



BEHAVIORAL HEALTH: Improving Discharge Planning Coordination

Purpose: EPH has identified delayed discharge notifications, several days after the member has been discharged. This delay impacts EPH's ability to:

- Conduct timely follow-up (f/u) calls
- Confirm that appointments have been scheduled
- Engage members in necessary post-discharge care

Collaboration: El Paso Health's Case Management team is able to assist in ensuring timely coordination of care and improve the discharge and follow-up process, and encourage all behavioral health facilities to:

- Actively participate in coordination efforts
- Respond promptly to outreach from EPH's Health Services and Provider Relations teams
- Support the shared goal of improving member outcomes and meeting state-mandated standards

Compliance: As a reminder, Texas Medicaid requires that members receive a follow-up behavioral health appointment within 7 days of discharge. To support this, we ask that your teams:

- Notify EPH prior to discharge, whenever possible
- Schedule follow-up appointments before discharge
- Work with us to track and document follow-up appointment status
- Ensure EPH is included in coordination efforts to help meet this requirement

Support & Resources: El Paso Health is committed to supporting our BH provider partners. We can offer:

EPH Case Manager contact line: **(915) 532-3778**

Case Management Referral Form

<https://www.elpasohealth.com/pdf/CaseManagementReferralForm.pdf>

We welcome your feedback as we work toward continuous improvement in this process. Your insights are vital to developing effective and sustainable workflows.

If you have questions regarding this notification, please contact El Paso Health Provider Relations at 915-532-3778, Monday thru Friday 8 a.m. to 5 p.m.

www.elpasohealth.com

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