

Follow-Up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions (FMC) HEDIS Tip Sheet MY 2025



Measure definition	Plans(s)	Quality Program(s)	Collection and Reporting
	Medicare	CMS Star Rating	Administrative: Claims/encounter data

High-risk chronic conditions (diagnosed prior to ED visit during measurement year or year prior)		
Alzheimer's disease and related disorders	COPD, Asthma, or unspecified bronchitis	Acute myocardial infarction
Atrial Fibrillation	Depression	Stroke and transient ischemic attack
Chronic kidney disease	Heart failure	

Best practices for quality care

- Establish a system to receive timely notifications of ED discharges for eligible patients.
- Contact patients as soon as possible after discharge to schedule a follow-up appointment within seven days. Same day appointments qualify.
- Discuss discharge instructions thoroughly, ensuring patients understand medication changes and necessary follow-up actions.
- Keep open appointment slots dedicated for post-ED follow-up visits.
- Utilize telehealth, virtual visits or other flexible scheduling options for follow-up to accommodate patient needs.
- Utilize EHR features to track follow-up appointments, medication adherence and patient outreach efforts.
- Provide written information regarding follow-up appointments and contact details with instructions to call if symptoms worsen.

Quality score improvement tips

- ED visits that result in an inpatient stay, either acute or nonacute, within seven days after the inpatient stay are excluded.
- Members with more than one ED visit may be in the measure more than once.
- Provide members with alternatives to ED visits, such as urgent care or telehealth visits.
- Educate members with chronic conditions on the importance of care coordination with all their care providers.

Any of the following meet the criteria for follow up visit		
Outpatient visit	Virtual care or telephone visit	Behavioral health visit
Case Management encounter	Electroconvulsive therapy	Substance abuse counseling
Community mental health center visit	Complex Care Management Services	Intensive outpatient or partial hospitalization
Transitional care management services	Substance use disorder services	

Exclusions

- Members who use hospice services or elect to use a hospice benefit during the measurement year
- Members who die any time during the measurement year

Numerator codes

The following codes can be used to close HEDIS gaps in care. This list is not all inclusive or meant to direct your billing practices. CPT II codes can be accepted as supplemental data, reducing the need for chart collection and review during the HEDIS hybrid season. For more information, please refer to the American Academy of Professional Coders (AAPC).

DESCRIPTIONS	CODES	
Outpatient and telehealth visit	CPT	98966-98968, 98970-98972, 98980, 98981, 99202-99205, 99211-99215, 99242-99245, 99341-99342, 99344-99345, 99347-99350, 99381-99387, 99391-99397, 99401-99404, 99411, 99412, 99421-99423, 99429, 99441-99443, 99455-99458, 99483
Transitional Care Management Services	CPT	99495, 99496
Case Management Encounter	CPT	99366
Complex Care Management Services	CPT	99439, 99487, 99489-99491
Outpatient or Telehealth Behavioral Health Visit	CPT	Visit Setting Unspecified: 90791, 90792, 90832-90834, 90836-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99252-99255 with Outpatient POS: 03, 05, 07, 09, 11-20, 22, 33, 49, 50, 71, 72. BH Outpatient: 98960-98962, 99078, 99202-99205, 99211-99215, 99242-99245, 99341, 99342, 99344, 99345, 99347-99350, 99381-99387, 99391-99397, 99401-99404, 99411, 99412, 99483, 99492-99494, 99510

Partial Hospitalization or Intensive Outpatient	CPT	Visit Setting Unspecified: 90791, 90792, 90832-90834, 90836-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99252-99255 with POS: 52
Community Mental Health Center Visit	CPT	Visit Setting Unspecified: 90791, 90792, 90832-90834, 90836-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99252-99255 with POS: 53
Electroconvulsive Therapy	CPT	90870
Telehealth Visit	CPT	Visit Setting Unspecified: 90791, 90792, 90832-90834, 90836-90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221-99223, 99231-99233, 99238, 99239, 99252-99255 with Telehealth POS: 02, 10
Substance Use Disorder Services	CPT	99408, 99409

How WellSense can help

HEDIS tip sheets are designed to help WellSense providers improve and report the quality of care delivered to WellSense members across key metrics.

If you have questions around HEDIS documentation and quality measures, please email the Quality Team at WS_Quality_Dept@wellsense.org.