

Tips for Improving IPA Follow-up After Hospitalization for Mental Illness Rate



- Identify members with frequent admissions
 - Obtain a detailed medical and psychiatric history to identify vulnerable periods when increased medication might be beneficial or increased phone calls or office visits might help to avoid decompensation and additional hospitalization
 - Encourage member safety by facilitating and providing resources to promote treatment adherence
 - Provision of transportation to appointments as needed
 - Provision of Home Health visits by a Behavioral Health Practitioner
 - HMO risk if member meets homebound status
 - IPA risk if member ambulatory
 - Educate member on the importance of follow-up visits with the behavioral health practitioner and the benefits of coordination of care
 - Provide an incentive to members who keep seven day follow-up appointment
 - Contact member if they fail to keep scheduled appointment.
- Work with the hospital discharge planner to:
 - Schedule follow-up appointments with a Behavioral Health Practitioner within the first 7 days after discharge and give appointment to member at discharge.
 - Send copies of the discharge plan to the PCP and place in the member's medical record.
 - Use Partial Hospital Program (PHP), Intensive Outpatient Program (IOP) and/or Behavioral Health (BH) Home Health services for non-compliant members or members with frequent re-admissions.
 - Get release of information form prior to discharge, if member is receiving services from an out-of-network Behavioral Health Practitioner.

- Develop a follow-up process for members with a dual diagnosis:
 - Have chemical dependency (CD) assessment completed prior to discharge and member transitioned directly to the CD program
 - Schedule appointment with BH Specialist within 7 days of discharge
 - Follow-up post discharge on members with a dual diagnosis (CD & MH)
 - Encourage the use of medication (Suboxone, Campral, Vivinol) in treating members with substance abuse disorders.
- If you have a Behavioral Health Vendor:
 - Include performance guarantees related to follow-up after hospitalization for mental illness in your contract
 - Review the MH follow-up rates with the vendor periodically.
 - Ask vendor to provide a barrier analysis to identify potential opportunities to improve the mental health follow-up rates
 - Identify high risk members
 - Utilize PHP, IOP and/or BH Home Health services for members with a history of non-compliance or frequent re-admissions
 - Provide outreach to members who are non-compliant
 - Get release of information forms for members receiving treatment from out of network providers.