



HEDIS measure overview: FMC

You can help your patients ages 18 and older with multiple chronic health conditions avoid re-visits to the emergency department (ED) by completing a follow-up within 7 days of their ED visit. Telehealth follow-ups are encouraged as they allow for easy connection just after an ED visit when it may be difficult for them to travel.



HEDIS® measure:

Follow-up after ED visit for people with multiple high-risk chronic conditions (FMC).



FMC definition:

Percentage of (ED) visits for members ages 18 and older who have multiple high-risk chronic conditions who had a follow-up service within 7 days of the ED visit.

To use an FMC billing code, the patient must have had at least 2 chronic conditions before the ED visit and completed a visit with a health care professional within 7 days. An ED visit can be either 2 outpatient visits or 1 inpatient visit. Chronic health conditions include: Alzheimer's disease and related diseases, atrial fibrillation, chronic kidney disease, COPD and asthma, depression, heart failure, myocardial infarction (acute), stroke and transient ischemic attack.

Best practices to help close this care opportunity

- ✓ Remind patients to schedule a follow-up service within 7 days of an ED visit
- ✓ Encourage other care options:
 - Telehealth (preferred option)
 - Urgent care
 - Same-day, in-person office appointment
 - Their health plan's nurse line
 - Their office's after-hours line
- ✓ Use Practice Assist or Point of Care Assist® to identify open FMC care opportunities, patients with 2 or more eligible chronic conditions, and patients with a history of ED visits
- ✓ Increase your engagement with them and suggest annual wellness visits and preventive screenings
- ✓ Remind them about personal safety and lifestyle choices
- ✓ Remember that patients who regularly visit the ED may need behavioral health resources or referrals or help understanding appropriate ED use



Questions?

More information: Contact your quality field operations representative

HEDIS information and FMC billing codes: [UHCprovider.com](https://www.uhcprovider.com) > Resources > Reports and Quality Programs > PATH > Medicare Advantage PATH Resources > 2022 PATH Reference Guide, pages 75-79

Behavioral health specialist referrals or care coordination requests: Call the number of the back of the member's ID card

Telehealth: [UHCprovider.com](https://www.uhcprovider.com) > Resources > Resource Library > Telehealth

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PCA-1-22-01010-M&R-FLYER_04132022
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