

4. EMERGENCIES

Definition of an Emergency

An emergency is an acute medical condition where you have severe pain or other symptoms and you or your caretakers believe that you cannot wait to get an appointment with your PCP because it could place your health or that of an unborn child in serious jeopardy or could cause further harm by waiting to see your PCP. Some examples of emergencies are:

- Blackouts
- Broken bones
- Chest pain
- Choking
- Drug overdose
- Heavy bleeding
- Poisoning
- Serious cuts or burns
- Sudden inability to move or talk
- Trouble breathing

Remember: If it is a life-threatening situation, call 911 for help immediately.

If you have an emergency, Health Partners will cover any care you receive at the hospital. After an emergency, always call your Health Partners PCP within 24 hours or as soon as possible. Do not go back to the emergency room for follow-up care that is not an emergency. Instead, make an appointment with your PCP.

Sometimes, in an emergency, you may be admitted to an out-of-plan hospital. Health Partners may request that you transfer to a participating hospital. This will take place after your condition is stable. Your PCP and the doctor at the hospital will discuss your condition. They will decide when you can be moved.

When your PCP and the provider at the hospital decide you can be moved, they will arrange for you to be transported under medical supervision to a Health Partners participating plan hospital. There will be no charge for this transportation.

You do not have to go to another hospital if you do not want to. However, if the hospital you are in is not in the Health Partners network and you choose to stay in that hospital, you may be responsible for any hospital costs above and beyond the initial emergency and stabilization treatment.

If you are denied treatment at an emergency room, you should call your PCP or the Health Partners Member Relations department right away. Your PCP's telephone number is on your Health Partners ID card.



The Health Partners Member Relations department can be reached 24 hours a day, seven days a week at 1-800-553-0784 or 215-849-9600, TTY 1-877-454-8477 or 215-849-1579.

Out-of-Area Emergencies

If you have an emergency and you are outside the Health Partners service area, you should seek medical care from the nearest hospital or healthcare provider. Call your PCP within 48 hours or as soon as possible to arrange follow-up care.

The hospital or provider may not be one of Health Partners' participating providers. This means that you might need to transfer to a participating hospital or provider. This transfer cannot take place until your condition is stable. Your PCP will discuss your condition with the doctor who is treating you. They will decide when you can be moved.

Ambulance Services

Health Partners covers all emergency and medically necessary non-emergency ambulance transportation. For non-emergency transportation, we require that your PCP or other participating Health Partners provider contact us for prior authorization before arranging ambulance services.

Remember: If it is a life-threatening situation, call 911 immediately.