

The Importance of Follow-Up Care for Mental Illness

Visiting the hospital for mental illness or intentional self-harm can be overwhelming. Research suggests that timely follow-up care after discharge can help the member transition back to home, work, or school and can help providers detect early post-hospitalization reactions and medication concerns.¹

Advancements in integrating behavioral healthcare with primary care have created opportunities with the Psychiatric Collaborative Care Model. With this model, non-behavioral health providers can utilize a psychiatric consultant to participate in care services.



Provider Tips

- **Offer telehealth and phone visits.**
- **Provide empathic listening** and nonjudgmental discussions to engage the patient and caregivers in decision making.
- **Reach out proactively** to assist in (re) scheduling appointments within the required timeframes.
- **Encourage coordination of care** between physical and behavioral health providers, including transitions in care.
- **Reinforce the treatment plan** and evaluate any medication regimen considering presence/absence of side effects etc.
- **Partner with the health plan** to address social determinants, health equity, and quality care.
- **Provide timely submission of claims** and code related diagnosis and visits correctly.
- **Address co-morbidities and integrate care** with peer support and psychiatric collaborative care models.

¹Source: <https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>

(continued)

Measures

✓ Follow-Up After Hospitalization for Mental Illness (FUH)

✓ Follow-Up After Emergency Department Visit for Mental Illness (FUM)

Additional Support:



- Substance Abuse and Mental Health Service Administration: [samhsa.gov/](https://www.samhsa.gov/).
- National Alliance on Mental Illness: [nami.org](https://www.nami.org).
- SMI Adviser, A Clinical Support System for Serious Mental Illness: [smiadviser.org](https://www.smiadviser.org).
- Collaborative Care Model: [psychiatry.org](https://www.psychiatry.org).

This document is an informational resource designed to assist licensed healthcare practitioners in caring for their patients. Healthcare practitioners should use their professional judgment in using the information provided.