

Provider Bulletin

HEDIS® News You Can Use

Initiation and Engagement of Substance Use Disorder Treatment (IET)



Importance of the IET measure

This measure addresses the substance use crisis by promoting timely treatment and engagement. With nearly 49 million Americans affected and over 106,000 deaths annually, **starting care within 14 days and continuing care within 34 days** improves recovery, reduces hospitalizations, and saves lives.

This bulletin offers information on any measure changes, best practice suggestions, links to codes and free resources.



Measure requirements

New substance use disorder (SUD) episodes that result in treatment **initiation** and **engagement** for persons 13 and older.

For more detailed measure info, go to [MC Gap Closure Reference Guide](#)



Coding information

Key coding elements for the IET measure:

- Date of service
- SUD diagnosis code
- Visit/treatment code

For up-to-date, measure specific codes to use, go to

[MC Gap Closure Reference Guide](#)



Common reasons for Gaps in Care

1. Delayed follow-up after SUD diagnosis.
2. Low patient engagement due to lack of support system, stigma, cultural beliefs or access issues.
3. Fragmented care coordination across teams.
4. Incorrect coding or missed documentation.

For members assigned but choosing not to establish care, go to

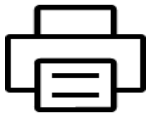
[MC PCP Change Request Form](#)



Low barrier care

Per the Substance Abuse and Mental Health Services Administration (SAMSHA) 2023 Advisory on Low Barrier Models of Care for Substance use Disorders [4], **low barrier care** removes obstacles to treatment and improves engagement, participation, patient empowerment, and reduces hospital visits. It emphasizes:

1. Person-centered care.
2. Meeting people where they are.
3. Non-judgmental environments.
4. Culturally inclusive and trauma-informed care.
5. Flexibility in care delivery.
6. Comprehensive support.



Great resources

1. [Mercy Care opioids substance use](#)
2. [Arizona Department of Health Services - Opioid](#)
3. [substance use treatment resources](#)
4. [Advisory low barrier models of care](#)

**Thank you for the care you provide
to our members**



Best Practices

Tips to improve results

1. **Simplify intake and scheduling process:** Streamline intake forms and reduce administrative barriers.
2. **Flexible access:** Allow same-day or next-day appointments; use telehealth/virtual visits.
3. **Pre-schedule follow-ups:** Schedule at least two follow-up visits before the patient leaves the initial appointment.
4. **Remind & re-schedule:** Use automated reminders; reschedule missed appointments.
5. **Care coordination:** Coordinate with behavioral health, primary care, and community resources.

mercycaresaz.org