



# 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®) measures. Health plans use this measure to evaluate themselves and the services provided by healthcare professionals. 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 six and older who were hospitalized for treatment of selected 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 claims-based data. Two rates are reported:

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

## Additional information and resources about mental illness

- According to NCQA, 2.2 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: **800-477-6931**
  - Illinois Duals/Medicaid: **800-787-3311**
  - Humana Healthy Horizons in Kentucky: **800-444-9137**
  - Humana Healthy Horizons in Louisiana: **800-448-3810**
  - Humana Healthy Horizons in Ohio: **877-856-5707**
  - Humana Healthy Horizons in South Carolina: **866-432-0001**

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