

# Behavioral Health Care after an Emergency Room Visit or Inpatient Hospitalization

## A Guide for Care Providers

We know how busy you are – and we want to help. This handout gives you at-a-glance information designed to help you address care opportunities for UnitedHealthcare members who were recently discharged from the emergency room or an inpatient hospital stay with a mental health or substance use diagnosis. The following recommendations are based on multiple Healthcare Effectiveness Data and Information Set (HEDIS®) measures.

**Members with mental health or substance use disorders should attend follow-up treatment within 7 days of discharge.**

### Helping Patients Get the Care They Need

You play an important role in ensuring that your patients, who have recently been discharged from an emergency room or an inpatient hospital stay with a substance use or mental health disorder, receive appropriate follow-up care. The table below outlines HEDIS® measures, which specify when Primary Care Providers (PCP) can and cannot provide the post-discharge follow-up treatment.

Patient Diagnosis	Discharge from Inpatient Hospital	Discharge from Emergency Room
<b>Mental Health</b>	PCP to <b>refer member to a mental health practitioner</b> to be seen within 7 days of discharge.	PCP to see member within 7 days and code with a <u>mental health</u> diagnosis.
<b>Substance Use</b>	PCP to see member within 7 days and code with a <u>substance use</u> diagnosis.	PCP to see member within 7 days and code with a <u>substance use</u> diagnosis.

You can support your patients by referring them to behavioral health treatment for continued care. Even members receiving medication from their PCP still need post-discharge supportive therapy with a behavioral health clinician.

Regardless of emergency room admit or inpatient stay, refer your patients to behavioral health treatment and emphasize the importance of supportive therapy as a supplement to medication. A licensed master's-level clinician, such as a therapist or social worker, can provide supportive therapy. If a situation arises where your patient is unable to be seen within 7 days, they need to have an appointment within 30 days of discharge.

### How to Make a Referral for Behavioral Health Assessment and Treatment

- Call the mental health/substance use phone number on the back of the member's health plan IDcard.
- Search [liveandworkwell.com](http://liveandworkwell.com) to find behavioral health or substance use care providers in the UnitedHealthcare network.
- For members with substance use disorders, you can call the Optum Substance Use Disorder Helpline: **855-780-5955**.