

South Dakota Primary Care Provider Program Reminders

The Emergency Room

GO
TO
THE
ER

Go to the Emergency Room (ER) only when you have a serious health problem that could cause lasting injury or death. Examples include: severe bleeding, chest pain, shortness of breath, severe pain, broken bones, loss of consciousness, or severe allergic reaction.

If the problem is not a real emergency, you may have to pay the bill

Do not go to the Emergency Room (ER) for treatment of a cold, a cough or other minor illness or injury that your doctor can treat in his/her office or over the phone.

Do not go to the ER because it is easier and more convenient for your schedule.

You will be responsible to pay for non-referred, non-emergency services.

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Be ready for a real emergency...

- ✓ Ask your Primary Care Provider (PCP) office for a number to call after hours. Use this number if your problem is serious but not life-threatening.
- ✓ Call 911 or go to the emergency room if there is a bad injury, sudden illness, or an illness that is quickly getting much worse.

If you're not sure...call your doctor!

If you are not sure what to do, call your doctor's office. Your PCP or on-call staff can be reached by telephone 24 hours a day, seven days a week. If the PCP or on-call staff contacts the ER prior to a non-emergent services, Medicaid will pay for services.

Important...

If you go to the ER and your health problem is not a true emergency (a serious health problem that can cause lasting injury or death) without a referral from your PCP, you may have to pay for the ER visit.

More information to be aware of...

- ✓ Be sure to have referrals from your PCP **BEFORE** seeing other medical providers for managed care services.
- ✓ For Acute Care/Urgent Care Clinics, you need to contact your PCP before getting services. If your PCP determines the need for services, the PCP will contact the clinic and give the referring information.
- ✓ Getting care from your PCP will help you avoid unwanted medical bills and will provide your PCP with more medical history to allow better care for you in the future.
- ✓ Always show your Medicaid ID card before you get care.
- ✓ If you are traveling out of state and need to see a doctor, check to make sure the out-of-state doctor or hospital accepts South Dakota Medicaid or you may have to pay the bill.
- ✓ Read through your Medicaid Recipient Handbook carefully.
- ✓ If you have any questions regarding your medical services or coverage, please call your local DSS office or South Dakota Medicaid at 1.800.597.1603.



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.305.9673 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.305.9673 (TTY: 711).