

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

Who: Patients 18 years of age and older as of the date of an Emergency Department (ED) visit.

Why: One in four adults in the US and three in four older adults (65 and older) have multiple chronic conditions. Timely follow-up care after an ED visit can improve patient outcomes, reduce mortality, prevent the likelihood of hospital readmissions, and decrease the overall cost of outpatient care.

What: The percentage of emergency department (ED) visits for members 18 years of age and older who have multiple high-risk chronic conditions who had a follow-up service within 7 days of the ED visit.

How: A follow-up service within 7 days after the ED visit, including visits that occur on the date of the ED visit (8 days total).

- Qualifying visits include: outpatient visits, telehealth visits, telephone visits, case management visits, e-visits or virtual check-in, outpatient or telehealth behavioral health visit, etc. The visit must be completed by a person in a clinical role such as MA, LPN, RN, PA, MD, or a licensed behavior health worker if the visit was for a behavioral health issue.

Coding: Follow-Up after ED is identified through claims:

CPT: 98971, G2012, 98966, 10, 90791 (10 is a modifier for 90791)

Eligible Chronic Conditions:

- COPD, asthma or unspecified bronchitis
- Alzheimer's disease and related disorders
- Chronic kidney disease
- Depression
- Heart failure
- Acute myocardial infarction
- Atrial fibrillation
- Stroke and transient ischemic attack
 - Remove any visit with a principal diagnosis of encounter for other specified aftercare (ICD-10-CM code Z51-89).
 - Remove any visit with any diagnosis of concussion with loss of consciousness or fracture of vault of skull, initial encounter.

Exclusions:

- Members in hospice or using hospice services during the measurement year.
- Members who die anytime during the measurement year.
- ED visits that result in an inpatient stay.
- ED visits followed by an admission to an acute or non-acute inpatient care setting on the date of the ED visit or within 7 days of the ED visit, regardless of the principal diagnosis for admission.

Cut Points: Cut points demonstrate the rates that need to be reached to achieve the specific star rating.

1 Star: Less than 50%

2 Star: 50% to less than 59%

3 Star: 59% to less than 67%

4 Star: 67% to less than 78%

5 Star: Greater than or equal to 78%

Data info:

Performance Measure Set: Medicare Star Measure

Quality Measurement Type: Process

Data Type: Claims

CMS National Average: 61%

Tips for Success:

- Develop a daily process to schedule members who have been discharged from the ED or an inpatient stay. Verify that the staff member conducting ED follow-up calls is in a clinical role to meet the requirements for a qualifying visit.
- Note: The member does not need to come in for an in-office visit to meet the requirement. The telephone visit meets the requirement but needs to be coded and charted appropriately.
- Schedule a post-ED follow-up visit within three to five days after discharge. You may filter out those who already have a visit scheduled within 7 days.
- Provide allowances in the schedule for ED follow-up appointments. Consider extra appointments following weekends and holidays.
- Encourage members to have regular office visits with their primary care physician (PCP) to monitor and manage chronic disease conditions.
- Provide a visit summary that includes the discussion during the PCP visit and clear instructions on changes that need immediate attention.
- Encourage patients to call PCP's office when a condition changes (weight gain, medication changes, high/low blood sugar readings). This could include after-hours calls.
- Establish relationships with area hospitals to develop notification processes for ED visits.
- Submit claims in a timely manner and include the appropriate codes for diagnosis, health conditions, and services provided.
- Ensure that a clinic leader is tracking monthly progress of ED follow-ups compared to the goal.