

Important Reminder

Use Emergency Rooms Carefully!

Using a hospital Emergency Room (ER) for *routine* care can cost you **time** and **money**.

The Oregon Health Plan (OHP) only pays hospitals for services provided to clients in the ER **if the service is an emergency**.

What's an emergency?

An emergency is a serious injury or sudden illness, including severe pain, that you believe might cause death or serious bodily harm if not treated. If you are pregnant, emergency services also include your unborn baby's health.

Here are a few health care conditions that are considered emergencies:

- ✓ Chest pain or pressure
- ✓ Trouble breathing
- ✓ Bleeding that does not stop
- ✓ Broken bones
- ✓ Loss of consciousness (blacking out)
- ✓ Major burns
- ✓ Seizures

Here are a few health care conditions that are **not** considered emergencies:

- ✓ Sore throats
- ✓ Colds
- ✓ Flu
- ✓ Back pain

*The conditions shown above are **examples** and not a complete list of emergency and non-emergency conditions.*

If you go to a hospital emergency room for treatment for an illness or condition that is **not** an emergency, it may cost you:

Time — Because you are in an ER, you may have to wait longer to be seen than in a scheduled office visit. Even after you're seen, if the doctor decides you do not have an emergency, the hospital may send you home without treatment and tell you to schedule an appointment with your health care provider.

Money — The hospital may still offer to treat you, but explain that you may have to pay for the treatment, since OHP may not pay the hospital for non-emergency treatment in an ER.

We can help!

We have people who can help you decide if your health condition or illness is an emergency. They can also give you advice on how to treat illnesses and conditions that do not require an emergency room visit.

You can call for friendly, helpful advice 24 hours a day, 7 days a week.

- **If you are enrolled in a DMAP Medical Plan or with a Primary Care Manager (PCM),** call their office or clinic. Speak to the provider on call, even if he or she is not your usual health care provider.

Check fields 8a and 8b on your Medical Care ID to see if you are in a DMAP Medical Plan or enrolled with a PCM

- **If you are *not* in a DMAP Medical Plan or enrolled with a PCM,** call the CareEnhance Nurse Advice Line at 1-800-711-6687. The CareEnhance Nurse Line has caring registered nurses who will help make sure that you and your family get the care you need.

Questions?

 **If you have any questions about this information** – Call DMAP's Client Advisory Services Unit at 1-800-273-0557, or TTY 1-800-375-2863.

 **If you need this information in a larger print size or different format** – Call your worker.