

# A Guide for Primary Care Providers (PCPs): Behavioral Health Care after an Emergency Department Visit or Inpatient Hospitalization

**Helping Patients Get the Care Within 7 Calendar 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.

Patient Diagnosis	Discharge from Inpatient Hospital	Discharge from Emergency Department
<b>Mental Health</b>	<u>Refer</u> patient to a <u>MH practitioner</u>	<u>See</u> or refer patient and bill with a <u>MH diagnosis</u>
<b>Substance Use</b>	<u>See</u> or refer patient and bill with a <u>SUD diagnosis</u>	<u>See</u> or refer patient and bill with a <u>SUD diagnosis</u>

**Why Behavioral Health (BH) care is important?**

- Patients receiving medication from a PCP still need post-discharge therapy with a BH clinician.
- Refer Patients to BH treatment and emphasize the importance as a supplement to medication therapy.
- A licensed master’s level clinician (therapist or social worker) can provide supportive therapy.
- If a Patient is unable to be seen within 7 days, an appointment is needed within 30 days of discharge.

**How to make a referral for BH treatment**

- liveandworkwell.com - Patient education and MH/SUD provider information, use guest access code “clinician.”
- Call the MH/SUD phone number on the back of the patient’s health plan ID card
- For patients with SUDs, call the SUD Helpline: 855-780-5955.

The above information is based on the following HEDIS® measures: Follow-Up After Hospitalization for Mental Illness, Follow-up After Emergency Department Visit for Mental Illness, Follow-up After Emergency Department Visit for Alcohol and Other Drug Dependence, Follow-Up After High-Intensity Care for Substance Use Disorder. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

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