

# Follow-Up After Emergency Department Visit for Mental Illness (FUM)



## Why Follow-up Matters

Mental illness can affect people of all ages. The National Alliance on Mental Illness (NAMI) states that one in five people in the United States live with a mental health condition. Many end up in the emergency department (ED) for basic care. And often, many never follow-up with their primary medical provider (PMP) or behavioral health provider for ongoing care.

Connecting with a provider can help you get on track to better health. A PMP or behavioral health provider can help you address the underlying concerns that led to your ED visit. Research suggests that follow-up care for people with mental illness:

- Lowers incidents of suicidal ideation, suicide attempts and death by suicide.
- Lowers ED use and hospital admissions, and lengths of stay.
- Leads to better identification and treatment of mental and physical health issues.

## We are here for you!

### Member Services

**1-844-607-2829** (1-800-743-3333 or 711)  
Call Monday – Friday, 8 a.m. – 8 p.m.  
Eastern Time.

### Behavioral Health Crisis Line

**1-833-227-3464**  
Call 24 hours a day, 7 days a week.

## How Can We Help?

At CareSource, we care about you. We can help you see your PMP or behavioral health provider within seven days after your ED visit.

Here are other ways we can help you:

- Review the plan you received when you were released from the ED
- Help you get a ride to your follow-up visit
- Make sure you have a second visit within 30 days
- Help you find a local treatment provider
- Talk through issues that keep you from focusing on your health (i.e., employment, housing, healthy food options, etc.)
- Go over your health benefits and covered care
- Help you sign up for our rewards programs
- Help you get started in the Care Management program

### References:

<https://www.nami.org/mhstats>

<https://www.nimh.nih.gov/health/statistics/mental-illness>