

Mental Health Importance: Provider Quick Guide

In the Medicare Health Outcomes Survey (HOS), mental health questions focus on whether members experience feelings of sadness, anxiety, or emotional distress that effect their daily functioning and overall quality of life.

Why Is This Important?

- Supports early intervention of mental health concerns and connections to appropriate resources.
- Discussions on mental health can help build patient trust and confidence with providers.



Tips to Assess Mental Health

- Ask about patient's mental health, social needs, and mobility.
- During annual preventive visits, use a mental health assessment tool (e.g., PHQ-2/PHQ-9) in the patient health assessment.
- Monitor changes in patient behavior, appetite, and sleep patterns.

Recommendations for Improving Mental Health

- Encourage open communication by creating a safe space for patients to discuss mental health concerns.
- Promote social support groups or encourage community participation (e.g. volunteer groups, senior centers, peer support programs).
- Schedule routine check-ins after new diagnoses and adjust the patient's care plan as needed.



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Mental Health Support is Available

- All patients regardless of payer can **call or text 988** for confidential emotional support — available 24 hours, 7 days a week (TTY dial 711).
- **Refer** patients to explore their **Health Plan Mental Health Benefits** for more information on help available and to support overall mental health.
- If assistance is needed, members can reach out to **Member Services** or the **Nurse Advice Line** listed on their health plan ID card.



Questions About Mental Health on Health Outcomes Survey

- *During the past 4 weeks, have you had any problems with your work or other regular daily activities as a result of any emotional problems?*
- *How much time in the past 4 weeks: A. Have you felt calm and peaceful? B. Did you have a lot of energy? C. Have you felt downhearted and blue?*
- *During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?*



Coding Tips:

CPT/HCPCS

96127: Brief Emotional/Behavioral Assessment

G0444: Medicare Annual Depression Screening

CPT-CAT II

2014F: Mental Status Assessment