



## FOLLOW-UP AFTER EMERGENCY DEPARTMENT VISIT FOR MENTAL ILLNESS (FUM)



It can be scary when you or your child experience a mental health crisis. If you or your child received help at an emergency department (ED) during a mental health crisis, you may not know what to do next. **It is very important to follow up with your primary care provider (PCP), pediatrician, or behavioral health specialist to review any prescribed or recommended medications, learn about additional resources, and for continuity of care.**

### WHY IS A FOLLOW-UP VISIT IMPORTANT?

People who receive follow-up care after a behavioral health-related emergency department visit have fewer repeat visits, improved physical and mental function, and increased compliance with their care plan.

### WHEN SHOULD I GO IN FOR A FOLLOW-UP VISIT?

**The sooner you complete your follow-up visit, the better. Two follow-up visits are recommended: one within 7 days and another one within 30 days.** However, it's best to see your provider within the first 7 days after your ED visit, then follow the recommendations of your provider.

### WHAT COUNTS AS A FOLLOW-UP VISIT?

There are many ways to get support, further treatment, and care after a mental health emergency.

- Outpatient office-based care
- Mental health outpatient office-based care
- Intensive outpatient
- Partial hospitalization
- Community mental health center
- Electroconvulsive therapy
- Telehealth
- Telephone
- Online assessment (e-visit or virtual check-in)
- Observation

### FOLLOW-UP VISIT TIPS

- If you have an established PCP or behavioral health provider, schedule an in-person or telehealth visit within 7 days of your emergency department visit to talk about your need for medications or additional resources.
- Contact Community First Health Plans Member Services for help choosing a provider and making an appointment.
- If you have a Community First Case Manager or Service Coordinator, they can also help you schedule an appointment and help you remove obstacles to keeping your appointment, including transportation.
- When scheduling your follow-up visit, tell the provider's office that you went to the emergency department. They often reserve special appointment availability for Members who have recently been in the emergency department.
- Be sure to take your hospital discharge paperwork to your appointment.

### WHERE TO GET HELP 24/7/365

If you or your child is thinking about suicide or self-harm, having a mental health crisis, a substance use crisis, or any other kind of emotional distress, get help right away.

- **Call or text the National Suicide and Crisis Lifeline at 988**
- **Call the Community First Behavioral Health Emergency Line at 1-877-221-2226.**

Consider saving these numbers in your phone.

Go to [988lifeline.org](https://www.988lifeline.org) for more information or to chat online .