

October 2018

Inpatient behavioral health follow-up campaign

Background: On September 1, 2018, Healthy Blue redoubled efforts to connect members discharged from your hospitals with outpatient behavioral health care providers.

Findings and requirements

Clinical findings demonstrate the critical importance of outpatient behavioral health follow-up visits. Follow-up visits at seven and 30 days are directly in line with the Louisiana Department of Health outcome metrics and HEDIS[®] requirements.

Toward this goal, Healthy Blue also has identified a statewide behavioral health provider, **Merakey** (formerly NHS), to provide an initial outpatient behavioral health assessment/visit.

For an appointment

A follow-up appointment can be scheduled with a Merakey-licensed mental health professional. For an appointment, call **1-337-456-3483**.

What if I need assistance?

If you have questions about this communication, please contact the Healthy Blue Behavioral Health team at **1-504-834-1271**. If you need general assistance with another topic, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

Thank you for your ongoing cooperation in the best interests of your patients and our members.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

<https://providers.healthybluelouisiana.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

BLAPEC-1013-18 October 2018