

## Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC)

## **Measure Description**

Percentage of emergency department (ED) visits for members ages 18 and older who have multiple high-risk chronic conditions who had a follow-up service within 7 days of the ED visit.

- The measure is Informational and part of the 2023 STARs P4P Incentive Program.
- Eligible Chronic Conditions include:
  - ✓ COPD/Asthma/ Unspecified bronchitis
  - ✓ Dementia/ Frontotemporal dementia
  - ✓ Major depression/ Dysthymic disorder
  - ✓ Atrial fibrillation

- ✓ Chronic kidney disease
- ✓ Chronic heart failure/ Heart failure diagnosis
- ✓ Myocardial infarction
- ✓ Stroke

## **Call to Action**

- Provide patients with alternative options to ED locations including:
  - In-person office visit
- o Complex Management Services
- o Case Management Visit

- Urgent care
- o Behavioral Health Telehealth
- o Telehealth visit
- o Domiciliary or rest home visit
- Outpatient Visit
- Transitional Care Management Services
- Remind patients to schedule an office visit or telehealth follow-up within 7 days post ED visit as a way to
  ensure all patients are engaged.
- Encourage the use of telehealth appointments when appropriate.
- Refer the patient to a behavioral health specialist or contact the health plan ID card customer care number for assistance for coordination of care.

## **Exclusions**

- Members in hospice or using Hospice services.
- ED visits that resulted in an acute or non-acute inpatient stay, occurring on the day of the ED visit or within 7 days after the ED visit



Please fax medical records to 877-741-9186

Contact us with questions at

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