



Supporting Patients Post-Discharge

Why It Matters

After a patient is discharged from a behavioral health hospitalization, timely follow-up is critical. Specific quality (HEDIS) measures track whether members receive a follow-up visit from their Primary Care Physician (PCP) or Behavioral Health (BH) Provider within 7 and 30 days—and strong PCP engagement can significantly impact these outcomes and improve overall patient well-being.

How can you help?

Check for recent discharges and for new diagnoses

- ☐ Check Electronic Health Records for recent hospital discharges
- ☐ Look for behavioral diagnoses (ex: depression, bipolar disorder, substance use disorder)
- ☐ Ask patients directly during their visits if they've had any recent hospitalizations or ER visits.

Coordinate with Higher Level of Care (HLOC) Providers

- ☐ Communicate with discharging facilities and BH providers to ensure care continuity.
- ☐ Clarify patients discharge plans, medication changes and follow-up needs.

Support the Right Follow-Up Care Documentation

- ☐ If a patient sees you post-discharge and the visit addresses behavioral health needs, behavioral health must be listed as the primary claim to ensure proper follow-up care is identified.
- ☐ This ensures the claim counts toward HEDIS measures, and facilitates appropriate coverage and care coordination.

Best Practices for Follow-Up Care



Schedule quickly

Aim to see patients within 7 days of discharge.



Screen for symptoms

Use digital tools such as Lucet Connect to monitor patients mental health.



Refer when needed

Connect patients to in-network BH providers or use care navigation support from your patient's health plan.



Document correctly

Include BH diagnosis on service claim. Accurate billing supports healthcare effectiveness quality metrics and ensures care is reflected in medical records, and ensures care is reflected in medical records.

Your role is vital, and by identifying behavioral health needs early on, identifying patient hospital admissions, and supporting timely follow-up, you help ensure better outcomes and coordinated care for your patients.



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