



The quarterly newsletter for Indiana health care professionals



Here's what's new

- The UnitedHealthcare Community Plan of Indiana Hoosier Care Connect newsletter helps you do business with us
- The newsletter is published quarterly. We cover a range of topics, including the benefits of digital tools, manual overviews, Indiana Department of Health guidance and more.

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Questions?

Check out our [UnitedHealthcare Community Plan of Indiana homepage](#).



Schedule follow-up after emergency visit for substance use

Improve care delivery by scheduling a post-discharge appointment within 7 days of an emergency department (ED) visit.

Patients with behavioral health problems who do not receive timely follow-up care after substance use ED visits are more likely to be readmitted. It can also result in negative outcomes such as continued substance use, relapse, high utilization of intensive care services or even mortality.

It is essential for patients ages 13 and older to attend a follow-up visit within 7 days of discharge. The visit must have the principal diagnosis of follow-up after emergency department visit substance use (FUA) on the claim. The day of discharge also counts as a qualified follow-up visit. To count toward the FUA measure, the aftercare visit must occur between the day of discharge and day 7.

Qualified post-discharge appointments include:

- Outpatient appointment with primary health care provider
- Outpatient appointment with behavioral health care professional
- Partial hospitalization programs, intensive outpatient programs, outpatient electroconvulsive therapy
- Telehealth appointments

To measure and improve care delivery:

- Use correct documentation and coding
- Maintain appointment availability for your patients with recent ED visits
- Contact patients who cancel their follow-up appointments and reschedule them as soon as possible and within 7 days



Tobacco cessation

You play a key role in helping reduce the adult smoking rate in Indiana. By identifying tobacco use and encouraging cessation, you can help tobacco users be 2.5 times more likely to quit. In fact, 49% of tobacco users choose to quit after receiving this advice from a health care professional.*

Check **Quit Now Indiana** to learn about incentives for providing tobacco cessation support. Find resources, patient materials and the fax referral form.




*Tobacco Prevention & Cessation Resources: [in.gov/health/tpc/resources](https://www.in.gov/health/tpc/resources)



For additional support and information, go to **Quitlines and Other Cessation Support Resources**.

The Individual Health Record

The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. IHR takes cross-system data and transforms it into a clear summary of each person's health history and current health status.

 Information	 Care	 Coordination
<p>Delivers patient information across all patient encounters in the health care delivery system.</p> <ul style="list-style-type: none"> Includes diverse data, such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources, combined into a single record Gives you access to current and historical diagnoses, visits, medications and tests from physicians outside your practice 	<p>Provides a broader view of your patients' overall health care experience. It benefits care teams in several important ways:</p> <ul style="list-style-type: none"> Makes the most of the patient's visit, potentially closing gaps in care Identifies potential admission/readmission risks early, so you can take preventive measures 	<p>Reduces unnecessary or duplicated tests and appointments as all clinical teams work from the same patient information.</p> <ul style="list-style-type: none"> Helps lighten your administrative burden by automating the movement of data Uses near real-time data to help decrease possible test duplication and increase the ability to monitor items, such as medication Gives a broader understanding of your patients' overall health care

How do I request access to IHR?

- Go to UHCprovider.com/newuser
- Contact UnitedHealthcare Web Support at providertechsupport@uhc.com
- Call **866-842-3278**, option 1, 8 a.m.–8 p.m. ET, Monday–Friday



Whom can I reach out to for questions about IHR?

Call the dedicated service team at **888-761-0346**, 8 a.m.–8 p.m. ET, Monday–Friday. They'll research the issue and validate the information.

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