



Care Coordination at Discharge: Follow-Up Appointments

Best practice in care coordination mandates the creation and implementation of an effective discharge plan, preferably begun at admission and refined as needed. Effective discharge planning includes those elements that are most helpful in decreasing the likelihood of readmission.

For Emergency Departments, Hospitals, and Residential Treatment Centers: Scheduling the post-discharge follow-up appointment is considered a critical piece of discharge planning.

For Primary Care and Psychiatric Physicians: Following up with your members shortly after their discharge increases community tenure and and decreases the likelihood of rapid readmission.

Follow-Up Appointments benefit everyone by improving outcomes for members, improving provider quality ratings due to meeting HEDIS follow-up metrics, and lowering costs related to avoidable readmissions and emergency department utilization.

- Healthcare Effectiveness Data and Information Set (HEDIS) metrics help to measure the factors that contribute to effectiveness of treatment and best outcomes
- Follow-up HEDIS metrics are typically related to certain events like: Behavioral Health (BH) hospital stays, Substance Use Disorder (SUD) treatment stays, and Emergency Department visits for BH or SUD
- The Follow-Up HEDIS metrics have two timelines that are being measured: 7 Days and 30 Days
- HEDIS metrics do not place limits on outpatient provider types or service types. Virtual appointments apply

➤ **Many Barriers Exist for Follow-Up Related to Behavioral Health and Substance Use Disorders:**

- **Provider shortages in certain areas of the state**
- **Long wait times for appointments**
- **Lack of knowledge related to levels of care and referral sources**

How You Can Help: Know Ways to Follow Up!

- A follow-up appointment for psychiatric medication management or counseling can be done both in person or virtually. To set up virtual appointments using our OneTelemed service call 337-565-0843 or visit onetelemed.com for more information.
- Regional lists of behavioral health and substance use disorder treatment providers and evidenced-based practice programs are available. Contact your Provider Relations Representative for directories or email LAProvider@Aetna.com.
- To find or change a member's primary care physician, call Member Services at 855-242-0802.
- Arrange follow-up appointment transportation through One Call at 877-917-4150 or 866-288-3133.
- For resource needs related to Social Determinants of Health, Aunt Bertha is a website with a free downloadable app for members' phones: <https://aetnabetterhealthla.auntbertha.com>.