

Communication Matters – Exchange of Information between Behavioral Health Inpatient Facilities and Behavioral Health Outpatient Providers Post-discharge

Achieving the best outcome for your members depends on you having the entire picture of their care. Having member information at the time of follow-up visits increases continuity of your members' care. Studies show that coordination of care:

- Is a key determinant of overall Behavioral Health outcomes
- Improves member safety
- Avoids duplicate assessments, procedures or testing
- Results in better treatment outcomes
- Can reduce risk of readmission into the facilities and avoidable ED utilization

Partners encourages a best practice standard which includes that the following information be shared with the member's designated Behavioral Health Outpatient Provider at the time of the discharge:

- Reason(s) for inpatient stay at the facility.
- Significant findings/events during the inpatient stay
- Procedures performed, care, treatment and services provided
- Member's condition at the time of discharge
- Information/education provided to the member and their caregiver

WHAT WE ASK FROM YOU:

1. Ensure that inpatient facility records indicate updated Behavioral Health Outpatient Provider contact information.
2. Implement effective mechanisms to deliver documented discharge summaries to correct Behavioral Health Outpatient Providers in a timely manner.
3. Ensure that Behavioral Health Outpatient Providers will have access to this member discharge information prior to the member's follow up visit.