

Mental Health Resources to Support Patient Care

At Florida Blue, we are committed to supporting mental health and providing resources to help you deliver high-quality care to your patients, our members. As part of Mental Health Awareness Month, observed each year in May, we want to remind you of important quality measures and tools you can use to close care gaps and help your patients.

Quality Measures Are Key

Florida Blue tracks two important Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) measures related to mental health: [Follow-Up After Hospitalization for Mental Illness \(FUH\)](#) and [Follow-Up After Emergency Department Visit for Mental Illness \(FUM\)](#). These measures aim to improve follow-up care for patients with mental illness, which is crucial to improving outcomes as they transition from hospital to community.

There are several tools available in our Provider Portal to assist you in monitoring your patients' behavioral health care. This data is refreshed daily, giving you near real-time information on hospital or emergency room visits for your patients.

Within the portal, you can use the *Census* tool to sort behavioral health related admissions within your patient population. The "BH" column in the *Census* report helps identify patients who need follow-up care after a hospital admission. You can also monitor FUH and FUM measures within the *Care Gaps* report. This tool allows you to filter by the specific seven-day and 30-day timeframes to understand your practice's performance on these measures.

Valuable Resources and Tools

We encourage you to become familiar with the mental health solutions below and share this information with your eligible patients.

- **Lucet**, Florida Blue's behavioral health benefits and services manager. It offers assistance and resources to help connect eligible members to mental health clinicians. These services are offered at no additional cost to our fully insured commercial and Medicare Advantage health plan members. Eligible members can use the new online booking tool to make their own appointment with an in-network clinician anytime, anywhere. [Learn more about the online scheduling tool.](#)

Clinicians or patients can also call 1-877-253-6037 to speak with a Lucet care navigator to schedule an appointment. For more information about Lucet, visit LucetHealth.com.

- **meQuilibrium (meQ)**, a personalized, digital mental well-being tool for our members who have a fully insured Florida Blue commercial or Truli for Health plan. It offers simple, evidence-based techniques to reduce stress and help our eligible members better manage day-to-day life events, at no extra cost. Members can access meQ by logging in with their Florida Blue online member account at go.mymeq.com/floridablue. Access our [Provider Toolkit to learn more about meQ.](#)

¹ HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

You can find more behavioral health information and resources at FloridaBlue.com. Select *For Providers* and navigate to *Behavioral Health*.

Need Access to Our Provider Portal?

Simply ask your Availity^{®2} Primary Access Administrator (PAA) to select the Provider Portal role in your profile. You will find the Provider Portal tile in the Florida Blue or Truli for Health Payer Space. As a reminder, ProviderVista and Provider Link educational materials, including frequently asked questions and a user's guide, are in the Florida Blue Learning Center in the Florida Blue and Truli for Health Payer spaces on [Availity.com](https://www.availity.com).

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