



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

Learn how to improve your Healthcare Effectiveness Data and Information Set (HEDIS®) rates by using this tip sheet about the Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC) measure and best practices.

Measure	This measure assesses the percentage of emergency department (ED) visits between January 1 and December 24 of the measurement year for members ages 18 and older who have multiple high-risk chronic conditions and who had a follow-up service within seven days of the ED visit (eight days total).
Eligible members	<p>Members ages 18 or older on the date of the ED visit and:</p> <ul style="list-style-type: none"> • Have two or more chronic conditions diagnosed prior to the visit, or • Visited the ED on or between January 1 and December 24 of the measurement year. <p>Note: Members may have more than one ED visit. Identify all ED visits between January 1 and December 24 of the measurement year. If a member has more than one ED visit in an eight-day period, include only the first eligible ED visit.</p>
Eligible chronic condition diagnoses	<p>Members who had any of the following eligible chronic condition diagnoses prior to the ED visit:</p> <ul style="list-style-type: none"> • Alzheimer’s disease or related disorders. • Atrial fibrillation. • Chronic kidney disease. • Chronic obstructive pulmonary disease (COPD) or asthma. • Depression. • Heart failure. • Myocardial infarction – acute. • Stroke or transient ischemic attack.
Exclusions	<ul style="list-style-type: none"> • Members in hospice care or using hospice services anytime during the measurement year. • Any ED visits resulting in acute or non-acute inpatient care on the day of the ED visit or within seven days after the ED visit. Note: An ED visit billed on the same claim as an inpatient stay is considered a visit that resulted in an inpatient stay. • Members who are deceased during the measurement year.
Best practices	<ul style="list-style-type: none"> • Conduct outreach to members after their ED visit to schedule a post-ED follow-up visit within seven days after discharge. The follow-up visit could be the same day as the ED visit. • Receiving timely information assists in faster follow-up. Wellcare By Health Net (Health Net*) pushes daily admission, discharge and transfer data through Cozeva® for providers to utilize and to have a list of admitted patients. • Educate members on the importance of regular follow-up with their primary health care provider to regularly manage their condition. • Discuss and provide a discharge summary to the member of what was discussed during their visit. Confirm that the member understands the instructions. • Submit claims soon and include the appropriate codes for diagnoses, health conditions and the services provided. • Keep open appointments so patients with an ED visit can be seen within seven days of their discharge. • In addition to an office visit, follow-up could be provided via a telehealth, telephone, e-visit or virtual visit.

(continued)

Information required for compliance	<p>The medical record should contain the dates of service for follow-up visit and all aspects of the visit, including physical exam findings, thorough and diagnosis-appropriate mental health assessment, medication list, medication side effects, compliance with documentation and prescribed treatment, questions/concerns the member or caregiver may have, etc.</p> <p>The following visit types meet criteria:</p> <ul style="list-style-type: none"> • Outpatient, phone, telehealth, e-visit, virtual check-in. • Transitional care management services, case management visit, complex care management service. • Outpatient or telehealth behavioral health visit. • Intensive outpatient or partial hospitalization. • Community mental health center visit. • Substance use disorder service. • Electroconvulsive therapy. • Observation visit. <p>Note: Visit type does not need to be the same for the two visits, but the visits must be for the same eligible chronic condition.</p>	
FMC common codes	<p>Use the appropriate service codes when billing.</p> <p>CPT Copyright 2017 American Medical Association. All rights reserved. CPT® is a registered trademark of the American Medical Association.</p>	
	Acute inpatient stay	CPT: 99221-99223, 99231-99233, 99238, 99239, 99251, 99252, 99253, 99254, 99255, 99291
	Ambulatory surgical center	POS: 24
	Asthma diagnosis	ICD-10-CM: J45.21, J45.22, J45.31, J45.32, J45.41, J45.42, J45.51, J45.52, J45.901, J45.902, J45.990, J45.991, J45.998
	Atrial fibrillation	ICD-10-CM: I48.0, I48.2, I48.20, I48.21, I48.21, I48.91
	Behavioral health outpatient	CPT: 98960-98962, 99078, 99201-99205, 99211-99215, 99241-99245, 99341-99345, 99347-99350, 99381-99387, 99391-99397, 99401-99404, 99411, 99412, 99412, 99483, 99492, 99493, 99494, 99510 HCPCS: G0155, G0176, G0177, G0409, G0463, H0002, H0004, H0031, H0034, H0036, H0037, H0039, H0040, H2000, H2010, H2011, H2013-H2020, T1015
	Case management encounter	CPT: 99366 HCPCS: T1016, T1017, T2022, T2023 SNOMED CT US Edition: 386230005, 416341003, 425604002
	Chronic kidney disease	ICD-10-CM: 81 Codes. Examples include: A18.11, A52.75, B52.0, C64.1-C68.9, D30.00-D59.3, E08.21E08.65, E09.21-E09.29, E10.21-E10.65, E11.21-E11.65, E13.21-E13.29, E74.8-E74.89, I12.0172.2, K76.7, M10.30-M35.04, N00.0-N26.9, Q61.02- Q62.39, R94.4 SNOMED CT US Edition: 80 Codes. Examples include: 49708008, 57557005, 90688005, 236433006, 433144002, 433146000, 444271000, 714153000, 1801000119106, 8501000119104, 120261000119101, 129161000119100, 10757481000119107
	COPD diagnosis	ICD-10-CM: J41.0, J41.1, J41.8, J42, J43.0, J43.1, J43.2, J43.8, J43.9, J44.0, J44.1, J44.9, J47.0, J47.1, J47.9
	Heart failure diagnosis	ICD-10-CM: I09.81, I11.0, I13.0, I13.2, I50.1, I50.20, I50.21, I50.22, I50.23, I50.30, I50.31, I50.32, I50.33, I50.40, I50.41, I50.42, I50.43, I50.810, I50.811, I50.812, I50.813, I50.814, I50.82, I50.83, I50.84, I50.89, I50.9
	Telehealth visits	CPT: 98966, 98967, 98968, 99441, 99442, 99443
	Telehealth	POS: 02