

Passport Advantage
Provider Manual
Section 7.0
Emergency Care/Urgent Care
Services

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7.0 Emergency Care/Urgent Care Services

7.1 Emergency Care

7.1.1 Definition of an Emergency Medical Condition

An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Serious jeopardy to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child.
- Serious impairment to bodily functions.
- Serious dysfunction of any bodily organ or part.

Emergency services are covered inpatient and outpatient services that are:

- Furnished by a provider qualified to furnish emergency services; and
- Needed to evaluate or stabilize an emergency medical condition.

7.1.2 Provider Responsibilities

Passport Advantage does not require authorizations for emergency services.

If a member calls a provider inquiring about obtaining emergency services, the provider should see the member if the provider can address the member's situation in the provider's office. Otherwise, the provider should direct the member to appropriate services.

As applicable, providers must have an after-hours call service available 7 days a week, 24 hours a day. Please see Section 4.2 for additional information regarding after-hours telephone coverage requirements.

Giving members easily understood instructions during regular office visits may help avoid after-office-hour calls or emergency department visits for non-emergent conditions. Reviewing home treatment for common conditions such as fever, vomiting, diarrhea, and earaches, may give members or their caregivers more confidence in handling these conditions when they arise. Providing written instructions to be used as a reference may also be helpful.

7.2 Urgently Needed Services

7.2.1 Definition of Urgently Needed Services

Urgently needed services are covered services, that are not emergency services, that a member receives when the services are medically necessary and immediately required as a result of an unforeseen illness, injury, or condition.

7.2.2 Provider Responsibilities

Passport Advantage does not require authorizations for urgently needed services.

7.3 Care Out-of-Service Area

Services for emergency medical conditions as described in section 7.1.1 and urgently needed services are a covered benefit for Passport Advantage members when they are out of the service area. No prior authorization is required for out-of-service-area emergency care and urgently needed services.