

Follow-Up After Emergency Department Visit for Substance Abuse (FUA)

By working together, we can improve health outcomes for your patients, our members. The Healthcare Effectiveness Data and Information Set (HEDIS[®]) helps us measure many aspects of performance. This tip sheet provides key details of the HEDIS measure for follow-up after an emergency department visit for substance abuse.

What is the measure?

The measure includes the percentage of emergency department (ED) visits for members age 13 and older with the first diagnosis on the claim as substance use disorder (SUD) or any diagnosis of drug overdose who had a follow-up visit with a behavioral health provider.

Two rates are reported:

1. The percentage of ED visits for which the member received follow-up within 30 days of the ED visit (31 days total, including the day of the ED visit)
2. The percentage of ED visits for which the member received follow-up within seven days of the ED visit (eight days total, including the day of the ED visit)

How to Improve Your Quality Score

- Ensure patients with the first diagnosis on the claim as SUD or any diagnosis of a drug overdose have a follow-up visit with a behavioral health practitioner within seven or 30 days after the ED visit.
- Follow-up visits that occur on the **same day** of the ED visit **do count to close** the care gap
- Engage parents/guardian/family/support system and/or significant others in the treatment plan. Advise them about the importance of treatment and attending appointments.
- Provide timely submission of claims and encounter data.
- Use Lucet, a New Directions company, Behavioral Health Network and Case Management services as needed.
 - **Florida Blue Member services:** Use phone number on the back of the member's ID card.
 - Lucet Behavioral Health **Member services:** Members can call **866-287-9569** Monday through Friday, 8 a.m. – 8 p.m. ET, for help locating a behavioral healthcare professional or coordination of care.
 - Lucet Behavioral Health **Physician and Case Management services:** Providers who need help locating a behavioral health professional or coordination of care for a patient can call the Lucet Case Management team at **866-350-2280** Monday through Friday, 7:30 a.m. – 5:30 p.m. ET.

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HEDIS Measure: Follow Up After Emergency Department Visit for Substance Abuse (FUA) *(continued)*

Exclusions

- ED visits that result in an inpatient stay
- Acute or non-acute inpatient admissions within 30 days of the ED visit, regardless of the reason for admission
- Members in hospice or using hospice services anytime during the measurement year
- Members who died during the measurement year

Recommended Routine Treatment with a Behavioral Health Practitioner

- Initiation and engagement stand-alone follow-up visit with a behavioral health provider, in-person, or virtual visit
- To request coordination of care for your patient or a recommendation of a provider for your patient's specific needs, please call the Lucet Case Management team, Monday through Friday, 7:30 a.m. – 5:30 p.m. ET, at **866-350-2280**.
- Offer the patient the member support services available to all Florida Blue members through our partnership with Lucet:
 - Substance use hotline 24/7/365: **877-326-2458**
 - Member services phone number they can call Monday through Friday, 8 a.m. – 8 p.m. ET, for behavioral healthcare coordination and provider recommendations at **866-287-9569**
- After the patient's follow-up visit with a behavioral health provider, complete a primary care follow-up visit to include a behavioral health assessment and identify applicable treatment plans for integrated medical and behavioral health care

Codes for a Follow-up Visit by Type

The claim submitted for the follow-up visit should include a substance use disorder or drug overdose ICD-10 diagnosis.

Outpatient Visit with an Outpatient or Telehealth Setting

CPT: 90791 – 90792, 90832-90834, 90836 – 90840, 90845, 90847, 90849, 90853, 90875 – 90876, 99221 – 99223, 99231 – 99233, 99238 – 99239, 99251 – 99255

Behavioral Health Visit

CPT: 98960 – 98962, 99078, 99201 – 99205, 99211 – 99215, 99241-99245, 99341, 99342, 99343 – 99345, 99347 – 99350, 99381 – 99387, 99391 – 99397, 99401 – 99404, 99411 – 99412, 99483, 99492 – 99494, 99510

HCPCS: G0176 – G0177, G0409, G0463, G0512, H0002, H0004, H0031, H0034, H0036 – H0037, H0039, H0040, H2000, H2010 – H2020, T1015

Behavioral Health Outpatient Visit

CPT: 99408 – 99409,

HCPCS: G0396 – G0397, G0442, G2011, H0001 – H0002, H0031, H0049

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Codes for a Follow-up Visit by Type

Telephone Visits

CPT: 98966 – 98968, 99441 – 99443

Codes for Exclusions

Hospice

CPT: 99377 – 99378

HCPCS: G0182, G9473 – G9479, Q5003 – Q5008, Q5010, S9126, T2042 – T2046

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