



## **Network Notification**

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**Date:** September 19, 2014

**Number:** OH-P-2014-21

**To:** Ohio Providers

**From:** CareSource

**Subject:** 7 Day Follow-up After Hospitalization for Mental Illness

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We know great health care begins with our provider network. You are critical to helping members with care coordination and attaining better health outcomes. CareSource uses the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) **Follow-up After Hospitalization for Mental Illness** quality performance measure to monitor the care provided to members following a discharge from an inpatient facility for a mental health illness.

A time of hospitalization is only the beginning of recovery. Adhering to a treatment plan, following medication guidelines and knowing where to turn for support and encouragement is often critical to continue an effective recovery process.

CareSource recognizes that post-discharge care is a best practice. Studies show the benefit of a follow-up mental health appointment with a mental health practitioner correlates to better care for your patient and reduces hospital readmissions. CareSource has a number of Care Transition programs designed to positively impact health outcomes and ensure follow-up care for your patients discharged from an inpatient facility with a mental health illness:

- Bridge to Home®
- Onsite Care Management
- Care Management
- CareSource24®
- Emergency Department Diversion – CareSource monitors emergency department utilization to identify members that may need a regular source for routine medical concerns.

Please call CareSource at 1-800-488-0134 and follow the prompts for care management, or contact us through the provider portal <https://providerportal.caresource.com/OH/> if you feel your patient needs Care Management, or referral to one of our CareSource transition programs. Thank you for partnering with us to ensure every member receives the necessary care after exiting the hospital.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).