

**January 2025**

## Federal Employee Program

### Follow-Up Matters: Closing the Gaps in Emergency Care

In 2025, we are sending notices about emergency care to select members with Federal Employee Program® (FEP) plans as a primary insurance. Eligible members, including those with dependents 6-17 years old and adult members 18 years and older, will be encouraged to participate in follow-up appointments within 30 days of discharge from an emergency department (ED) visit, acute inpatient stay, or observational stay occurring between January 1 and December 31, 2025.

Additionally, we have sent members information on where to seek medical care based on their symptoms or injuries. This is intended to help members understand what is considered an emergency versus non-emergency or immediate (urgent) care.

#### Examples of when emergency, urgent, or non-emergency care may be recommended:

Non-Emergency Care	Immediate (Urgent) Care	Emergency Care
<i>Diagnosis and treatment of illness, chronic medical conditions, minor illness, dermatology, mental health, and substance use counseling.</i>	<i>Mild chest pain, broken bones, cold and the flu.</i>	<i>Life-threatening illness or injury (stroke, chest pain, etc.), major trauma, acute life-saving interventions (surgery, resuscitation, etc).</i>
<b>Primary Care Providers</b>	<b>Preferred Urgent Care Centers</b>	<b>Preferred Emergency Rooms</b>
<b>Specialists</b>	<b>GuideWell Emergency Doctors (Tampa and Orlando only)</b>	Determined after initial triage/ER care
<b>Telemedicine &amp; Teladoc®</b>	N/A	N/A

*Members are urged to call 911 or visit the nearest emergency room if experiencing a life-threatening event.*

There are several Healthcare Effectiveness Data and Information Set (HEDIS®<sup>1</sup>) quality measures that are directly impacted by ED use, acute inpatient stays, or observational stays. The following HEDIS measures are influenced by various factors, including the type of visit, diagnosis, and admissions versus discharge:

- **Emergency Department Utilization (EDU)** – To apply to this measure, the patient must have a qualifying ED visit anytime during the measurement year.
- **Follow Up After Emergency Department Visit for Substance Abuse (FUA)** – To apply to this measure, the patient’s initial ED claim must have a qualifying diagnosis of substance use disorder (SUD) or any diagnosis of drug overdose.

- **Follow Up After Emergency Department Visit for Mental Illness (FUM)** – To apply to this measure, the patient’s initial ED claim must have a qualifying diagnosis of mental illness or intentional self-harm.
- **Plan All-Cause Readmissions (PCR)** – To apply to this measure, the patient must have an acute inpatient or observation stay during 2025, followed by an unplanned acute readmission for any diagnosis within 30 days after discharge and the predicted probability of an acute readmission.

## Providing Support to Your Patients

### Applicable to All Patients Seen in the ED

- Contact your patients within seven days of ED discharge to emphasize the importance of a follow-up visit.
- Ensure the primary diagnosis for the follow-up visit aligns with the ED visit diagnosis.
- Maintain appointment availability for patients with recent ED visits.
- Recognize frequent ED users and share education based on their symptoms.

### Applicable to FUM and FUA Patients

- Assist patients as needed in scheduling behavioral health appointments using **Lucet Behavioral Health Network** and Case Management services.
- Providers can call **Lucet Case Management Services at 1-866-350-2280**, Monday – Friday, 7:30 a.m. – 5:30 p.m. ET.
- Patients can call **Lucet Behavioral Health Member Services at 1-866-287-9569**, Monday – Friday, 8 a.m. – 8 p.m. ET.
- Remind members about **Teladoc** —a resource for both general medical care and behavioral health services, available 24/7 at **1-855-636-1579**, [FEPBlue.org/telehealth](https://FEPBlue.org/telehealth), or through the Teladoc application.

If you have any questions regarding copays, emergency care services, locations, or more, please refer to the Blue Cross and Blue Shield Service Benefit Plan brochure or contact Customer Service at **1-800-333-2227**. Members may call the **FEP Nurse Line at 1-888-258-3432** for support. Visit [FEPblue.org](https://FEPblue.org) for more information.

With your help, we can ensure patients receive the support they need to navigate their health care journey.

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA). Content reproduced with permission from *HEDIS® MY2024, Volume 2: Technical Specifications for Health Plans* by the National Committee for Quality Assurance (NCQA). HEDIS measures and specifications are not clinical guidelines and do not establish a standard of medical care. NCQA makes no representations, warranties, or endorsement about the quality of any organization or physician that uses or reports performance measures and NCQA has no liability to anyone who relies on such measures or specifications. Limited proprietary coding sets are contained in the specifications for convenience, and users should obtain all necessary licenses from the owners of the code sets. NCQA denies all liability for use or accuracy of any coding contained in the specifications. To purchase copies of this publication, including the full measures and specifications, visit [ncqa.org/publications](https://ncqa.org/publications).