

# **EMERGENCY SERVICES**

## **Section IX**

## I. INTRODUCTION

If the situation is life or limb threatening, members have been instructed to go directly or immediately to the nearest emergency room facility. A medical emergency is defined as the sudden and, at the time, unexpected onset of a health condition that manifests itself by symptoms of sufficient severity that would lead a prudent layperson, possessing an average knowledge of health and medicine, to believe that immediate medical care is required, which may include, but shall not be limited to:

- placing the person's health in significant jeopardy;
- serious impairment to a bodily function;
- serious dysfunction of any bodily organ or part;
- inadequately controlled pain; or
- with respect to a pregnant woman who is having contractions if:
  - a. there is inadequate time to effect a safe transfer to another hospital before delivery; or
  - b. transfer to another hospital may pose a threat to the health or safety of the woman or unborn child.

Members are also encouraged to utilize Community Health Line for assistance. Nurses are available twenty-four (24) hours a day, seven (7) days a week. The telephone number is (800)-455-2476 or (816) 271-4000.

## II. EMERGENCY SERVICES OUTSIDE THE SERVICE AREA

Community Health Plan will pay the usual and customary charges for emergency services received outside the service area from non-participating providers, less the member's deductible and co-insurance.

### **Continuing Or Follow-Up Treatment**

- Community Health Plan may transfer a member to a participating hospital for continued care as soon as medically appropriate to do so.
- Co-payment, co-insurance and deductible applies.

### **III. OUT-OF-AREA EMERGENCY ADMISSIONS**

If the member is admitted to an out-of-area hospital, Community Health Plan must be notified for prior authorization within one business day. The admission will be continuously monitored following Community Health Plan's care management process.

Community Health Plan may transfer a member to a participating hospital for continued care as soon as medically appropriate to do so. Transportation may be a covered benefit if prior authorized.