



Improving Follow-Up Care for Behavioral Health *Focus on HEDIS Measures FUH & FUM*

Why Follow-Up Care Matters

Timely follow-up after emergency department (ED) visits or hospitalization for mental health and substance use conditions is critical to improving patient outcomes, reducing readmissions and future hospitalization, and ensuring continuity of care.

- Reduces repeat ED visits
- Improves care engagement and recovery
- Supports medication adherence and care coordination

Measure Overview

Two key HEDIS measures assess follow-up care after ED visits:

- **FUH:** Follow-Up After Hospitalization for a principal diagnosis of mental illness or any diagnosis of intentional self harm (ages 6+)
- **FUM:** Follow-Up After ED Visit for a principal diagnosis of mental illness or any diagnosis of intentional self harm (ages 6+)

Follow-up must occur within 7 days and 30 days. Visits may include PCP, behavioral health, outpatient, or telehealth.

Why Follow-Up Is Critical

- Reduces risk of relapse or crisis
- Improves medication adherence
- Strengthens care coordination
- Decreases avoidable ED utilization
- Enhances patient trust and engagement

Best Practices for Success

- Schedule follow-up appointments prior to discharge
- Prioritize visits within 7 days
- Conduct outreach within 24–48 hours
- Use care coordination teams to address barriers
- Offer telehealth options when applicable
- Ensure accurate coding and claim submission

Common Pitfalls to Avoid

- Delays in scheduling follow-up
- Relying on patients to self-schedule
- Incomplete or incorrect coding
- Ignoring transportation or social barriers
- Not utilizing telehealth options

Key Takeaways

- Act quickly and aim for 7-day follow-up
- Schedule appointments before discharge
- Engage patients early and remove barriers
- Document accurately for HEDIS compliance

We're Here to Support You

Improving FUH and FUM performance strengthens patient outcomes and closes gaps in behavioral health care. Your role is essential in ensuring patients receive timely follow-up care that results in reduced readmissions.