



4. EMERGENCIES AND URGENT CARE

Definition of an Emergency Service

For purposes of covering emergency care for KidzPartners members, Health Partners will be guided by Pennsylvania Act 68, the Quality and Health Care Protection Act, which defines an emergency service as:

1. A health care service provided to an enrollee after the sudden onset of a medical condition that manifests itself by acute symptoms of sufficient severity or severe pain such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in one or more of the following:
 - A. Placing the health of the enrollee or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy
 - B. Serious impairment to bodily functions
 - C. Serious dysfunction of any bodily organ or part
2. Transportation and related emergency services provided by a licensed ambulance service shall constitute an emergency service if the condition is as described above.

Get Care Right Away

In an emergency, get the care your child needs right away. If it is a life-threatening situation, call 911 for help immediately. Some examples of emergencies are:

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

If your child has an emergency, KidzPartners will cover any care he or she receives at the hospital. If your child is ever denied treatment at an emergency room, you should call your child's PCP or KidzPartners Member Relations right away. Your children's PCP telephone number is on their KidzPartners ID card. KidzPartners Member Relations can be reached 24 hours a day, seven days a week at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477 or 215-849-1579).

After an emergency, always call your KidzPartners 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, or this care may not be covered. Instead, make an appointment with your child's PCP.

Out-of-Plan Emergency Services

In an emergency, you should seek medical care from the nearest hospital or healthcare provider. This means your child may be admitted to a non-participating or "out-of-plan" hospital (especially if the emergency takes place while your child is outside of the KidzPartners service area). If this happens, your child might need to transfer to a participating hospital or provider. This transfer cannot take place until your child's condition is stable. Your KidzPartners PCP will discuss your child's condition with the doctor who is treating him or her. They will decide when your child can be moved.

Always call your child's PCP within 24 hours of getting emergency care, or as soon as possible, to arrange follow-up care. If you obtain non-emergency follow-up care from a non-participating provider, KidzPartners may not cover the costs of this care.

Ambulance Services

Health Partners covers all medically necessary emergency ambulance transportation. Remember: If it is a life-threatening situation, call 911 immediately.

Urgent Care

Urgent care is care needed for an illness, pain or injury that, if left untreated, could become a crisis or emergency. If your child needs urgent care, your child's PCP will see him or her within 24 hours. You should call the PCP or have someone call for you. Remember, your children's PCP is available to you 24 hours a day, seven days a week. He or she is there to help your children, and will give you advice or direction. Taking this step could save you a trip to the emergency room! To learn more, please call KidzPartners Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).

If for some reason you are not able to reach your child's PCP or your PCP cannot see your child within 24 hours, you may also visit an Urgent Care Center. Urgent Care Centers are facilities that provide basic medical care for walk-in patients with illnesses or injuries that do not require emergency care, such as muscle sprains or minor cuts requiring stitches. To learn more about Urgent Care Centers and the services they provide, please call Member Relations.