

## **CHAPTER 5 EMERGENCY ROOM UTILIZATION**

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Emergency services are covered for all Division Arizona Long Term Care System (ALTCS)-eligible Members when there is a demonstrated need, or medical assessment services indicate an emergency condition.

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 an appropriate option for non emergent treatment.

The Division encourages providers to educate Members on appropriate utilization of emergency rooms and urgent care centers.

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.