

**June 2022**

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## **Federal Employee Program**

### **Follow Up After Emergency Department Visit For Mental Illness (FUM)**

Federal Employee Plan® (FEP) members, 18 years or older, will receive a letter this month encouraging follow-up care after an emergency department (ED) visit with an associated mental illness or intentional self-harm diagnosis.

In the letter, we encourage your FEP patients to have follow-up care within 30 days of their ED visit. Follow-up office visits or telehealth appointments on the same day of the ED visit count towards care gap closure.

#### **How You Can Help**

- Contact patients within seven days of the ED discharge to remind them of the importance of a follow-up visit.
- Ensure the primary diagnosis for the follow-up visit with any practitioner (first diagnosis on the follow-up visit claim) is a mental health diagnosis.
- Assist patients with follow-up behavioral health appointments.
  - If offer to assist with scheduling an appointment is not accepted, please encourage the patient to call **New Directions® Behavioral Health** Member Services at **1-866-287-9569** to receive behavioral health care coordination and provider recommendations. Representatives are available 24 hours a day, 365 days a year.
  - **Teladoc®** – Patients also have access to Teladoc behavioral health services, available at **1-855-636-1579**, **fepblue.org/telehealth** or through the **Teladoc app**.

For additional information on the FUM HEDIS measure, access the HEDIS Tip Sheet [here](#).