

Provider Manual

Section 11.0

Emergency Care/Urgent Care Services

Table of Contents

- 11.1 Emergency Care**
- 11.2 Out-of-Service Area Care**
- 11.3 Urgent Care Services**



11.0 Emergency Care/Urgent Care Services

11.1 Emergency Care

11.1.1 Definition

Services for medical emergencies are covered when provided in a hospital, physician's office or other ambulatory setting. As defined in 42 USC 139dd(e) and 42 CFR 438.114, Emergency Medical Condition means: (A) a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect that the absence of immediate medical attention to result in (i) placing the health of the individual (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, (ii) serious impairment of bodily functions, or (iii) serious dysfunction of any bodily organ or part; or (B) with respect to a pregnant woman who is having contractions (i) that there is an inadequate time to effect a safe transfer to another hospital before delivery, or (ii) that transfer may pose a threat to the health or safety of the woman or the unborn child.

11.1.2 PCP Responsibilities

No referral or authorization is required for a member to be seen in the emergency room (ER). If the member calls the primary care practitioner's (PCP) office prior to going to the ER and if the situation can be handled in the PCP's office, it is the PCP's responsibility to comply with Passport Health Plan's access standards. It is also the responsibility of the PCP, per his or her contract with Passport Health Plan, to have after-hours call service 7 days a week, 24 hours a day. Use of Passport Health Plan's 24-Hour Nurse Advice Line is not an acceptable alternative to after-hours call service.

Giving members easily understood instructions during regular office visits may help avoid after office-hours calls or ER visits. Reviewing home treatment for common conditions, such as fever, vomiting, diarrhea, and earaches may give members or their caregivers more confidence in handling these conditions when they arise. Providing written instructions to be used as a reference may also be helpful.

11.2 Out-of-Service-Area Care

11.2.1 Definition

Emergency care as described in Section 11.1.1 is also a covered benefit for Passport Health Plan members when they are out of the service area. No referral or prior authorization is required for out-of-service-area emergency care in the ER.

11.3 Urgent Care Services

11.3.1 Definition

Urgent care is covered in an urgent care center, PCP office, or other ambulatory setting. Urgent care means care for a condition not likely to cause death or lasting harm but for which treatment should not wait for a normally scheduled appointment. Members are advised via Plan educational materials to contact their PCP before seeking medical treatment elsewhere.

11.3.2 PCP Responsibilities

If the member calls prior to going to the urgent care center and the situation can be handled in the PCP's office, it is the PCP's responsibility to see the member within Passport Health Plan's access guidelines.

A referral is required for all urgent care visits except as indicated below:

If it is Saturday, Sunday, a national holiday, or a weekday and after 4 p.m., Passport Health Plan members may go to the following urgent care centers without a referral:

1. After Hour Care of Kentuckiana, Inc., Louisville, Kentucky
2. Baptist Urgent Care, Louisville, Kentucky
3. Bardstown Road Immediate Care Center, Louisville, Kentucky
4. Camelot Immediate Care Center, Louisville, Kentucky
5. Dorsey Immediate Care Center, Louisville, Kentucky
6. Immediate Care Center, Shepherdsville, Kentucky
7. Norton Immediate Care Centers, Louisville, Kentucky
8. Pediatric Acute Care, Louisville, Kentucky
9. Pediatric Prompt Care, Louisville, Kentucky
10. Preston Immediate Care Center, Louisville, Kentucky
11. Urgent Care Center, Radcliff, Kentucky

For the current listing of urgent care centers, please visit the Provider Directories section of our web site, www.passporthealthplan.com/providercenter.

To request a hard copy of this listing, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.