

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 seven days of discharge.

Helping Patients Get the Care They Need

You play an important role in ensuring that your members, 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 |
|----------------------|---|---|
| Mental Health | PCP to refer member to a mental health practitioner to be seen within seven days of discharge. | PCP to see member within seven days and code with a <u>mental health</u> diagnosis. |
| Substance Use | PCP to see member within seven days and code with a <u>substance use</u> diagnosis. | PCP to see member within seven 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.

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 seven days, they need to have an appointment within 30 days of discharge.

How to Make a Referral for Behavioral Health Treatment

- Call the mental health/substance use phone number on the back of the member's health plan ID card.
- Search 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**.

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

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Co. of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc. or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.