

# Support Members Who Had an Emergency Department Visit for Behavioral Health

**Use this HEDIS® tip sheet to review key details of the Follow-Up after an Emergency Department Visit for Mental Illness (FUM) and Follow-Up after an Emergency Department Visit for Substance Use Disorder (FUA) measures. It also includes best practices and resources for these measures.**

Hospital emergency department (ED) visits have been growing rapidly, with the rate of increase exceeding that for hospital inpatient care. The national rate of ED visits in the United States, between 2007 and 2016, was about 8.4 million (8.3%) mental health and substance abuse diagnoses for 100.9 million ED visits. Over the 10-year study period, the mental health diagnoses increased from 6.6% to 10.9%. Visits for alcohol and other substance use and psychiatric diagnoses classified as other accounted for an increase, nearly doubling from 27.2% to 42.8% in 2015–2016.<sup>1</sup>

Research suggests that follow-up care for people with mental illness is linked to fewer repeat ED visits, improved physical and mental function and increased compliance with follow-up instructions.<sup>2</sup> Alcohol and other drug abuse or dependence can have serious, irreversible effects on health and well-being. Several studies demonstrate that substance abuse treatment during or after an ED visit can help reduce substance use, future ED use, hospital admissions and bed days.



**Measures**

**Follow-Up after an Emergency Department Visit for Mental Illness (FUM)**

The percentage of ED visits for members ages 6 and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness within seven days of the ED visit (eight total days) or within 30 days of the ED visit (31 total days).

**Follow-Up after an Emergency Department Visit for Substance Use Disorder (FUA)**

The percentage of ED visits for members ages 13 and older with a principal diagnosis of substance use disorder or any diagnosis of drug overdose, who had a follow-up visit within seven days of the ED visit (eight total days) or follow-up within 30 days of the ED visit (31 total days).

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### Multiple visits in a 31 day period

- If a member has more than one ED visit in a 31-day period, include only the first eligible ED visit.
- Identify visits chronologically, including only one per 31-day period. For example, if a member has an ED visit on January 1, include the January 1 visit and do not include ED visits that occur on or between January 2 and January 31.
- If applicable, include the next ED visit that occurs on or after February 1.
- Removal of multiple visits in a 31-day period is based on eligible visits. Assess each ED visit for exclusions before removing multiple visits in a 31-day period.

### Exclusions

- Exclude ED visits that result in an inpatient stay and ED visits followed by an admission to an acute or nonacute inpatient care setting on the date of the ED visit or within the 30 days after the ED visit (31 total days), regardless of the principal diagnosis for the admission.
- Exclude these events from the measure because admission to an acute or nonacute inpatient setting may prevent an outpatient follow-up visit from taking place.

### Eligible population

- An ED visit (ED Value Set) with a principal diagnosis of mental illness or intentional self-harm (FUM), or substance use or any diagnosis of drug overdose (FUA).
- For FUM, the ED visit must be on or between January 1 and December 1 of the measurement year where the member was age 6 or older on the date of the visit.
- For FUA, the ED visit must be on or between January 1 and December 1 of the measurement year where the member was age 13 or older on the date of the visit.

### Recommended actions

- Telehealth, phone visits, e-visits or virtual check-ins with a principal diagnosis of a mental health (FUM) or any diagnosis or substance use disorder (FUA) support follow-up requirements. The follow-up visit can take place on the day of the ED visit.
- Assign staff or individuals to implement follow-up care procedures to obtain and document proper permissions from the patient. Plus, document the best way to contact the patient.
- If possible, when discharging members, provide an overview of what the member should expect in the next few days and weeks.
- If visits cannot take place on the day of the ED visit, consider contacting the member within 24 to 48 hours via phone to assess the member's health status, medications, needed appointments, and what to do if a health or medical problem arises.
- When documenting the follow-up visit, document the follow-up visit either with a principal diagnosis of a mental health disorder, intentional self-harm (FUM), or any diagnosis of substance use or drug overdose (FUA).
- Consider a prompt referral to a behavioral health provider to start treatment within seven days of diagnosis.
  - As CalViva Health's downstream subcontractor and Health Net's\* behavioral health subsidiary, MHN administers behavioral health services to CalViva Health members.
  - You may also refer to Case Management for more help. Refer to the Medi-Cal Provider Operations Manual for more details at [providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual.html](http://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual.html).

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## Primary care physician referrals to behavioral health

Providers can partner with the member to call MHN's customer service or inform members to call MHN directly. When referring members to MHN, CalViva Health's behavioral health administrator, ensure that the member has signed consent forms that allow information to be disclosed to the designated behavioral health specialist and MHN. Give a signed copy of the document(s) to the member or the parental/legal guardian.

Bright Heart Health, a telehealth partner for Health Net, offers programs for substance use, addiction, eating disorders and help to manage pain. For more information call **800-892-2695** or visit **[www.brighthearthealth.com](http://www.brighthearthealth.com)**.



## How to contact MHN

**24/7 telephonic support:**  
888-893-1569.

- Press **'\*'** for mental health crisis.
- Press **'1'** for member calls.
- Press **'2'** for provider calls including behavioral health and interpreter or language assistance.

## Coding Tips

### Identify the eligible population

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Visit type or diagnosis	CPT	HCPCS	POS
<b>ED Visit</b>	99281, 99282, 99283, 99284, 99285	0450, 0451, 0452, 0456, 0459, 0981	
<b>Exclude admissions to an acute or nonacute inpatient care setting, by identifying nonacute inpatient stays:</b> UBREV 0100,0101, 0110, 0111, 0112, 0113, 0114, 0116, 0117, 0118, 0119, 0120, 0121, 0122, 0123, 0124, 0126, 0127, 0128, 0129, 0130, 0131, 0132, 0133, 0134, 0136, 0137, 0138, 0139, 0140, 0141, 0142, 0143, 0144, 0146, 0147, 0148, 0149, 0150, 0151, 0152, 0153, 0154, 0156, 0157, 0158, 0159, 0160, 0164, 0167, 0169, 0170, 0171, 0172, 0173, 0174, 0179, 0190, 0191, 0192, 0193, 0194, 0199, 0200, 0201, 0202, 0203, 0204, 0206, 0207, 0208, 0209, 0210, 0211, 0212, 0213, 0214, 0219, 1000, 1001, 1002			

### Principal diagnoses codes

Refer to the Diagnostic and Statistical Manual of Mental Disorders (DSM-5) at [www.psychiatry.org/psychiatrists/practice/dsm](http://www.psychiatry.org/psychiatrists/practice/dsm) for diagnosis codes for:

- Substance use disorder.
- Intentional self-harm.
- Mental illness.

## FUM Coding Tips

Any visit type must be paired with a principal diagnosis of mental health or intentional self-harm.

Visit type	CPT	HCPCS	POS
<b>Outpatient visit (visit setting unspecified)</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72
<b>Behavioral health outpatient visit (BH outpatient)</b>	98960, 98961, 98962, 99078, 99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99241, 99242, 99243, 99244, 99245, 99341, 99342, 99343, 99344, 99345, 99347, 99348, 99349, 99350, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99401, 99402, 99403, 99404, 99411, 99412, 99483, 99510;	G0155, G0176, G0177, G0409, G0463, H0002, H0004, H0031, H0034, H0036, H0037, H0039, H0040, H2000, H2010, H2011, H2013, H2014, H2015, H2016, H2017, H2018, H2019, H2020, T1015	N/A
<b>An observation visit (observation value set)</b>	99217–99220	N/A	N/A
<b>New: Phone visit</b>	98966–98968; 99441–99443	N/A	N/A
<b>New: Telehealth visit (visit setting unspecified) with telehealth POS</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	02
<b>New: E-visit or virtual check in (online assessment value set)</b>	98969–98972, 99421–99444, 99457	G0071, G2010, G2012, G2061, G2062, G2063	N/A

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## FUA Coding Tips

Any visit type must be paired with a principal diagnosis of substance use disorder or any diagnosis of drug overdose.

Visit type	CPT	HCPCS	POS
<b>Outpatient visit (outpatient visits with a mental health provider do not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72
<b>Behavioral health (BH) outpatient visit (a BH outpatient visit with a mental health provider does not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	98960, 98961, 98962, 99078, 99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99241, 99242, 99243, 99244, 99245, 99341, 99342, 99343, 99344, 99345, 99347, 99348, 99349, 99350, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99401, 99402, 99403, 99404, 99411, 99412, 99483, 99492, 99493, 99494, 99510	G0155, G0176, G0177, G0409, G0463, G0512, H0002, H0004, H0031, H0034, H0036, H0037, H0039, H0040, H2000, H2010, H2011, H2013, H2014, H2015, H2016, H2017, H2018, H2019, H2020, T1015	N/A
<b>Non-residential substance abuse treatment facility (a visit with a mental health provider does not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	57, 58
<b>Community mental health center visit (a visit with a mental health provider does not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	53
<b>An observation visit (an observation visit with a mental health provider does not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	99217–99220	N/A	N/A
<b>Peer support service.</b>	N/A	G0177, H0024, H0025, H0038, H0039, H0040, H0046, H2014, H2023, S9445, T1012, T1016	N/A

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Visit type	CPT	HCPCS	POS
<b>Telehealth (telehealth visits with a mental health provider do not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255	N/A	02
<b>Phone visit (phone visits with a mental health provider do not require the principal diagnosis of substance use disorder to be paired with the visit).</b>	98966–98968; 99441–99443	N/A	N/A
<b>E-visit or virtual check in (online assessment value set).</b>	98969–98972, 99421–99444, 99457	G0071, G2010, G2012, G2061, G2062, G2063	N/A
<b>Substance use disorder service.</b>	99408, 99409	G0396, G0397, G0443, H0001, H0005, H0007, H0015, H0016, H0022, H0047, H0050, H2035, H2036, T1006, T1012	N/A
<b>Substance use service.</b>		H0006, H0028	N/A
<b>Behavioral health screening or assessment for FUA or mental health disorders.</b>	99408, 99409	G0396, G0397, G0442, G2011, H0001, H0002, H0031, H0049	N/A
<b>Pharmacotherapy dispensing event: Alcohol or other drug medication treatment.</b>	N/A	H0020, H0033, J0570, J0571, J0572, J0573, J0574, J0575, J2315, Q9991, Q9992, S0109	N/A
<b>Pharmacotherapy dispensing event: opioid use disorder weekly drug treatment service.</b>	N/A	G2067, G2068, G2069, G2070, G2072, G2073	N/A
<b>Weekly or monthly opioid treatment service (opioid treatment service that bills monthly or weekly).</b>	N/A	G2086, G2087, G2067, G2068, G2069, G2070, G2072, G2073, G2071, G2074, G2075, G2076, G2077, G2080	N/A

<sup>1</sup> <https://pubmed.ncbi.nlm.nih.gov/32726001/>

<sup>2</sup> Bruffaerts, R., Sabbe, M., Demyffenaere, K. (2005). Predicting Community Tenure in Patients with Recurrent Utilization of a Psychiatric Emergency Service. *General Hospital Psychiatry*, 27, 269-74. 2.4. Griswold, K.S., Zayas, L.E., Pastore, P.A., Smith, S.J., Wagner, C.M., Servoss, T.J. (2018) Primary Care After Psychiatric Crisis: A Qualitative Analysis. *Annals of Family Medicine*, 6(1), 38-43. doi:10.1370/afm.760. 3.5. Kyriacou, D.N., Handel, D., Stein, A.C., Nelson, R.R. (2005). Brief Report: Factors Affecting Outpatient Follow-up Compliance of Emergency Department Patients. *Journal of General Internal Medicine*, 20(10), 938-942. doi:10.1111/j.1525-1497.2005.0216\_1.x.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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