

January 2024

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## **FEP Member Outreach Promoting Follow-Up Assessments After ED Visit, Acute Inpatient, and Observational Stay**

We are sending notices throughout the year to select members with Federal Employee Program® (FEP) plans as a primary insurance. Members 18 years and older will be encouraged to receive follow-up assessments within 30 days after an emergency department (ED) visit, acute inpatient, and observational stay between January 1 and December 1, 2024. The information below can be used to educate your patients on three important Healthcare Effectiveness Data and Information Set (HEDIS®<sup>1</sup>) quality measures related to these follow ups:

- **Follow Up After Emergency Department Visit for Substance Abuse (FUA)** – To apply to this measure, the patients 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 patients initial ED claim must have a qualifying diagnosis of mental health.
- **Plan All-Cause Readmissions (PCR)** – To apply to this measure, the patient must have an acute inpatient or observation stay during 2024, followed by an unplanned acute readmission for any diagnosis within 30 days after discharge and the predicted probability of an acute readmission.

### **How You Can Help Your Patients in This Effort**

- **FUA and FUM:**
  - 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. Note: Follow-up office visits or telehealth appointments on the same day as the ED visit contribute to the closing of the care gap.
  - 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 of **Teladoc** behavioral health services, available at 1-855-636-1579, [FEPBlue.org/telehealth](https://www.FEPBlue.org/telehealth) or through the Teladoc application.

- **PCR:**
  - Monitor admission, discharge, and ED visit reports.
  - Obtain hospital discharge summaries and schedule post-discharge appointments within three to seven days, depending on the severity of each patient.
  - Document conditions found during hospital admission in office notes and on the claim.
  - Perform medication reconciliation soon after discharge to prevent medication-related readmissions.
  - Consider telehealth or home health visits for discharged patients, when appropriate.
  - Develop a coordinated transition-of-care process, involving a multi-faceted treatment team when possible.
  - Conduct extensive ongoing member outreach, as appropriate, to prevent potential readmissions.

If your FEP primary patients have questions about their benefits and claims, they can contact our Customer Service team for help at 1-800-333-2227 (TTY users, call 711). We are available Monday – Thursday, 8 a.m. – 6 p.m. and Friday, 9 a.m. – noon, ET. Your patients may also visit [FEPBlue.org](http://FEPBlue.org) for more information.

Learn more about the [FUM](#), [FUA](#), and [PCR](#) HEDIS measures. You can also visit [FloridaBlue.com](http://FloridaBlue.com), select **Tools & Resources, Programs, Federal Employee Program**, then **FEP Quick Reference Guide**.

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA). Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.