

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

Follow-Up After Hospitalization for Mental Illness (FUH) is one of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures. Health plans use this measure to evaluate themselves and the services provided by you, the healthcare professional. Humana encourages its members to communicate with you and be engaged in their follow-up care and medication management.

## Measure at a glance

- **Measure abbreviation:** FUH
- **Measurement period:** Jan. 1 to Dec. 1 of the measurement year
- **Eligible population:** Commercial, Medicaid, and Medicare patients 6 and older who were hospitalized for treatment of select mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health provider

## Assessment measures for measurement year

Performance is assessed using claim-based data. Two rates are reported:

1. The percentage of discharges for which the member received follow-up within seven days of discharge
2. The percentage of discharges for which the member received follow-up within 30 days of discharge

## Measure best practices

1. Schedule an appointment for the patient within seven days after hospital discharge
2. Document current phone numbers, address and alternate contact person for follow-up outreach
3. If the patient is not seen within seven days after discharge, schedule a follow-up within 30 days of discharge

## Additional information and resources about mental illness

- According to an NCQA report, 2 million people in the U.S. are hospitalized each year for mental illness. Because they are particularly vulnerable to relapse after discharge, follow-up care by trained mental health clinicians is critical.
- Contact Humana to request a care coordinator who can help your patient navigate the healthcare system and link him/her to in-network behavioral health providers.
  - Commercial Customer Service: **800-448-6262**
  - Medicare Customer Service: **800-457-4708**
  - Humana Healthy Horizons in Florida (Medicaid): **800-477-6931**
  - Humana Healthy Horizons in Kentucky (Medicaid): **800-444-9137**



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