



Follow-Up After ED Visit

Quick Reference Guide

2026

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MEASURE SNAPSHOT

CMS Part C Star Measure: C21 - Follow-up after ED Visit for People with Multiple High-Risk Chronic Conditions

CMS Definition: This rating measures the percent of patients **18 and older** with **2 or more high-risk chronic conditions** who got follow-up care within **7 days** after they had an emergency department (ED) visit.¹ Depending on the person's needs this might be a visit with a healthcare provider, an appointment with a case manager, or a home visit.¹

FIELD	ENTRY
CMS measure name	Follow-up after ED Visit for People with Multiple High-Risk Chronic Conditions, FMC
Domain	Managing Chronic (Long Term) Conditions
CMS weighting category	Process Measure
Weight	1, standard-weighted
Primary data source	HEDIS, administrative claims
Unit of measurement	CMS contract-level measure; individual clinicians and practices do not receive a C21 Star Rating
Trend direction	Higher is better
Case-mix adjusted	No ¹
Measurement period	01/01/2024 - 12/31/2024, two years before reporting year ¹
Star measure credit	A qualifying follow-up service billed within the measurement period in selected settings: office or outpatient visit, telehealth or telephone contact, e-visit, home visit, case management, or transitional/complex care management per the specification. This measure is scored from administrative claims: there is no chart-review fallback , so a documented visit whose claim never carries a qualifying code does not count ^{1,2}
Unit of measurement	The ED visit. Each qualifying ED visit opens its own 7-day window . Patients with three qualifying visits generate three separately scored episodes ^{1,2}
Statistical method	Clustering. Cut points are recalculated each year from the distribution of health plan scores and are not fixed targets ¹
Not reported for	Prescription Drug Plans ¹

ABBREVIATIONS: CMS = Centers for Medicare & Medicaid Services; ED = emergency department; FMC = Follow-up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions (HEDIS label)

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