

# THE IMPORTANCE OF FOLLOW-UP CARE FOR MENTAL ILLNESS



Visiting the hospital for mental illness or intentional self-harm can be overwhelming. Research suggests that timely follow-up care after discharge can help the member transition back to home, work, or school and can help providers detect early post-hospitalization reactions and medication concerns.<sup>1</sup>

Advancements in integrating behavioral healthcare with primary care have created opportunities with the Psychiatric Collaborative Care Model. With this model, non-behavioral health providers can utilize a psychiatric consultant to participate in care services.



## Provider Tips

- Offer telehealth and phone visits.
- Provide empathic listening and nonjudgmental discussions to engage the patient and caregivers in decision making.
- Reach out proactively to assist in (re)scheduling appointments within the required timeframes.
- Encourage coordination of care between physical and behavioral health providers, including transitions in care.
- Reinforce the treatment plan and evaluate any medication regimen considering presence/absence of side effects etc.
- Partner with the health plan to address social determinants, health equity, and quality care.
- Provide timely submission of claims and code related diagnosis and visits correctly.
- Address co-morbidities and integrate care with peer support and psychiatric collaborative care models.



## Measures

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



## Additional Support

1. Substance Abuse and Mental Health Service Administration:  
[www.samhsa.gov](http://www.samhsa.gov)
2. National Alliance on Mental Illness:  
[www.nami.org](http://www.nami.org)
3. SMI Adviser, A Clinical Support System for Serious Mental Illness:  
[www.smiadviser.org](http://www.smiadviser.org)
4. Collaborative Care Model:  
[www.psychiatry.org](http://www.psychiatry.org)



## Sources

- <sup>1</sup> <https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>

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