

## CHAPTER 5 - EMERGENCY ROOM UTILIZATION

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Emergency services are provided for the treatment of an emergency medical or behavioral health condition. Emergency medical or behavioral health conditions are defined as an acute condition that, if left untreated, could be expected to result in placing a member's health in serious jeopardy, serious impairment to bodily functions, serious dysfunction of any bodily organ/part, or serious harm to another person.

Non-emergent services should be obtained in non-emergency facilities (e.g., urgent care centers) to address member non-emergency care after regular office hours or on weekend, or in a doctor's office.

The following are examples of minor problems when an emergency room should not be used:

- A sprain or strain
- A cut or scrape
- An earache
- A sore throat
- A cough or cold.

Emergency services are covered for all Division Arizona Long Term Care System (ALTCS)-eligible members when there is a demonstrated need, and/or medical assessment services indicate an emergency condition. Prior authorization is not required for emergency services.

The Division views the member's Primary Care Provider (PCP) as the gatekeeper for medical services. Given this, non-emergency services should be addressed by the PCP. Urgent care centers are also available, as appropriate. The Division encourages providers to educate members on appropriate utilization of emergency room and urgent care centers.