

Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)

Measure Description

Measures the number of members (13 years and older) with a primary diagnosis of alcohol use disorder or other drug (AOD) abuse or dependence, who attended a follow-up appointment with any provider after discharge from the emergency department (ED). Two rates are reported:

- Follow-up within 7 days after ED visit
- Follow-up within 30 days after ED visit

Criteria for meeting the measure:

When the member attends a follow-up appointment with **any practitioner** after ED discharge within 7 or 30 days after emergency room discharge.

Note: to meet this metric, the member can attend a follow-up visit with any provider, it does not have to be a behavioral health provider.

Best Practices and Tips for Providers to Improve Member Outcomes

- With member consent, involve member, and family or other supports, in the discharge planning and follow up care.
- Schedule follow up appointments prior to member being discharged from the ED.
- Educate members on the importance of treatment adherence and follow up care.
- Offer telehealth appointments for follow-up visits.
- Outreach to members who do not attend their follow up appointment and assist them with rescheduling.
- Encourage the member to sign a release of information for all treating providers.
- Communicate with primary care physicians and other providers involved with the member's treatment to ensure continuity and coordination of care to support a whole person approach.
- Ensure appropriate documentation, accurate coding and submit claims in a timely manner.