



## Network Notification

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**Date:** December 15, 2014

**Number:** KY-P-2014-21

**To:** Participating Practitioners

**From:** Humana – CareSource®

**Subject:** Seven day and 30-day Follow-up After Hospitalization for Mental Illness

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Humana – CareSource recognizes post-discharge care as a best practice that positively impacts health outcomes. Studies show the benefit of a follow-up behavioral health appointment with a behavioral health practitioner correlates to better care for your patient and reduces hospital readmissions. To improve post-inpatient facility care, Humana – 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 metric to monitor care provided to members following a discharge from an inpatient facility for a mental illness.

A period of hospitalization or inpatient care is just the start. Adhering to a post-discharge treatment plan, following medication guidelines and knowing where to turn for support and encouragement are critical to an effective recovery process.

Care management works with members to encourage follow-up appointments and contact with appropriate community resources. If you feel a patient under your care would benefit from care management or referral to community resources, please call Humana – CareSource at 1-855-852-7005 and follow the prompts for care management. You also can contact us through our provider portal at <https://providerportal.caresource.com>.

Thank you for your continued care of our members.

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