



Follow-up After Hospitalization Member Incentive

Help your Medicaid patients earn rewards

Attend a qualified appointment =
\$25 member reward card

Healthy Louisiana and UnitedHealthcare Community Plan of Louisiana want to help you meet the HEDIS® Follow-up After Hospitalization (FUH) metric – **and reward members who attend a qualified follow-up after mental health hospitalization appointment** after discharge.

Qualified appointments are compliant with the HEDIS® metric

- Must occur within 30 days of the member’s discharge – preferably within 7 days of discharge
- May be with a behavioral health provider, primary care provide (PCP), or other provider in the UnitedHealthcare Community Plan network
- Appointments on the discharge date do not count for the metric

Incentive valid for discharges that occur Jan. 1, 2025 - present

Reward cards are mailed to the member once UnitedHealthcare Community Plan of Louisiana receives the inpatient and qualified follow-up appointment claims. Nothing more is required by the member or provider.

3 ways to help schedule and support follow-up appointments

Appointments can be in-person or telehealth, with the member’s existing clinician or with a new provider.

1	Member’s current provider	
	Contact the member’s behavioral health provider or PCP to schedule a follow-up appointment. Then, give the member the date, time and location with the discharge paperwork.	
2	Telehealth appointment	
	If the member’s current provider(s) is unavailable for an appointment within 30 days of discharge, or if the member is not seeing a provider, these behavioral health providers have confirmed statewide virtual visit availability. <div><div>Post Trauma Institute (PTI)</div><div>Magnolia Family Services</div><div>1-225-751-5412</div><div>1-985-449-4055</div></div>	
3	In-person appointment	
	If the member prefers to meet with a provider face-to-face, these resources can help you identify a behavioral health provider who has office-based appointment availability.	
	UnitedHealthcare Provider Directory	Providers who can offer an appointment within 5 business days are designated as an Express Access Network provider. <ul style="list-style-type: none">• Get started at MyUhc.com > Find a Provider > Behavioral Health Directory > Medicaid > Louisiana > Select Healthy Louisiana• Update location to the member’s preferred area and select from the various options to get a preliminary list• Go to “Choose More Filters” and select “Express Access Network”• Contact the provider to schedule the appointment for the member
	UnitedHealthcare Care Advocate	Call or email the Wellness Coordinator assigned for discharge planning. They can help develop a discharge plan and identify a provider for follow-up. If you need their contact information, call Louisiana Medicaid at 1-866-675-1607 or email la_facility_fuh_assistance@optum.com .
	Legal Governing Entities (LGEs)	Contact your regional LGE for assistance. Need their contact information? Go to ldh.la.gov > Behavioral Health > Mental Health > Regional Maps.
	ModivCare	Call 1-866-726-1472 to schedule/change transportation to appointments. Rides need to be scheduled a minimum of 48 hours in advance.