

## Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC)

### Measure Description

Percentage of emergency department (ED) visits for members ages 18 and older who have multiple high-risk chronic conditions who had a follow-up service within 7 days of the ED visit.

- The measure is **Informational** and part of the 2023 **STARs P4P Incentive Program**.
- Eligible Chronic Conditions include:
  - ✓ COPD/Asthma/ Unspecified bronchitis
  - ✓ Chronic kidney disease
  - ✓ Dementia/ Frontotemporal dementia
  - ✓ Chronic heart failure/ Heart failure diagnosis
  - ✓ Major depression/ Dysthymic disorder
  - ✓ Myocardial infarction
  - ✓ Atrial fibrillation
  - ✓ Stroke

### Call to Action

- **Provide** patients with alternative options to ED locations including:
  - In-person office visit
  - Complex Management Services
  - Case Management Visit
  - Urgent care
  - Behavioral Health Telehealth
  - Telehealth visit
  - Domiciliary or rest home visit
  - Outpatient Visit
  - Transitional Care Management Services
- **Remind** patients to schedule an office visit or telehealth follow-up within 7 days post ED visit as a way to ensure all patients are engaged.
- **Encourage** the use of telehealth appointments when appropriate.
- **Refer** the patient to a behavioral health specialist or contact the health plan ID card customer care number for assistance for coordination of care.

### Exclusions

- Members in hospice or using Hospice services.
- ED visits that resulted in an acute or non-acute inpatient stay, occurring on the day of the ED visit or within 7 days after the ED visit



Please **fax** medical records to **877-741-9186**  
Contact us with questions at  
**Stars\_Support@uhcsouthflorida.com** or speak to your Health Plan Representative.