

## Follow-Up Care After Discharge

### Helping Patients Get Care Within 7 Calendar Days After Discharge:

If any of your patients have recently been discharged from an Emergency Department or an inpatient hospital stay with a mental health (MH) or substance use disorder (SUD) diagnosis, you play an important role in ensuring that they receive appropriate follow-up care after discharge.

Source: National Committee for Quality Assurance 2022 HEDIS Specifications, see NQF-Endorsed Measures at [www.ncqa.org](http://www.ncqa.org)

### Tips For Success:

- Discuss the importance of attending appointments and suggest they set up a reminder in their phone/calendar
- Send reminders to patients/caregivers ahead of the appointment
- Ask patient “Is there is a support person you would like to have at the first appointment with you?”
- Ask patient “Do you have transportation or other barriers that would keep them from attending your appointment?”
- Suggest virtual appointment, if applicable.
- Outreach to reschedule and discuss the need for additional support for patients who cancel or miss an appointment.

**Virtual visits** are an effective way to provide care within 7 days after discharge. Visit our provider website at the following link for more information

**[Become a Virtual Visit Telemental Health Provider](#)**

### Resources to Assist You and Your Patients with Follow-up Care After Discharge:

- **[ProviderExpress.com](http://ProviderExpress.com)** - provides resources for your patients on mental health, substance use, and crisis support like educational materials, screening tools, and assessments
- **[Recovery and Resiliency Toolkit](#)** - helps determine personal strengths and facilitates recovery & wellness planning
- **[Medication for Opioid or Alcohol Use Disorder \(MOUD or MAUD\)](#)** – Information on MOUD and MAUD
- **[liveandworkwell.com](http://liveandworkwell.com)** -Patient education and MH/SUD provider information, use guest access code “clinician.”

*Nothing herein is intended to modify the Provider Agreement or otherwise dictate MH/SA services provided by a provider or otherwise diminish a provider's obligation to provide services to members in accordance with the applicable standard of care. This information is provided by Optum Quality Management Department. If you would like to be removed from this distribution, please contact us at email: [qmi\\_emailblast\\_mail@optum.com](mailto:qmi_emailblast_mail@optum.com). Please include the email address you would like to have removed when contacting us.*