



Support Your Patients Post-Discharge

Ensure your patient's continuity of care post-discharge and guide them to the proper behavioral health follow-ups. As a Primary Care Provider (PCP), your role in supporting patients after a behavioral health related discharge is crucial for their long-term recovery and support. Follow this guide that outlines best practices for follow-up care and eligible services to meet HEDIS measure requirements.

Next Steps to Support Post-Discharge Care

Discharge Summary

Collaboration with higher level of care providers is an important aspect to be able to determine your patient's next steps. Be sure to:

- ☐ Ensure that their treatment plan includes clear instructions for follow-up care and medication management if applicable.

Behavioral Health Follow-Up Appointments

- ☐ Ensure your patient is scheduled for a follow-up appointment with a behavioral health provider within 7 and 30 days of their discharge.
- ☐ Refer them to an in-network therapist, psychiatrist, or counselor for on-going support if they aren't already connected to one.
- ☐ At this point, it is crucial that the patient understands the importance of follow-up appointments to support continued care.
- ☐ Document their follow-up appointment and provide patient education.

Coordinate Collaborative Care

- ☐ Once your patient is connected to a behavioral health provider, make sure to share relevant medical information with them to ensure smooth continuity of care.
- ☐ Provide the patient with the necessary support such as case management and crisis resources: [LucetHealth.com/members/resources](https://lucethealth.com/members/resources)

Medication Management and Adherence

- ☐ If prescribed at discharge, review medications, assess adherence and adjust if necessary. Ensure patient understands any changes from what they were taking prior to hospitalization.

Billing Guidelines for a Behavioral Health Follow-Up

Primary Diagnosis

- ☐ When seeing a patient for a behavioral health related appointment post-discharge, make sure that the claim lists the behavioral health diagnosis as the primary diagnosis. This is essential for HEDIS (Healthcare Effectiveness Data Information Set).

What services are eligible for follow-up?

- ☐ Follow-up appointment eligibility includes appointments with a therapist, psychiatrist or with a primary care physician (who submits claim with BH as primary) and medication management appointments.
- ☐ Patients who have a new BH diagnosis must attend 3 or more behavioral health appointments within 48 days of post-discharge to meet HEDIS measures.

Why does this matter?

Reduced Risk of Readmission:

Patients who have a follow-up visit with 7 days are 30-40% less likely to be readmitted within 30 days.¹

Improved Medication

Adherence: Timely follow-up increase medication adherence, reducing risk of relapse and emergency department visits.

Better Long-Term

Recovery: Individuals seen by a PCP or BH provider within 30 days post-discharge are more likely to engage in ongoing care, leading to better health outcomes.

Higher Health Plan & Provider Quality Scores:

Timely follow-ups improve HEDIS measures for follow-up after.

Sources: ¹ <https://pmc.ncbi.nlm.nih.gov/articles/PMC8966846/>



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