

Notice to Scott and White Health Plan RightCare Members— Emergency Medical Care

October 12, 2020

EMERGENCY MEDICAL CARE

What is Emergency Medical Care?

Emergency medical care is provided for Emergency Medical Conditions and Emergency Behavioral Health Conditions.

Emergency medical condition means:

A medical condition manifesting itself by acute symptoms of recent onset and sufficient severity (including severe pain), such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical care could result in:

1. Placing the patient's health in serious jeopardy;
2. Serious impairment to bodily functions;
3. Serious dysfunction of any bodily organ or part;
4. Serious disfigurement; or
5. In the case of a pregnant women, serious jeopardy to the health of a woman or her unborn child.

Emergency behavioral health condition means:

Any condition, without regard to the nature or cause of the condition, which in the opinion of a prudent layperson, possessing average knowledge of medicine and health:

1. Requires immediate intervention and/or medical attention without which the Member would present an immediate danger to themselves or others; or
2. Which renders the Member incapable of controlling, knowing or understanding the consequences of their actions.

Emergency services and emergency care means:

Covered inpatient and outpatient services furnished by a provider that is qualified to furnish such services and that are needed to evaluate or stabilize an Emergency Medical Condition and/or Emergency Behavioral Health Condition, including post-stabilization care services.

Services provided outside of the United States are not covered benefits of the STAR Medicaid Program.

Examples of when to go to the emergency room:

- Someone may die without immediate medical attention;
- Someone has bad chest pains;
- Someone cannot breathe or is choking;
- Someone has passed out or is having a seizure;
- Someone is sick from poison or a drug overdose;
- Someone has a broken bone;
- Someone is bleeding a lot;
- Someone has been attacked (raped, stabbed, shot, beaten);

- Someone is about to deliver a baby;
- Someone has a severe burn;
- Someone has a severe allergic reaction or has an animal bite;
- Someone has a serious injury to the arm, leg, hand, foot, or head; or
- Someone has trouble controlling behavior and without treatment is dangerous to self or others.

If you have an emergency, go to the closest Emergency Room right away or call 9-1-1. The emergency wait time is based on your medical needs determined by the emergency room that is caring for you. Emergency care is available 24 hours a day, 7 days a week.

What do I need to do if I go to the Emergency Room?

If you go to the Emergency Room, be sure to call your PCP as soon as you can. If you are not able to call your PCP, a family member or friend may call for you.

If the nearest hospital is not a RightCare network hospital, you may be moved to a RightCare network hospital when you are medically stable.

If you go to an Emergency Room when you are not in serious danger, often you will have to wait a long time to see a provider. In most cases, your Primary Care Provider (PCP) can see you quicker at their office. Reasons to **NOT** go to the Emergency Room are:

- Minor burns or cuts
- Earaches
- Sore throat
- Muscle sprains/strains
- Cold, cough, flu
- Sinus problems
- Allergy issues
- Minor headaches
- Rash
- Minor sun burns
- Toothache or baby teething
- Chronic back pain
- Prescription refills
- Broken cast
- Stitches need to be removed

Instead, call your PCP and request an urgent appointment. If you need help making an urgent appointment you can call Member Services at **1-855-897-4448**. If a representative of the health plan instructs you to seek emergency services, the health plan may not deny payment for the emergency services.

What is post stabilization?

Post-stabilization care services are services covered by Medicaid that keep your condition stable following emergency medical care.

What if I get sick when I am out of town or traveling?

If you need medical care when traveling, call us toll-free at **1-855-897-4448** and we will help you find a doctor. If you need emergency services while traveling, go to a nearby hospital, then call us toll-free at **1-855-897-4448**.

If you have an emergency while you are out of town or out of state, go to the nearest emergency room. When you will be temporarily away from home, you should contact your PCP ahead of time to schedule appointments or obtain prescriptions to last for the duration of your trip. If you get sick while out of town—**and it is not an emergency**—you will still remain under the care of

your PCP. With the exception of emergency care, if you see an out-of-town provider you may have to pay.

What if I am out of the country?

Medical services performed out of the country are not covered by Medicaid.