

The Behavioral Health Follow-up After Hospitalization Program.

Together we can help make a difference in the health of your patients.

The goals and benefits of the program.

One of the ways we can help you to help your patients is through the Behavioral Health Follow-up After Hospitalization Program. Our goal is to help ensure that patients get the post-discharge care they need. This is especially important for patients with multiple conditions, many of whom are taking several medications.

The program's mission is supported by medical literature and accreditation organizations like NCQA, URAC and The Joint Commission. They help promote clinical care and national quality measures such as the Healthcare Effectiveness Data and Information Set (HEDIS®).

Coordination of care and the program.

Timely follow-up (within seven days) and effective coordination of care can help improve outcomes and lower costs.* Coordination of care is a vital aspect of good treatment planning. We encourage communication between health care professionals who are providing care.

As part of the program, Anthem Blue Cross and Blue Shield (Anthem) will:

- Determine a follow-up plan during the inpatient review process
- Offer support by contacting your patient after their discharge to discuss the follow-up plan
- Help your patient understand the importance of the follow-up appointment
- Encourage timely outpatient follow-up with the licensed behavioral health provider
- After a patient's scheduled appointment an Outreach Specialist contacts the outpatient provider to verify that the patient kept the appointment

We ask for your support.

You can help improve your patient's compliance with timely follow-up and coordination of care when you:

- Begin follow-up planning at the time of inpatient admission and, involve and educate the patient's family about the follow-up plan
- Encourage your patients to sign a Release of Information for better communication between various providers
- Discuss the follow-up plan and the importance of follow-up visits
- Schedule follow-up appointments - within seven days of discharge
- Ensure accurate post-discharge contact and follow-up information
- Call your patient to remind him or her of the follow-up appointment
- Verify with Anthem Outreach Specialists whether your patient kept the appointment



* New England Journal of Medicine website: *Revisiting Readmission - Changing the Incentives for Shared Accountability* (April 2, 2009): <http://contentnejm.org/cgi/reprint/360/14/1467.pdf>

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