

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 2024 **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
 - Urgent care
 - Telehealth visit
 - Outpatient Visit
 - Complex Management Services
 - Behavioral Health Telehealth
 - Domiciliary or rest home visit
 - Transitional Care Management Services
 - Case Management Visit
- **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.
- Members who die any time during the measurement year.
- 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
Stars_Support@uhcsouthflorida.com or speak to your Health Plan Representative.