

Follow-Up After Emergency Department Visit



FOR PEOPLE WITH HIGH-RISK MULTIPLE CHRONIC
CONDITIONS (FMC) MEDICARE BENEFICIARIES

Applications	HEDIS® (Administrative)
Objective Purpose of measure:	To ensure Medicare members ages 18 years and older who were seen in the emergency department (ED) for treatment and have high-risk multiple chronic conditions received appropriate follow-up care within seven days of discharge.
Eligible Population Which members are included?	Members age 18 years and older as of the ED visit. *Members in hospice are excluded.
Standard of Care	Members 18 years and older who were seen in the emergency department for treatment and who have high-risk multiple chronic conditions and had a follow-up service within seven days of the ED visit.
NCQA-Accepted Codes See below for code location	The following are eligible chronic condition diagnoses: <ul style="list-style-type: none">• COPD and asthma• Heart failure• Alzheimer’s disease and related disorders• Acute myocardial infarction• Chronic kidney disease• Atrial fibrillation• Stroke and transient ischemic attack• Depression
Tips and Resources	Schedule the patient for a follow-up visit with their PCP before leaving the emergency room. Educate patient on appropriate use of the emergency room. Refer the patient to their insurance card for telehealth services. Educate the patient on where to locate pharmacy chain-based clinics in the community. Follow-up service within seven days include the following and may occur on the date of the ED visit: <ul style="list-style-type: none">• An outpatient visit• Transitional care management services• A behavioral health visit• Case management visits• A telephone visit• Complex Care Management Services• A telehealth visit
References	For more information, please refer to Wellcare’s Clinical Practice Guidelines. Go to Wellcare.com , choose state and Provider menu.

The criteria above are based on standards established under NCQA’s HEDIS® Technical Specifications. HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

- Codes are listed on the provider portal
- Nurse Advice Line **1-800-919-8807**
- If you have any questions about Wellcare’s Care Management Services, please call **1-855-538-0454**