

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

wellcare

Leveraging Telehealth for Follow-up

Did you know?

Patients with multiple high-risk chronic conditions often see multiple providers across care settings, which can increase the risk of fragmented care, poor outcomes, and repeat ED visits. Timely follow-up and strong care coordination after an ED visit can help reduce medication errors, avoidable hospitalizations, and other serious complications for these high-risk patients.



Measure Description

The percentage of emergency department (ED) visits for persons 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.



Leveraging Telehealth to meet 7-day follow-up requirements for HEDIS Measure FMC

Use telehealth to meet 7-day follow-up requirement quickly

Perform a Telehealth visit as:

- **Initial post -ED touchpoint** on the day of ED discharge through 7 days after the ED visit - followed by in-person if needed

Helps reduce:

- Delay in care
- No-show rates

(continued)

For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. If you have any questions, please contact Provider Relations.



By Allwell
By Fidelis Care
By Health Net
By 'Ohana Health Plan

Ideal for:

- Mobility or transportation barriers
- High-risk or medically complex patients
- Behavioral health integration

Compliance Tip: Telehealth visits should include a clinical evaluation and documentation of the visit



What do you need to do?

- ✓ Submit claims with (CPT, HCPCS codes) and encounter data manner, including diagnosis codes

The following can be used to close HEDIS care gaps, they are not intended to be a directive of your billing practices.

Applicable Codes	
Telehealth Visits	CPT Codes: 98000-98015, 98016, 98966-98968, 98970-98972, 99441-99443, 99455-99458
	HCPCS: G0071, G0463, G2010, G2012, G2251, G2252
Transitional Care Management Services	CPT Codes: 99495, 99496
Place of Service: 02, 10 (<i>Telehealth</i>) Modifier: 95 (<i>if applicable</i>)	