

June 30, 2010

RE: Louisville Metro EMS Now Redirecting Non-Emergent Medical Calls

Dear Jefferson County Primary Care Provider,

On April 19, 2010, Louisville Metro EMS launched Priority Solutions Integrated Access Management (PSIAM). This new alternative triage pilot program operates during regular business hours to identify non-emergent medical 911 calls and redirect them to more appropriate sources of medical care. At Passport Health Plan (PHP), we hope this new program will achieve its objectives to:

- Ensure members receive the most appropriate care for their concerns, without disruption to the physician-patient relationship;
- Allow emergency medical resources to remain available for the most critical medical situations; and,
- Lessen the burden of cost on our local health care system.

How You May Be Affected/Provider Responsibility

Once a trained PSIAM nurse conducts an in-depth interview and evaluates the member's medical condition, the nurse may contact your office via telephone on behalf of a member seeking non-emergent medical care.

If contacted, **please assist with one of the following care options:**

- **Make an appointment for the member** (PSIAM will also provide you with a record of the conversation and the medical information gathered);
- or -
- **Provide a referral** for another care option, such as an urgent or immediate care center visit.

If you are unable to accommodate the member in the recommended timeframe or if the PSIAM system recommends treatment in a timeframe requiring immediate care, the nurse will seek appropriate alternative care for a PHP member after contacting you.

You will also receive a brief survey requesting your feedback on the effectiveness and accuracy of the PSIAM program. **Please complete and return the survey** to help assess the benefits of this program.

Resources

For more information about PSIAM, please contact Louisville Metro EMS at (502) 574-1580 or e-mail kristen.miller@louisvilleky.gov. For questions about this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Sincerely,



Denise Kirkham
Associate Vice President, Provider Relations

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