



Seven Day Follow-up after Hospitalization for Behavioral Health Services from Date of Discharge

El Paso Health Provider contract requirements must ensure all Members receiving inpatient psychiatric services are scheduled for outpatient follow-up and/or continuing treatment prior to discharge. The outpatient treatment must occur within 7 days from the date of discharge.

Meeting contract requirements: patients who have had an inpatient stay for treatment of a behavioral health condition, must receive a follow-up visit with a behavioral health professional within 7 days of discharge. The behavioral health professional may be one of the following providers:

- Medical Doctor (MD) with specialties in Psychiatry and Neurology
- Psychologist
- Nurse Practitioner (NP)
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Counselor (LPC)
- Licensed Marriage and Family Therapists (LMFTs)

Tips for success:

1. Make sure patients have follow-up visits scheduled prior to being discharged.
2. At discharge, provide the patient with detailed information about the follow-up visit, including the provider and practice name, physical address, phone number and website and/or email address.
3. If possible, address obstacles for the follow-up visit in advance, such as transportation concerns.
4. The behavioral health professional should be given detailed information about the patient, including alternative phone numbers or contacts.
5. Behavioral health professionals should consider systems for advance patient notification for visits, and develop processes for following up after missed appointments.

El Paso Health will monitor that Behavioral Health Service Providers schedule a follow-up visit with a behavioral health professional within 7 days of discharge. An El Paso Health Case Manager will contact Members who have missed appointments within 24 hours to reschedule appointments.

As a value added benefit EPH STAR and CHIP Members 20 year of age and younger are offered a \$10 gift card who complete a follow-up visit within 7 days of a behavioral health inpatient hospitalization per year.

If you have questions regarding this notification, please contact

El Paso Health Provider Relations at 915-532-3778

www.elpasohealth.com