



PROVIDER ALERT

BEACON'S FOLLOW-UP AFTER HOSPITALIZATION INITIATIVE

SEPTEMBER 20, 2017

Beacon Health Options has appointed clinical care staff to outreach to consumers who were hospitalized for treatment of a mental health diagnoses. This outreach is designed to improve the likelihood of receiving timely follow-up care with a mental health provider. Consumers are encouraged to attend a follow-up care appointment within 7 or at least 30 days of discharge.

What can hospitals do? Enter consumer's discharge information into ProviderConnect which includes the discharge date and step-down plans so that the most current consumer and provider contact information is available to Beacon staff.

What can outpatient providers do? When contacted by Beacon, share the requested information such as whether the consumer has scheduled an appointment with your office and whether the consumer has kept the appointment. Generally, there is no requirement for a Release of Information in this situation because Beacon and the provider are coordinating the consumer's mental health treatment.

Attached is a printable brochure for hospitals to share as a reminder to attend follow-up after hospitalization care visits.

If your patient needs further information or assistance scheduling aftercare appointments, please call the Beacon Health Options, Inc.® toll free number: 1-800-888-1965
TTY 1-866-835-2755