Hospitalization for Mental Illness

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# FUH: Measure Overview

## FUH: Follow-Up After Hospitalization for Mental Illness

- Developed and maintained by the National Committee for Quality Assurance (NCQA).
- Specifications for this measure are consistent with guidelines of the National Institute of Mental Health and the Centers for Mental Health Services.
- Assess both adults and children, six years of age and older.
- Measures continuity of care for mental illness.



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

# Follow-Up After Hospitalization for Mental Illness (FUH) HEDIS Measure

This measure demonstrates the percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnosis and who had a follow-up visit **with a mental health practitioner**.

- **To improve HEDIS®/ Quality score:**

- Visit **must be** with a mental health provider: psychiatrist, psychologist, clinical social worker or other therapist.
- **Telehealth** services, completed by a qualified mental health practitioner, **do** count for this HEDIS® measure.
- **Schedule** a follow-up appointment with the patient **before** discharge.

People are more likely to show up for an appointment if they have talked to someone or were assisted in making the appointment.



# Types of Follow-Up Visits

Follow-up visits include:

- Outpatient visits
- Intensive outpatient encounters
- Partial hospitalizations
- Community mental health center visits
- Electroconvulsive therapy with a mental health provider
- Telehealth visits with a mental health provider
- Observation visits with a mental health provider
- Transitional care management services with a mental health provider

Appointments  
cannot be on  
the same day  
of discharge.

# Mental Health Provider (CMS & NCQA)

The following providers can perform the FUH discharge appointment:

- Psychologist
- Psychiatrist
- Clinical social worker
- Mental health occupational therapist
- Psychiatric/mental health nurse
- Practitioner/clinical nurse specialist
- Neuropsychologist
- Psychoanalyst
- Professional Counselor
- Marriage and family therapist

**Visits must be with a mental health provider.**

# Reference Guide

## (FUH) Follow-Up After Hospitalization for Mental Illness

Description	Codes*
Outpatient Visit	CPT/CPT II: 90791, 90792, 90832-90834, 90836-90840, 90845, 90847, 90849, 90853,, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99251-99255 POS: 03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72
BH Outpatient	CPT®/CPT® II: 9860-9862, 99078, 99201-99205, 99211-99215, 99241-99245, 99341-99345, 99347-99350, 99381-99387, 99391-99397, 99401-99404, 99411, 99412, 99483, 99510 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, T1015
Observation	CPT: 99217-99220
Electroconvulsive Therapy / Ambulatory Surgical Center, Community Mental Health Center, Outpatient, Partial Hospitalization	CPT: 9087 Ambulatory POS: 24 Community Mental Health Center POS: 53 Partial Hospitalization POS: 52 Outpatient POS: 03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 24,, 33, 49, 50, 52, 53, 71, 72
Intensive Outpatient Encounter or Partial Hospitalization	CPT: 90791, 90792, 90832-90834, 90836,-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99251-99255, POS: 52
Telehealth Visit	CPT: 90791, 90792, 90832-90834, 90836,-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221,-99223, 99231-99233, 99238, 99239, 99251-99255 POS: 02
Telephone Visit	CPT: 98966-98968, 99441-99443
E-visit/ Virtual Check In	CPT: 98969-98972, 99421-99423, 99444-99458

\*Codes represented are from NCQA technical specifications for the HEDIS® FUH measure. This includes codes for all lines of business and are listed as a reference tool and not claims and billing.

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## Follow-Up After Hospitalization for Mental Illness

# Why is it important?

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# Why Is It Important?

## 2 Million

2 million hospitalizations each year for mental illness in the United States.

## 1 in 8

1 in 8 visits to U.S. emergency departments are related to mental and substance use disorders.

## 2x Higher

Rates of cardiometabolic disease are twice as high in adults with serious mental illness.



## Risk of Self Harm

The risk of self-harm is high within the first 3 weeks post-discharge.

## Increased Risk

People with serious mental illness have an increased risk for chronic disease, like diabetes or cancer.

## Re-hospitalization

During the first seven days post-discharge the patient is at greater risk for re-hospitalization.

# Why Is It Important?

- Providers play an important role to members with behavioral health needs, as 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 calendar days** of discharge are recommended to support the gains made during the hospitalization.
- An outpatient visit with a mental health practitioner after discharge supports the patient's transition to home and helps to ensure the gains made during hospitalization are not lost.
- An outpatient visit also helps health care providers detect early post-hospitalization medication problems or reactions.
- According to a guidelines developed by the American Academy of Child and Adolescent Psychiatry and the American Psychiatric Association, there is a need for regular and timely assessments and documentation of the patient's response to all treatments.

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# Eliminating Barriers

What is Iowa Total Care doing?

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# Transition of Care Program Overview

## Objective

Reduce barriers and improve access to care to outpatient follow-up behavioral health appointments for members post hospitalization for mental illness.

## Goal

To ensure a follow-up visit occurs within 7 calendar days of discharge from an acute behavioral health facility.

## Member Attribution

Iowa Total Care Members post hospitalization for mental illness who do not have a follow-up appointment within 7 days of discharge.

## Process

Identify members for outreach. Connect members with discharge planner while member is inpatient. Follow-up with member post-discharge. Assist with 7-day follow-up visit and other social determinants of health.

## Additional Info

Identify members that could benefit from Complex Care Management and refer to Case Management.

For questions about this program or other care management services please email [care\\_management@iowatotalcare.com](mailto:care_management@iowatotalcare.com) or call **1-833-404-1061** and ask to speak with a Behavioral Case Manager.



# Transition of Care

Iowa Total Care has implemented a Transition of Care program which connects our members with in-network mental health providers to receive the services and quality of care needed to manage their mental health.

A team of nurses, behavioral health specialist, and social workers:

- **Assist** in member care coordination from the day of admission until 30 days post-discharge.
- **Team up** with the hospitals discharge planning team to ensure the member has an appointment scheduled within 7 days of discharge.
- **Collaborate** with outpatient behavioral health providers to assist in scheduling appointments, if needed.

# My Health Pays<sup>®</sup>

Members will earn \$30 in reward dollars for the My Health Pays<sup>®</sup> program if they complete a 7-day follow-up visit with a behavioral health provider.

Members can use these rewards at Walmart to purchase everyday items\*. The My Health Pays<sup>®</sup> rewards can also be used to help members pay for:

- Utilities
- Telecommunications
- Education

My Health Pays<sup>®</sup> reward dollars are added to member rewards card after we process the claim for the 7-day follow-up visit.

\*This card may not be used to buy alcohol, tobacco or firearms products.



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# Eliminating Barriers

What can you do?

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# Eliminating Barriers: Tips for Improving Member Compliance

- When notified of a member's discharge, make sure a follow-up appointment is scheduled as soon as possible with a Mental Health Provider.
- Ensure a few appointments each day are available to accommodate patients recently discharged from a facility or urgent/time-sensitive visits.
- Educate your patients on the importance of follow-up appointments.
- Encourage patients to set appointment reminders on their phone calendars or in email.
- For children and adolescents, engage parents and/or caregivers in the treatment plan.
- Set up Daily Census Rosters for Health Home members with local hospitals improves quality care to by increased networking communications.
- Ask patients if they've seen any other providers. If you are aware specialty care has occurred, please mention it and discuss as needed.
- 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.<sup>1</sup>

1 U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality, "National Quality Measures Clearing House," accessed Sept 2, 2014, <http://www.qualitymeasures.ahrq.gov/content.aspx?id=46995&search=hospitalization+for+mental+illness>

# Closing Thoughts

- All members six years of age and older need to have a follow-up visit within 7 days of discharge.
- To close the care gap, the visits must be with a licensed mental health professional.
- Iowa Total Care Transitions of Care team is available to help scheduling members for their follow-up needs.
- If you are unable to see members **within 7 calendar days** of discharge, contact Iowa Total Care and speak with a Behavioral Health Case Manager at **1-833-404-1061** or **[Care\\_Management@iowatotalcare.com](mailto:Care_Management@iowatotalcare.com)**. The Behavioral Case Manager will outreach to the member and assist in scheduling a telehealth visit.

Ensuring continuity of care to outpatient follow-up care helps detect potential post-hospitalization medication problems and provides continuing support to improve treatment outcomes.

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# Additional Resources

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# Iowa Total Care Member Resources

## Transportation Services

Non-emergency medical transportation to appointments at no cost. Call Iowa Total Care at **1-833-404-1061** (TTY 711), **then press 2 for member services, then 1 for transportation.**

## Video Appointments with a Doctor

We have partnered with Babylon Health to give 24/7 access to medical care at no cost to Iowa Total Care members. Members can schedule through the Babylon App or call **Babylon Health** directly at **1-800-475-6168** (TTY 711).

## Free Smartphone from SafeLink Wireless

Iowa Total Care is proud to be working with SafeLink Wireless. This program is offered at no cost to you. Members who qualify get a free smartphone and up to 350 minutes per month. Unlimited texting is included too. To apply for this program, visit **safelink.com** and use promo code **IATOTALCARE** or call **1-877-631-2550**.



## 24/7 Nurse Advice Line

Staffed with registered nurses. Assistance in English and Spanish is available. If you speak a different language, you can ask for an interpreter. To access the **24/7 Nurse Advice Line**, call Iowa Total Care at **1-833-404-1061** (TTY 711).

## Language Access Services

Access to interpreters over the phone or face-to-face. You can get interpreters for American sign language, too. Just call Iowa Total Care at **1-833-404-1061** (TTY 711) for help.

## FindHelp.org

Online tool that connects people in need to the programs that serve them. You can search for places that can help with food, housing, transportation, jobs and more! To find resources near you, just log on to **IowaTotalCare.com**, listed under the Helpful Links section. Then enter your ZIP code to find help near you.

# Iowa Total Care Provider Resources

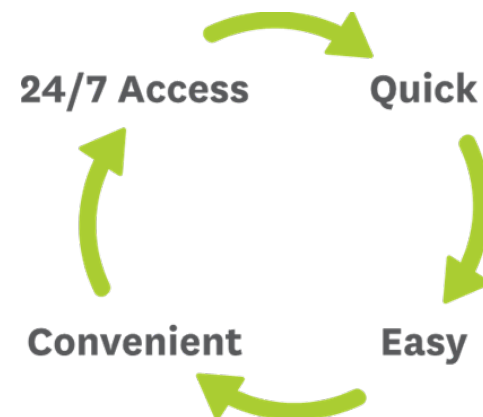
Get the tools you need at [iowatotalcare.com](http://iowatotalcare.com)

From the Providers tab on our website you can access:

- ✓ Training on programs and gap closure support to fit your practice needs
- ✓ [Manuals, forms and HEDIS tip sheets](#) to assist with caring for your patient

From the Provider Portal ([provider.iowatotalcare.com](http://provider.iowatotalcare.com)), you can:

- ✓ Click on **Patient** and select member's name to access patient's medical records
- ✓ Click on **Authorization** to create or view status of submitted prior authorizations
- ✓ Click on **Claims** to review status of submitted claims





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Questions?

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