

## Enhancing Behavioral Health Outcomes: HEDIS Quality Measures Matter

We are highlighting several key Healthcare Effectiveness Data and Information Set (HEDIS®) quality measures that are critical to ensuring individuals receive timely and effective behavioral health treatment.

### Behavioral Health HEDIS Quality Measures:

We are tracking performance on the following behavioral health measures:

- **Initiation and Engagement of Substance Use Disorder Treatment (IET)**: The percentage of new substance use disorder (SUD) episodes that result in treatment initiation and engagement.
- **Follow-Up After Emergency Department Visit for Mental Illness (FUM)**: The percentage of emergency department (ED) visits for members with a principal diagnosis of mental illness, or any diagnosis of intentional self-harm, and had a mental health follow-up service.
- **Follow-Up After Hospitalization for Mental Illness (FUH)**: The percentage of discharges for members who were hospitalized for a principal diagnosis of mental illness, or any diagnosis of intentional self-harm, and had a mental health follow-up service.
- **Follow-Up After High-Intensity Care for Substance Use Disorder (FUI)**: The percentage of acute inpatient hospitalizations, residential treatment, or withdrawal management visits for a diagnosis of substance use disorder among members that result in a follow-up visit or service for SUD.
- **Follow-Up After Emergency Department Visit for Substance Abuse (FUA)**: The percentage of ED visits among members with a principal diagnosis of SUD, or any diagnosis of drug overdose, for which there was follow-up.

### Why are these measures important?

These measures are critical to ensuring individuals receive timely and effective treatment for behavioral health conditions. By tracking performance on these measures, we can identify areas for improvement and work with our providers to implement best practices that support better outcomes for our members.

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Providers can take the following steps to improve performance on these measures:

- **Timely Follow-Up:** Ensure patients receive follow-up care within the recommended timeframe (e.g., seven - 30 days) after hospitalization or ED visits.
- **Coordination of Care:** Foster collaboration with other health care providers, including mental health specialists, to ensure seamless transitions and comprehensive care.
- **Patient Engagement:** Encourage patient engagement and empowerment through education, self-management support, and regular follow-up.

We offer various resources to support providers in delivering high-quality care, including:

- **Educational Webinars:** Regular webinars on best practices for behavioral health management. Watch for our Quality Innovations Webinar announcements or email [HEDISInnovations@BCBSFL.com](mailto:HEDISInnovations@BCBSFL.com) for more information.
- **Care Coordination:** Access to a dedicated care coordination team to support patient transitions and follow-up care.
- Use Lucet Behavioral Health Network and Case Management services as needed. We recommend patients are seen quickly following a new diagnosis, stay involved with treatment, and take medications as prescribed.
  - **Lucet Behavioral Health member services:** Persons can call **1-866-287-9569** for help coordinating care or locating a behavioral health professional.
  - Florida Blue members can log into [Florida Blue](#) and book an in-person or virtual behavioral health therapy or psychiatry appointment with an in-network behavioral health provider.
  - **Lucet Behavioral Health Physician and Case Management services:** Providers can call Lucet Case Management for help locating a behavioral health professional or coordinating care for a patient. Call **1-866-350-2280**.

Thank you for your dedication to delivering high-quality care to our members!