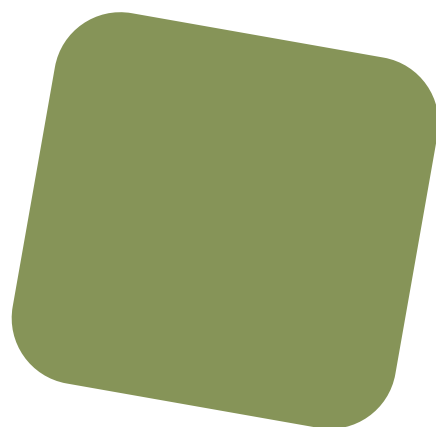


Provider Resource Guide Follow-Up After Hospitalization for People with Mental Health Needs



Contents

FUH Measure Description	3
Why is Follow-Up After Hospitalization for Mental Health (FUH) Important?	3
MCO Contacts (current as of 4/18/2025)	4
How Can MCOs Provide Support?	5
Provider and Support Team Identified Support Mechanisms	5
Resources	7
References	11





The Washington State Department of Health and all Apple Health (Medicaid) Managed Care Organizations (MCOs or health plans) in Washington partnered together to improve access to, and timeliness of, mental health treatment following an inpatient hospitalization for all Washington Medicaid managed care members.

This partnership uses the Healthcare Effectiveness Data and Information Set (HEDIS) and Follow-Up After Hospitalization for Mental Illness (FUH) measures to track improvement efforts. Scheduling timely follow-up appointments after discharge, including regular check-ins, helps to monitor progress and address concerns, which can reduce readmissions to an inpatient facility. Addressing readmission rates includes looking at community resources, patient support, and effective care transitions.

FUH Measure Description

The FUH measure evaluates the percentage of inpatient discharges for patients aged six years of age and older, treated for mental health conditions or intentional self-harm diagnoses, who received follow-up care with a provider within 7 and 30 days after discharge.

In 2025, the National Committee for Quality Assurance (NCQA) made changes to who can provide a qualifying follow-up appointment. Any practitioner type can meet the requirements for the measure, from a Case Manager to an RN, ARNP/PA-C, or MD/DO. The provider who is completing the follow-up appointment needs to ensure the appropriate visit and diagnosis are on the claim to meet requirements. The requirements also include additional service types to provide a qualifying gap closure event, including psychiatric residential treatment and peer support services.

Why is Follow-Up After Hospitalization for Mental Health (FUH) Important?

Over 1 in 5 adults aged 18 and older in the U.S. had a diagnosed mental health disorder in 2022.¹ Patients hospitalized for mental health are at a substantially elevated risk of suicide and other serious health outcomes.² Individuals hospitalized for mental health disorders often receive inadequate follow-up care.³

Improving follow-up care after hospitalization for mental health can improve patient outcomes. Timely follow-up care can decrease the likelihood of re-hospitalization^{4,5} and suicide.^{6,7} Follow-up care scheduled at discharge increases the likelihood of completing a follow-up appointment,⁸ and follow-up care is associated with improved engagement in treatment.⁹

MCO Contacts (current as of 4/18/2025)

You can use the following contacts to coordinate MCO support for providers and patients.

Behavioral Case Management			
MCO	Contact (Name/Title)	Phone Number	Email
Community Health Plan of WA	Ganita Musa, Manager – Care Management Medic-aid	1-866-418-7004	CareMgmtReferrals@chpw.org
Coordinated Care	General Assistance Member Services	1-877-644-4613	caremanagement@coordinated-carehealth.com
Molina Healthcare	Inpatient Care Coordination/Appointment Scheduling Support	N/A	mhwtochbreferrals@molina-healthcare.com
	Dorothy Sivanish – Transitions of Care Manager	(509) 218-4126	Dorothy.Sivanish@Molina-Healthcare.com
	Case Management Referrals Referral form: CM Referrals	N/A	MHWCMSReferrals@molina-healthcare.com
United Healthcare	Emily Reddick – Care Coordination		emily.reddick@uhc.com
	Care Coordination In-box		wa_behavioralhealthreferrals@uhc.com
WellPoint	BH Referrals Inbox		WABHReferrals@wellpoint.com

Housing Benefit			
MCO	Contact (Name/Title)	Phone Number	Email
Community Health Plan of WA	Care Management	1-866-418-7004	CareMgmtReferrals@chpw.org
Coordinated Care	General Assistance Member Services	1-877-644-4613	CareManagement@coordinated-carehealth.com
Molina Healthcare	Behavioral Health Transitions of Care Inbox	N/A	mhwtochbreferrals@molina-healthcare.com
United Healthcare	BH Referrals Inbox	1-888-638-6613 / TTY 711	wa_behavioralhealthreferrals@uhc.com
WellPoint	Foundational Community Supports Inbox	1-844-451-2828	FCSTPA@wellpoint.com

General Assistance			
MCO	Contact (Name/Title)	Phone Number	Email
Community Health Plan of WA	Care Management	1-866-418-7004	CareMgmtReferrals@chpw.org
Coordinated Care	General Assistance Member Services	1-877-644-4613	caremanagement@coordinated-carehealth.com
Molina Healthcare	Provider Services	(855) 322-4082	MHWProviderInfo@Molina-Healthcare.com
United Healthcare	BH Referrals Inbox	1-888-638-6613 / TTY 711	wa_behavioralhealthreferrals@uhc.com
WellPoint	Provider Success Inbox		WAProviderSuccess@wellpoint.com

How Can MCOs Provide Support?

MCO case management teams can assist with a wide variety of tasks to support providers and patients in receiving behavioral health follow-up care. Health plans can help with the following:

- Transitions of Care assistance with the following post-discharge:
 - Housing benefits and resources that include internal and external resources to aid discharge planning, such as food benefits, a free cell phone, and crisis hotlines.
 - Finding providers for appointments for patients who do not have established care in the community.
 - Patient barriers to utilizing telehealth
 - Communication of benefits for patients
 - Medication management
 - Coordinating options for transportation
 - Coordinate with providers to address patient barriers to discharge and post-discharge needs
 - Cell phone access
 - Community Health Plan of Washington - <https://www.chpw.org/find-health-plan/apple-health-plan/chpw-plan-benefits/free-cellphone/>
 - Coordinated Care of Washington - <https://www.coordinatedcarehealth.com/members/medicaid/benefits-services.html> (go to "Technology Benefits")
 - Molina of Washington - <https://www.truconnect.com/molina>
 - WellPoint Washington - Email Kelvin.Au@wellpoint.com
 - United Healthcare - <https://www.assurancewireless.com/lifeline-services/states/washington-lifeline-free-government-phone-service>
- Follow up with patients to ensure they understand their discharge instructions and have follow-up appointments scheduled.
- Interpreter service coordination for patients.
- Management of chronic conditions such as depression and anxiety. Connect members to Community Health Workers or Peer Specialists to help them navigate the health care system, find a doctor, schedule appointments, utilize MCO resources and benefits, utilize local resources, and more.
- Explore available telehealth options if the patient is open to using this.

Other patient resources may be available for each MCO. Please check with your contact at the MCO where your patient is a member.

[House Bill 1860](#), passed in 2022, requires all contracted inpatient providers and MCOs to collaborate on housing-related care coordination services for enrollees discharged from inpatient hospital settings.

- Hospitals must notify the MCO when patients need housing-related care coordination.
- Hospitals must notify the MCO 24 hours prior to discharge, or as soon as possible if the patient is leaving against medical advice.

Provider and Support Team Identified Support Mechanisms

Providers and support teams identified the following support mechanisms that have had success in practice:



- Initiate discharge planning at admission. Involve relevant parties to help engage the community through outreach teams and programs such as WISe, PACT, New Journeys, etc.
- Coordinate care with other behavioral health and/or primary care physicians by sharing progress notes and updates.
- Schedule an appointment for the earliest possible date and allow space to reschedule within 7 days after discharge.
- Offer telehealth options if desired and confirm patient benefits before scheduling.
- Engage the patient by facilitating contact with the scheduled provider during inpatient care.
- Educate patients about the importance of follow-up care and following treatment recommendations.
- Encourage patients to bring their discharge paperwork to their first post-discharge appointment.
- Ensure patients have verified appointments, not walk-ins.
- Train staff on the “teach-back method” to ensure patients and caregivers review and understand discharge instructions and next steps in their follow-up care.
- Involve a peer counselor or care coordinator to assist with the patient's success after discharge.
- Verify the aftercare plan's relevancy for the patient, considering logistics.
- Involve and educate the patient's family/support system to encourage aftercare.
- Behavioral Health clinicians can hold one or two open appointments daily for follow-up appointments within 7 days of discharge, including weekends.
- Update and share the patient's demographic information to assist all parties in follow-up care
- Peer Support who are on the patient's treatment plan may provide some services. See Service Encounter Reporting Instructions (SERI): <https://www.hca.wa.gov/assets/billers-and-providers/seri-v2025.pdf>.

Resources

General Resources

<https://fortress.wa.gov/hca/RSSDCPtoolkit/>

This toolkit includes housing resource information and links to regional or statewide integrated behavioral health resources.

[211- Washington](#)

211 helps connect you to community resources statewide. You can dial the number 211 or go to the website.

[Find Help](#)

Find free or reduced-cost resources like food, housing, financial assistance, health care, and more.

<https://www.findhelp.org/>

How to Find a Provider

- Community Health Plan of Washington - <https://www.chpw.org/find-a-doctor/>
- Coordinated Care of Washington - <https://findaprovider.coordinatedcarehealth.com/location>
- Molina of Washington - https://molina.sapphirethreesixtyfive.com/?ci=wa-molina&network_id=40&geo_location=47.835642,-122.325836&locale=en
- WellPoint Washington - <https://www.wellpoint.com/wa/medicaid/search-providers>
- United Healthcare - <https://connect.werally.com/plans/uhc>
- Other options not through a Medicaid plan:
 - Psychology Today - [Psychology Today: Health, Help, Happiness + Find a Therapist](#)
 - Headway - [Headway | Find Therapists Covered by Your Insurance](#)
 - Zocdoc – The website does not list phone numbers for providers. You will need to look up phone numbers via a search engine (e.g. Google). There is also a cost to book online so calling would be the best option if you use this resource. [Zocdoc | Find a Doctor Near You | Book Doctors Online](#)

Insurance

[Washington Healthplanfinder](#)

Washington Healthplanfinder is the place to shop for health and dental insurance in Washington state. Answer a few questions about your household to see what plans and savings you may be eligible for. You can browse options and select a plan, then your insurance carrier will send you an insurance card. The website includes plans from Medicaid to commercial products.

<https://www.wahealthplanfinder.org/>

[Apple Health managed care | Washington State Health Care Authority](#)

Apple Health offers managed care plans in all regions of Washington state. The plans coordinate physical health, mental health, and substance use disorder treatment services to provide whole-person care under one health plan.

<https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/apple-health-managed-care#contact-your-apple-health-plan>

[Consumer Assistance: Leads Orgs and Enrollment Centers](#)

Washington Health Benefit Exchange supports a robust network of community-based partners. These partners assist consumers who need help selecting and enrolling in health and dental plans through Washington Healthplanfinder. The link above provides Lead Organizations by region.

https://www.wahbexchange.org/content/dam/wahbe-assets/materials/collateral/support/lead-orgs-enrollment-centers/ConsumerSupportLeadOrgs_202401.pdf

[2025 Apple Health Plans Value-Added Benefits Comparison Chart](#)

Value-Added Benefits (VAB) offer additional supports not covered by Apple Health and provide it to clients by their managed care plan. Some managed care plans offer virtual or in-person coordination support to help you access these and other benefits. Not all plans are available in all counties or for all Apple Health programs. View the table on their website to find common VABs.

<https://www.hca.wa.gov/assets/free-or-low-cost/19-0084-apple-health-managed-care-plan-comparison-chart.pdf>

Mental Health Programs

[Mobile Community Intervention and Response Team \(MCIRT\)](#)

MCIRT is a collaboration between Pierce County and Comprehensive Life Resources to reduce unnecessary first responder utilization for non-emergent needs. MCIRT provides wraparound support to individuals to improve their quality of life, while decreasing unnecessary or preventable 911 use.

[Wraparound with Intensive Services \(WiSe\)](#)

WiSe provides team-based, intensive behavioral health support for eligible individuals in Washington State that are 20 years old or younger. These individuals have complex behavioral health needs, are eligible for Apple Health, and meet medical necessity for WiSe services. <https://www.hca.wa.gov/assets/program/wise-individual-providing-mh-services.pdf>

[Telecare Community Alternatives Teams \(T-CAT\)](#)

The T-CAT program provides a range of voluntary, community-based, short-term wraparound services to minimize inpatient stays. As long-time providers of acute services in Pierce County, T-CAT staff can assist individuals in understanding and navigating the state, county, and local systems of care.

<https://www.telecarecorp.com/telecare-community-alternative-teams-tcat>

[Flexible Assertive Community Treatment \(FACT\)](#)

The FACT program provides services for people with mental health needs who have a history of multiple visits to an emergency department, inpatient psychiatric hospitalizations, and/or contacts with law enforcement related to their behavioral health challenges. <https://cihealthservices.com/flexible-assertive-community-treatment-fact/>

[Intensive Residential Treatment \(IRT\)](#)

The IRT teams work with individuals discharging or diverting from state hospitals or long-term hospitalizations who need wraparound support. Teams help individuals remain in community settings such as adult family homes (AFH) or assisted living facilities. See below for the community settings:

- [Great Rivers: Community Integrated Health Services](https://www.grbhaso.org/contact) - <https://www.grbhaso.org/contact>
- [King/Pierce: Recovery International](https://riinternational.com/region/washington/) - <https://riinternational.com/region/washington/>
- [Spokane: Passages Family Support](https://passages-spokane.org/) - <https://passages-spokane.org/>

Mobile Community Assertive Treatment (MCAT)

The MCAT team is a mobile outreach team in Spokane County that provides rapid response diversionary services and resources to individuals 21 years and older who are experiencing a behavioral health crisis or need follow-up support and resources.

<https://fbhwa.org/programs/crisis-response/mobile-community-assertive-treatment-mcat> New Journeys

New Journeys is an early intervention program with evidence-based treatment. It decreases the duration of untreated psychosis (DUP), resulting in improved outcomes over a lifetime, reduced health care costs, and improved quality of life for individuals and their families.

<https://www.newjourneyswashington.org/>

Program of Assertive Community Treatment (PACT)

PACT is a model that supports individuals in community settings rather than psychiatric hospitals or other crisis services. Individuals served by PACT are diagnosed with severe mental health disorders and have challenges accessing traditional mental health services. PACT works with individuals to reduce hospitalizations and incarcerations, and help people maintain independence. Services are evidence-based, recovery-oriented, and provided through a team approach. MCO Transitions of Care teams can help connect members with PACT providers.

<https://www.hca.wa.gov/billers-providers-partners/program-information-providers/program-assertive-community-treatment-pact>

PACT Contact List (Current as of 4/18/2025)

PACT Provider	Team Location (City St)	Team Leader	Team Leader email	Team Leader Phone
BHR	Olympia, WA	Aurora Leger	Ajleger@bhr.org	260-236-7160
Cascade Mental Health	Centralia, WA	Stetson McElhaney	mcelhaneysc@cascadementalhealth.org	360-623-8033
Catholic Charities	Wenatchee, WA	Kerriane Pittman	kpittman@catholiccharitiescw.org	
Central Washington Comprehensive Mental Health	Yakima, WA	Fatima Delgado	fatima.delgado@comphc.org	
Columbia River	Vancouver, WA	Brittany Griffith	brittanyg@crmhs.org	360-622-1790
Compass (Skagit County)	Mt Vernon, WA	Tawna Thomas	tawna.thomas@compassh.org	360-419-7580
Compass (Snohomish)	Marysville, WA	Billy Heinsohn	billy.heinsohn@compassh.org	425-349-6143
Comprehensive Life Resources	Tacoma, WA	Andrea Bekkers	abekkers@cmhshare.org	
Downtown Emergency Services Center	Seattle, WA	Charles Craft	ccraft@desc.org	
Frontier Behavioral Mental Health	Spokane, WA			509-838-4681
Frontier, Team Two	Spokane, WA	Devin Christiansen Phillips	Dchristiansen@fbhwa.org	
Greater Lakes Mental Healthcare	Lakewood, WA	Sarah Baginski	Sarah.Baginski@glmhc.org	253-620-5036
IKRON	Bellevue, WA	Sabrina Walker	swalker@ikron.org	425-332-1732
Kitsap Mental Health Services PACT	Bremerton, WA	Collins Guzrah	collinsg@kmhs.org	360-373-5031

PACT Provider	Team Location (City St)	Team Leader	Team Leader email	Team Leader Phone
Lake Whatcom Center	Bellingham, WA	Cameron Gardner	cameron.gardner@lwrtc.org	360-296-2058
Lifeline Connections (Belllingham)	Bellingham, WA	Kyra Hasley	khasley@lifelineconnections.org	360-798-4735
Lifeline Connections (Vancouver/COMET)	Vancouver, WA	Courtney Vela	cvela@lifelineconnections.org	360-831-3054
Lourdes counseling Center	Richland, WA	Monyay Green	monyay.green@lourdesonline.org	509-545-4462
MultiCare (Pierce County)	Puyallup, WA	Cash Cada	cash.cada@glmhc.org	253-697-8400
Navos Southeast	Burien, WA	Liz Quakenbush	Elizabeth.Quakenbus@navos.org	206-357-6682
SeaMar	Vancouver, WA	Micah Gregory	micahgregory@seamarchc.org	360-525-8053

Education/Orientation Resource

[Lost Patients Podcast](#)

Lost Patients is a 6-part docuseries examining the difficulties of treating serious mental illness through the lens of one city's past, present, and future. <https://www.npr.org/podcasts/510377/lost-patients>

Miscellaneous

[Peer Support and Counseling](#)

In Washington, peer counseling is an approved Medicaid service for qualified patients. Peer counseling is provided by certified peer counselors who have met state requirements, taken the approved class, and passed the state test.

<https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-behavioral-health-support/peer-support-and-counseling>

[PointClickCare](#)

An information platform designed to assist providers with improved care coordination. PointClickCare provides timely, actionable patient information, eliminating the need to search through lengthy patient histories, rapid treatment, and discharge decisions.

<https://pointclickcare.com/why-pointclickcare/empower-connect-advance/>

[Transportation Services \(Non-Emergency\)](#)

Health Care Authority (HCA) covers nonemergency transportation for eligible clients to and from covered health care services through transportation brokers. The brokers schedule the transportation for qualifying clients. Currently, eligible clients are those in Apple Health (Medicaid and CHIP) and other state-funded medical assistance programs that include a transportation benefit.

<https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/transportation-services-nonemergency>

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