

Closing the Gap on Follow-up Care After Discharge

Help patients get care within 7 days after discharge

If any of your patients have recently been discharged from an emergency department or an inpatient hospital stay with a mental health (MH) or substance use disorder (SUD) diagnosis, you play an important role in ensuring that they receive appropriate follow-up care after discharge.



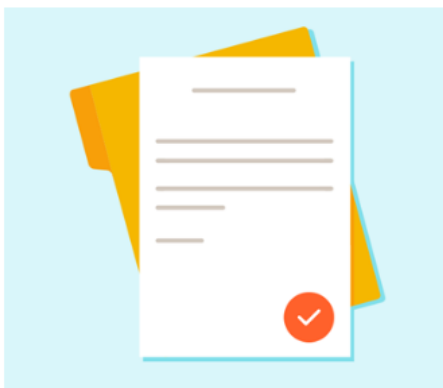
What's new for 2025:

After discharge from inpatient mental health stays

- Follow-up appointment focus is now on mental health services rather than on the specialty of the provider delivering the service
- Mental health services conducted by medical providers and mental health providers (both licensed and non-licensed) can close the gap using qualified billing and diagnostic codes
- Mental health condition diagnosis is required

After discharge from inpatient or emergency room stays

- Peer support and residential treatment services are now included for gap closure



Billing codes for 2025

Mental health condition diagnosis is required. Follow-up care from medical providers, PCPs, and mental health providers (licensed and non-licensed) will count towards the measure/allowed to close the gap.

Follow-up codes after [inpatient hospitalization](#) and [Emergency Dept.](#) visits for mental illness.

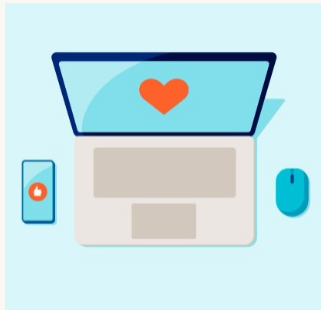
Tips for appointment adherence success

- Discuss the importance of attending appointments; suggest phone/calendar reminders
- Send reminders to patients and caregivers ahead of the appointment
- Ask if there is a support person that should also attend follow-up care appointments

- Explore transportation or other barriers that would interfere with appointment adherence
- Outreach to reschedule/provide support for patients who cancel or miss appointments

Virtual visits are an effective way to provide follow-up care within 7 days of discharge

Other helpful resources



Provider Express

Access crisis support screening tools and more. [Log in](#) to the secure provider portal to conduct transactions.

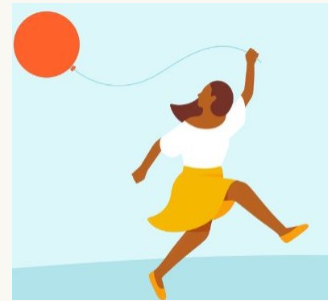
Visit Provider Express



Clinical Resources

Access the Recovery, Resiliency and Empowerment [toolkit](#) as well as [MOUD and MAUD](#) resources and other clinically-relevant materials to help support member care.

Clinical Resources



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