Behavioral Health

Behavioral Health Follow-up Appointments

Louisiana Blue coordinates with providers and facilities for long-term success of patients discharged from inpatient behavioral health settings. The post-discharge appointment is crucial to the well-being of each patient.

What We Are Doing to Help

Our behavioral health case managers assist facilities in scheduling post-discharge follow-up appointments for our members. For assistance, please contact Louisiana Blue at 1-877-206-4865. The follow-up appointment can be with a psychiatrist, other licensed/certified behavioral health provider or a primary care provider.

The objective is for the patient to be seen within seven calendar days of discharge from an inpatient setting. Telehealth visits are also eligible as a follow-up visit. Follow-up appointments that are not scheduled and attended within seven calendar days of discharge may lead to:

- An increased likelihood that the patient will be unable to comply with their outpatient treatment plan.
- Increased readmission potential due to the patient being unable to remain stable after discharge.
- Decreased quality of life for the patient.

What You Can Do to Help

Work with Louisiana Blue case managers when they reach out to help transition our members to post-discharge care. Share general patient information for the purpose of setting up follow-up appointments. A release of information form is NOT required to release member information to our case managers, per HIPAA Privacy Rule at 45 Code of Federal Regulations (CFR) 164.501.

Note: If you are an established provider for a discharging patient, please make every effort to schedule your patient for a follow-up visit within seven calendar days of discharge.

HEDIS Measure

Patient compliance promotes the HEDIS standard for the Follow-up After Hospitalization for Mental Illness measure. This measure is the percentage of discharges for patients age six and older who were admitted to an inpatient acute level of care for treatment of selected mental illness diagnoses. It includes those who had a follow-up visit with a behavioral health practitioner or other practitioner.

Two rates are reported:

1. The percentage for follow-up visits within 30 days.
2. The percentage for follow-up visits within seven days.